User Guide

RetailManager v12.5

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   ii. cause any part of these provisions to be void.

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Contents

1 Setting Up

Welcome to MYOB RetailManager, the advanced point-of-sale software that helps you take control of your cash register and retail system. Whether you are a small retailer with a small number of daily sales, or a larger retailer with multiple cash registers, a high rate of sales and extensive inventory management, RetailManager offers you the features to get the best results.

The RetailManager *User Guide* provides detailed information about the features, functions and capabilities of RetailManager. It is designed to be used as an everyday reference as well as a reference for periodic routines such as file maintenance tasks and exporting to an accounting system.

This chapter describes how to set up RetailManager for your business.

Overview

Setting up involves tasks which you need to perform to get your MYOB RetailManager software up and running and customised to suit your needs. As your business changes, you can change how your RetailManager software works.

See 'Implementing MYOB RetailManager' on page 12 for detailed information about setting up RetailManager for your business.

Technical support

Our technical support team can offer assistance with installing, using and troubleshooting MYOB RetailManager. However, support cannot be provided on issues arising from hardware or operating system faults, or incompatible hardware or software. You may need to contact an MYOB RetailManager Professional if these issues arise.

The following support information is outlined in this section:

- 'Technical support phone numbers and charges' on page 10
- 'Support plan for MYOB RetailManager' on page 10
- 'MYOB Point Of Sale (POS) Consultants' on page 11
- 'Support notes' on page 12
- 'Send us your feedback' on page 12.

Technical support phone numbers and charges

Support plan	Phone number	Available times	Charges
MYOB Cover	1300 555 115	We're open seven days a week (except for National holidays). Check our website for opening hours.	Local call charges
Pay-Per-Call Support If your introductory support period has expired and you are not subscribed to MYOB Cover.	1300 555 128	We're open seven days a week. Check our website for opening hours.	Local call charges and Pay-Per-Call charges. To find out what our current Pay-Per-Call charges are, call 1300 555 115.

NOTE: **Call charges** For information about call charges, contact technical support or visit myob.com.au.

Support plan for MYOB RetailManager

Registering your MYOB RetailManager software and subscribing to MYOB Cover entitles your business to technical support, the latest version of RetailManager, the latest tips and techniques, and information about how any changes in the business and legislation environment might affect your business.

For more information, see your RetailManager *Getting Started* guide.

For the terms and conditions of MYOB Cover, visit myob.com.au/cover and select **MYOB RetailManager**.

Subscription version of RetailManager The following links only apply to users of the subscription version of RetailManager:

- Subscription Version window
- Identifying your primary computer.

Subscription Version window

NOTE: **Subscription version of MYOB RetailManager** This section only applies to users of the subscription version of RetailManager.

The **Subscription Version** window appears when confirmation is due for your MYOB RetailManager subscription. The window will indicate the number of days you have to complete the confirmation.

If you don't enter the confirmation code within the limit specified, you will still be able to open your shopfront, view records and print reports. However, the **Transaction** menu will be disabled and you will be unable to enter new transactions into your shopfront until you enter the code.

To confirm your subscription

1 Call MYOB on the number displayed in the **Subscription Version** window and obtain your confirmation code.

2 If you are using RetailManager on a network, you will need to enter the confirmation code on the computer that has the primary network licence.

  If you do not know which computer this is, see 'Identifying your primary computer' on page 11.

3 Start RetailManager and open your shopfront. The **Subscription Version** window appears.

  You can also open this window by going to the **Help** menu and choosing **Confirm Subscription**.

4 Enter your confirmation code in the **Enter Confirmation Code** field and click **Confirm**.

How often will I have to confirm?

Initial confirmation You will be prompted to complete your initial confirmation six months after registering RetailManager.

Subsequent confirmations Subsequent prompts to confirm will appear at regular intervals that are determined by the terms of your subscription license.

NOTE: Avoid changing your system date If you change your system date, a prompt to immediately confirm your RetailManager subscription may appear when you open your shopfront. If this occurs, you will need to call MYOB to obtain a new confirmation code.

Identifying your primary computer

NOTE: Subscription version of MYOB RetailManager This section only applies to users of the subscription version of RetailManager.

The primary computer is the one on which you first registered RetailManager.

To identify your primary computer

1 Start RetailManager and connect to your shopfront.

2 Go to the **Help** menu and choose **Company Details**. The **Company Details** window appears.
  - If the word **Primary** is displayed next to the unlock code, you are working on the primary computer.
  - If the word **Network** is displayed next to the unlock code, you are working on an additional terminal. Repeat these steps on another computer until you identify your primary computer.

MYOB Point Of Sale (POS) Consultants

MYOB POS Consultants provide independent on-site assistance with MYOB RetailManager and associated products and services, including:

- Retail business systems needs and analysis
- RetailManager installation, setup and implementation
- Point-of-sale hardware and peripherals solutions

- On-site training and support for RetailManager
- RetailManager database maintenance
- Integration with MYOB business management software.

As independent businesses, MYOB POS Consultants offer a range of services.

To discuss your retail needs with an MYOB RetailManager Professional near you, visit myob.com.au and click on **Partners**.

Support notes

You can access a wide range of technical support notes at myob.com.au/supportnotes

Send us your feedback

We welcome your suggestions for improvements and changes to RetailManager. Go to myob.com/ideas and complete the online form, or go to the **Help** menu and click **Send Product Suggestions**.

Implementing MYOB RetailManager

Before you start

Before you can implement MYOB RetailManager, you need to perform the following steps:

1. Install and register RetailManager as described in the RetailManager *Getting Started* guide.
2. Back up your registered database after installation.

   When you have installed and registered RetailManager, we recommend that you back up your database files: recent.mdb, archive.mdb and config.mdb. You can do this by going to the **File** menu and selecting **Backup**. See 'Performing a backup' on page 278 for more information.

   A backup of your registered database is important if you need to restore from your backed up `config.mdb` database. You will not have to reregister if you have a backup.
3. Set your regional settings. See 'Setting your regional settings' below.

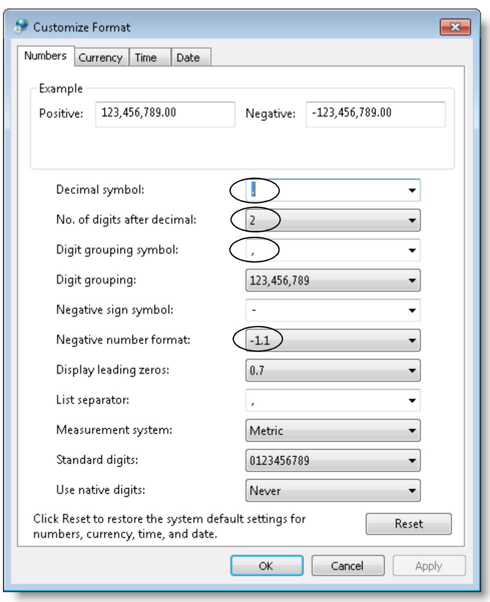
Setting your regional settings

In Windows, make sure your system settings reflect the following:

Numbers tab	• Decimal symbol is set to a decimal point • No. of digits after decimal is set to 2 • Digit grouping symbol is set to a comma • Negative number format is set to -1.1
Currency tab	• Currency symbol is set to $ • Decimal symbol is set to a decimal point • No. of digits after decimal is set to 2 • Digit grouping symbol is set to a comma
Date tab	• Short date style is set to dd/MM/yyyy

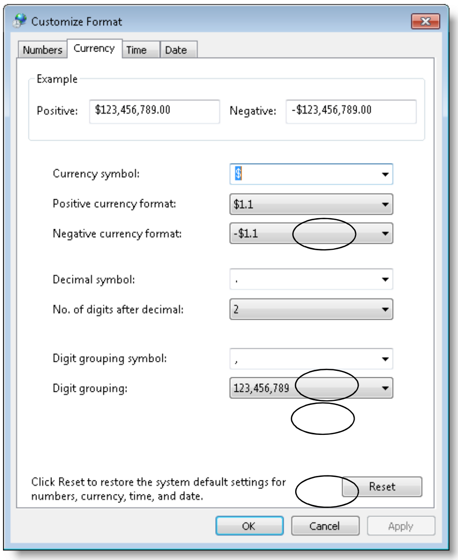
To set your regional settings

1. Open your **Region and Location** Control Panel.
2. Click **Additional Settings**.
3. Click the **Numbers** tab and set the following:
   - Decimal symbol to a decimal point
   - No. of digits after decimal to 2
   - Digit grouping symbol to a comma
   - Negative number format to -1.1

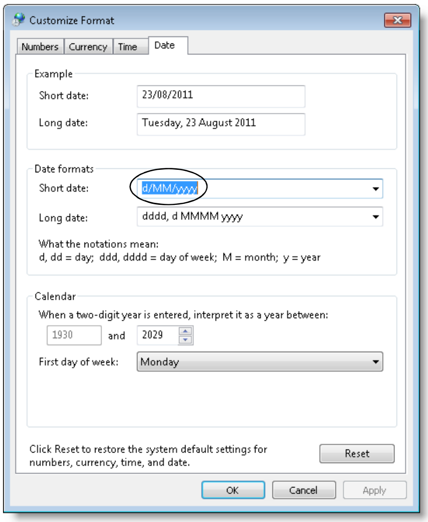


4. Click the **Currency** tab and set the following:
   - Currency symbol to $
   - Decimal symbol to a decimal point
   - No. of digits after decimal to 2

- Digit grouping symbol to a comma



5 Click the **Date** tab and set the short date format to **dd/MM/yyyy**.



6 Click **Apply** and then click **OK**.

Steps to implement MYOB RetailManager

NOTE: MYOB RetailBasics users See 'Steps to implement MYOB RetailManager if you previously used MYOB RetailBasics' on page 16.

If you are new to MYOB RetailManager, use the table below to implement RetailManager for the first time. This is only intended as a guide—your procedure may vary according to the requirements of your business.

Step		Details
1	Create a shopfront	See 'Creating a new shopfront' on page 17.
2	Set up your retail point-of-sale hardware	Install retail hardware such as cash drawers, docket printers, bar code scanners, EFTPOS terminals and pole displays. **NOTE:** Except for USB docket printers, most devices do not require special drivers. They all work directly from MYOB RetailManager. See 'Setting Up Hardware' on page 371 for full instructions on setting up standard retail hardware.
3	Set up RetailManager options	You can customise a number of settings in RetailManager. For example, you may want to set up your own payment types and specify the printer you want to use print dockets and transaction documents. To set these options, go to the **Setup** menu and choose **Options.** Review and set each option as required. See 'Customising MYOB RetailManager' on page 21 for instructions.
4	Set up tax codes	Tax codes for the GST (Goods and Services Tax) system have automatically been set up in RetailManager. Before you make any transactions in RetailManager, you should review the existing tax codes and create any additional tax codes your require. Make sure you also check your default sales, purchases and freight tax codes. See 'Tax codes' on page 54 for instructions.
5	Enter staff information	RetailManager requires that you set up at least one staff member before you can enter sales, goods received, and so on. You can also create more staff records. See 'Staff' on page 81 for instructions. If you want to control staff members' access to RetailManager features, see 'Security' on page 285.
6	Create supplier records	Suppliers are the companies from whom you order inventory. See 'Maintaining supplier details' on page 90 for instructions on creating your supplier records.
7	Create departments and categories	In RetailManager, you can organise stock into departments just like you do in your shop. RetailManager also allows three *category* classifications for items within a department. Using departments and categories to group items in your inventory can provide greater detail in reporting, and will help you streamline stock searching and stocktaking. We recommend that you develop departments and categories in writing before entering them into RetailManager. See 'Stock' on page 87 for more information.
8	Create stock items	You can create stock items from the **Stock** window, the **Create New Stock Item** window or the **Goods Received** window. See 'Creating a new stock item' on page 106 for more information.
9	Create customer records	RetailManager supports detailed customer information, including account information, set pricing information, 'preferred' customers, purchase and payment records and more. See 'Customers' on page 223 for instructions on entering customer information.

Depending on your setup, you may also want to:

- **Create pricing rules**—This is a powerful feature that lets you establish global and category rules to generate useful default pricing. It includes up to five pricing grades per item—which matches the grade set in a customer's record. MYOB RetailManager Professionals can assist with creating pricing rules. See 'Pricing grades' on page 137 for more detailed information.
- **Enter accounting export information**—RetailManager can export accounting information to MYOB Accounting 10.5 & above and MYOB Premier 4.5 & above software—you do not have to manually enter cashup information. You need to enter the appropriate account codes and create payment groups if required.

  You need to ensure that the export is performed correctly, and you may need to check that information has been accurately entered into RetailManager. See 'Exporting RetailManager accounting data to your MYOB business management software' on page 303 for more information.

Steps to implement MYOB RetailManager if you previously used MYOB RetailBasics

If you previously used MYOB RetailBasics, you can import staff, stock and customer records from RetailBasics into MYOB RetailManager. However, this is just one part of the RetailManager setup.

Use the table below to assist you to move from RetailBasics to RetailManager.

Step		Details
1	Create a shopfront	See 'Creating a new shopfront' on page 17.
2	Set up your retail point-of-sale hardware	You will need to set up your hardware in RetailManager. Your RetailBasics settings are not automatically brought over to RetailManager. See 'Setting Up Hardware' on page 371 for full instructions on setting up standard retail hardware, including docket printers, bar code scanners, cash drawers, EFTPOS terminals and pole displays.
3	Set up RetailManager options	RetailManager has a number of options which significantly affect the way you will use RetailManager in your business. These may include preferences such as those found in the **Customise Settings** and **Setup and Maintenance** windows of RetailBasics. For example, you may want to set in RetailManager the rounding rules and lay-by preferences you had set in RetailBasics. You may also need to create the same payment types. To set these options, go to the **Setup** menu and choose **Options.** Review and set each option as required. See 'Customising MYOB RetailManager' on page 21 for instructions.
4	Import staff, stock and customer records from RetailBasics	Import staff, stock and customer records into RetailManager using the RetailBasics Importer. Tax codes are imported automatically when you import stock. For more details, see 'Importing data from MYOB RetailBasics into RetailManager' on page 313.
5	Create supplier records in RetailManager	To use the purchase-tracking features of RetailManager, you will need to create supplier records. See 'Maintaining supplier details' on page 90 for instructions on creating your supplier records.
6	Edit departments and create categories	RetailManager allows three *category* classifications for items within a department. Using departments and categories to group items in your inventory can provide greater detail in reporting, and will help you streamline stock searching and stocktaking. If necessary, edit the departments that have been imported from RetailBasics, and create categories and category values. See 'Stock' on page 87 for more information.

Step	Details
7 Assign stock items to departments and categories	Assign your stock items to the appropriate departments and categories using the **Reassign Stock Items** feature. See ‘Reassigning stock items’ on page 104 for more information.
8 Edit the imported stock items	Edit each stock item using the **Goods Received** or **Stock** window in RetailManager. For each stock item imported from RetailBasics, we recommend that you: • enter cost price details in the **Purchases (Cost)** fields • select the supplier for the item • set the minimum and maximum quantities that you want to have on hand. See ‘Updating stock item details’ on page 118 for more information.
9 Set up staff security	Re-create the staff security options you had in RetailBasics. See ‘Security’ on page 285.

Creating a new shopfront

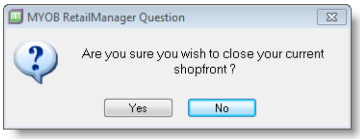
Your MYOB RetailManager *shopfront* is the database you create for your retail business. The shopfront comprises four database files: recent.mdb, archive.mdb, mirror.mdb and offline.mdb. When you create a new shopfront, a folder with the shopfront name is created. This folder contains the four database files and is located in your RetailManager program folder.

You can create additional shopfronts, if required. For more details, see ‘To connect to more than one shopfront’ on page 20.

NOTE: Multiple shopfronts Having more than one shopfront means that you are effectively keeping more than one set of books.

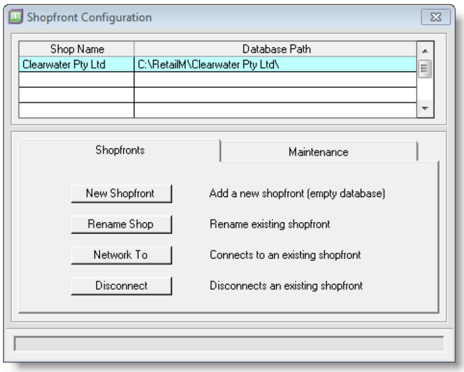
To create a new shopfront

1 In RetailManager, click **File** and then click **Configuration**. The following message appears.



All shopfronts must be closed before a new shopfront is created.

2 Click **Yes**. The **Shopfront Configuration** window appears.



The top section of the window lists your current shopfronts, with their paths on your hard drive. The bottom section of the window changes according to the tab selected (**Shopfronts** or **Maintenance**).

3 Make sure the **Shopfronts** tab is active and then click **New Shopfront**. The **Shopfront Name** window appears.

4 Enter the name of the new shopfront you want to create, and click **Continue**.

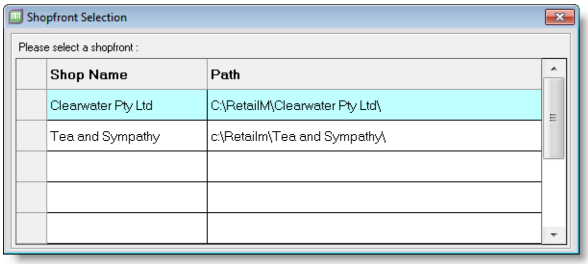
Note that the shopfront name you enter will be the name that appears on your receipts and reports.

NOTE: Windows file and folder naming conventions The Windows operating system restricts you from typing certain characters (/ \:*?”<>) in your file and folder names. As a result, RetailManager does not allow you to use these characters in your shopfront name.

The new shopfront is now listed below the existing shopfront in the **Shopfront Configuration** window. The new shopfront file is stored in the C:\RetailM folder by default.

If you make a spelling mistake, or want to rename the shopfront, highlight the shop you want to rename and click **Rename Shop**.

5 Close the **Shopfront Configuration** window. The **Shopfront Selection** window appears.

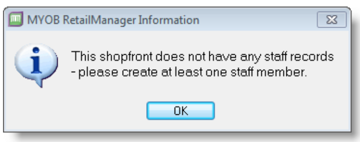


6 Click the shopfront you just created. The **About MYOB RetailManager** window appears.

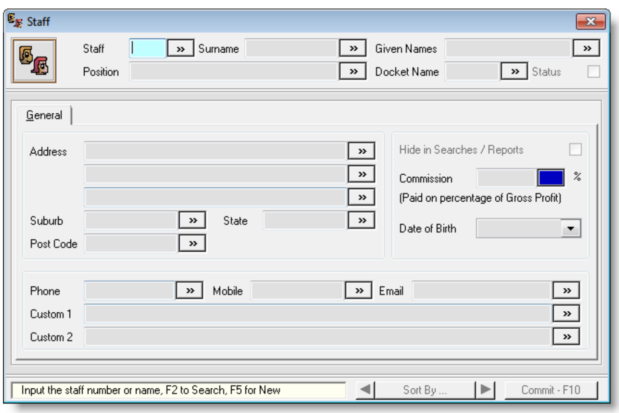
7 Click **OK**. A message asking if you want to create a new database appears.

8 Click **Yes**. A new database for this shopfront is created.

However, a shopfront must contain at least one staff member, so the following message appears.

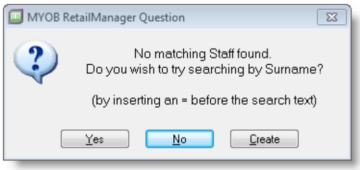


9 Click **OK**. The **Staff** window appears.



NOTE: Want to import staff records from MYOB RetailBasics? If you previously used MYOB RetailBasics and want to import staff records from that software, close the **Staff** window. Then, go to the **File** menu and choose **RetailBasics Importer**. For detailed instructions on how to use the importer, see 'Importing data from MYOB RetailBasics into RetailManager' on page 313.

10 Enter a staff number or identifier. If you want to specify a staff ID for a staff member, enter it in the **Staff** field, making sure that you are not duplicating an existing one, and press ENTER. A question window appears.



11 Click **Create**. However, if you want RetailManager to automatically allocate a unique staff number, press F5. The word ‘<New>’ is displayed in the **Staff** field. The staff number will be allocated when you commit the transaction.

The minimum information you need to complete at this stage to create a shopfront is the staff member’s **Surname** and **Given Names**, as these fields are mandatory.

12 Enter the staff member’s surname and given name in the respective fields. You can enter either the staff member’s surname, or given name, or both. If you want a different name to appear on the docket, enter that name in the **Docket Name** field.

13 If you want, you can complete the Staff window. As you enter text (or select options) in each field, a description of the field is displayed in the long text field at the bottom of the window.

For more information about entering staff details, see ‘Creating and editing staff records’ on page 82.

To connect to more than one shopfront

If you have a single shopfront you connect to, this shopfront is automatically loaded when you start up MYOB RetailManager. This applies regardless of whether you run RetailManager on a single computer or on a network.

RetailManager allows you to connect to multiple shopfronts. This can be useful, for example, if you want to stay connected to the Clearwater sample shopfront that comes with your RetailManager software and to your own shopfront. Only one shopfront can be displayed at a time, so when you start up RetailManager you must first specify which shopfront you want to connect to.

The following procedure describes how to connect to another shopfront located on a single computer.

1 Start RetailManager. The **Shopfront Selection** window appears.

2 Click the required shopfront.

A blank screen appears with the RetailManager menu bar at the top of the screen. If you have selected the **Always Display Sales Window** option in the **Sales** view of the **General Options** window, the **Sales** window is loaded for the selected shopfront.

If you are running RetailManager on a network and you want to connect to an external shopfront (a shopfront on another computer), see ‘Connecting to an external shopfront’ on page 397.

For instructions on how to set up RetailManager on a network, see ‘Setting up a RetailManager network’ on page 395.

Customising MYOB RetailManager

MYOB RetailManager has a range of options that can be customised to suit the needs of your retail business.

Some of these options simply affect the way RetailManager behaves, such as skipping fields in the **Sales** window that may not be relevant for your business. Other options such as specifying your docket printer and report printer are mandatory to get up and running with RetailManager. These options are summarised as follows:

Option	Description
General	Enable you to set the default behaviour of RetailManager, including choosing to display such information as history details and whether to activate automatic reminders when stock is running low. You also use these options to affect the look and performance of a number of windows such as **Sales** and **Goods Received**, and to set the quote expiry and 'lay-by due by' time periods. For more details, see 'General options' on page 22
Payment Type	Enable you to modify each payment type with options that include editing, deleting, setting rounding, making active, making electronic, and allowing cashout if electronic. For more details, see 'Payment Type options' on page 28.
Printing	Select the printer for your receipts, reports, bar codes, invoices, orders, lay-bys, goods/returns, quotes, sales orders, cashup and payments, and to specify the number of copies you require. For more details, see 'Printing options' on page 31.
GST	Record your ABN and ACN. You can then choose to print your invoices and dockets in standard GST format and include your ABN and ACN. For more details, see 'GST options' on page 36.
Message	Define staff prompts, invoice and receipt messages and packing slip instructions, along with the quote, sales order, lay-by and account terms and conditions used by your business and printed on invoices and statements. For more details, see 'Message options' on page 38.
Custom	Set the names of custom fields available in RetailManager, the colour schemes for RetailManager windows, and to set how RetailManager handles capitalisation. For more details, see 'Custom options' on page 39.
Accounting	Define the way RetailManager exports information to accounting systems, including setting your exporting method—either Accrual or Cash. If you are unsure which method to use, please consult your accountant. Exporting accounting information from RetailManager to your business management software reduces the need for daily accounting journals and greatly simplifies data entry. Banking options within your accounting options are used to define the way transactions are reported to your accounting system. For more details, see 'Accounting options' on page 41.
Serial Number	Enable you to enforce unique serial numbers, and control the way RetailManager prompts for serial number information and prints serial number information on receipts. For more details, see 'Serial number options' on page 51.
Alerts	Enable you to show or hide alert messages, such as reminders to back up your shopfront. For more information, see 'Alerts options' on page 52.
Email Default	Enable you to specify the default text you want to use when you email transaction documents and customer statements. For more information, see 'Email options' on page 52.
Email Program	Enable you to select your default email program. For more details, see 'Email options' on page 52.

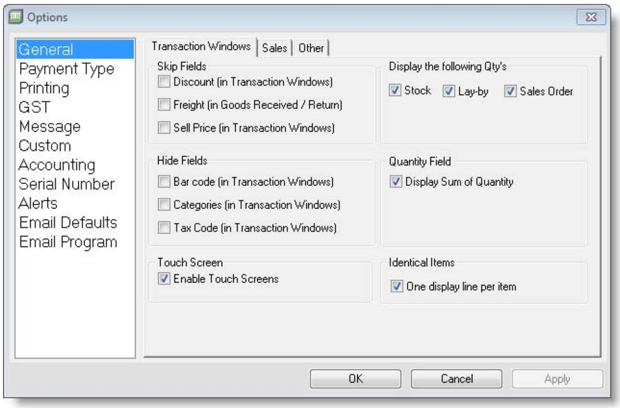
Setting options on a network Note that in a network environment, some of these settings will apply globally to every workstation connected to your shopfront. See 'Shopfront options' on page 398 for more information.

General options

General options are used throughout MYOB RetailManager and include options that apply to the information displayed on your transaction screens as well as the touch screen display. You can also set fields that can be skipped during a transaction.

To display the General options tabs

1 Go to the **Setup** menu and choose **Options**. The **General Options** window appears.



The **General Options** window is divided into three tabs: **Transaction Windows**, **Sales** and **Other**.

2 Click the tab in which you want to set options.

The options in the tabs of the **General Options** window are described in the following sections.

- 'The Transaction Windows tab' below
- 'The Sales tab' on page 24
- 'The Other tab' on page 26.

The Transaction Windows tab

The **Transaction Windows** tab allows you to select options that apply to the look and operation of your transaction windows. These windows include **Sales**, **Goods Received**, **Returned Goods**, **Quote Converter**, **Purchase Orders**, **Lay-by Payments** and **Sales Order Payments**.

NOTE: These options do not apply to the Debtor Payments transaction window Options that you select apply to all transaction windows that you access via the **Transaction** menu, **except** the **Debtor Payments** window.

Transaction Windows tab options

The **Transaction Windows** tab is divided into several groups of options:

- Skip Fields
- Hide Fields
- Touch Screen
- Display the Following Qty's
- Quantity Field
- Identical Items.

Refer to the following sections for details of the options in each of these groups.

Skip Fields This group contains options that allow you to nominate fields to be skipped when you use the TAB key to move between fields in RetailManager. See 'Moving between fields in a window' on page 68 for more information. The following table provides details for each option in the **Skip Fields** group.

Skip Fields group options	Select this option to...
Discount (in Transaction Windows)	skip the **Discount** field in transaction windows. You can still select this field using your mouse, SHIFT+TAB or F12 to go back to the field.
Freight (in Goods Received / Returned)	skip the **Freight** field in the **Goods Received** and **Goods Returned** transaction windows. You can still select this field using your mouse, SHIFT+TAB or F12 to go back to the field.
Sell Price (in Transaction Windows)	skip the **Sell Price** field in transaction windows. You can still select this field using your mouse, SHIFT+TAB or F12 to go back to the field.

Hide Fields This group contains options that enable you to hide fields in transaction windows. That is, you can select fields that you do not want displayed in transaction windows. The following table provides details for each option in the **Hide Fields** group.

Hide Fields group options	Select this option to...
Bar code (in Transaction Windows)	hide the **Bar code** column in transaction windows.
Categories (in Transaction Windows)	hide the **Categories** columns in transaction windows.
Tax Code (in Transaction Windows)	hide the **Tax** column in transaction windows.

Touch Screen The **Touch Screen** group contains one option, **Enable Touch Screens**. If this option is selected, touch screen layouts will be displayed when subsequent windows are opened in RetailManager. For more information about touch screen layouts, see 'Touch screens' on page 76.

Display the following Qty's This group contains options that enable you to display quantities of items in stock, on lay-by and sales order. The following table provides details for each option in the **Display the following Qty's** group.

Display the following Qty's group options	Select this option to...
Stock	display the quantity of an item you have in stock in the **Description** field of transaction windows.
Lay-by	display the quantity of an item you have on lay-by in the **Description** field of transaction windows.
Sales Order	display the quantity of an item you have on sales order in the **Description** field of transaction windows.

Quantity Field The **Quantity Field** group contains one option, **Display Sum of Quantity**. If this option is selected, then the sum of items displayed in the entered items list of a transaction window appears in the quantity field. Note that weighted items and fractional quantity items are counted as single items.

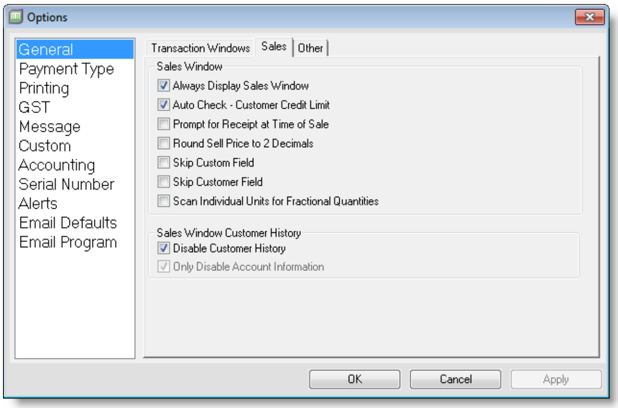
Identical Items This group contains one option, **One display line per item**. If this option is selected, you are restricted to a single-line description for each item, i.e. long descriptions are truncated.

The Sales tab

The **Sales** tab allows you to select options that apply to the look and operation of your **Sales** window in MYOB RetailManager. The options available on the **Sales** tab are described in the following section.

Sales tab options

The **Sales** tab is divided into two groups of options—**Sales Window** and **Sales Window Customer History**. Refer to the following sections for details of the options in each of these groups.



Sales Window Use this group to select options that apply to your **Sales** window in RetailManager. The following table provides details for each option in the **Sales Window** group.

Sales Window group options	Select this option to...
Always Display Sales Window	automatically display the **Sales** window whenever RetailManager is started (if you have more than one shopfront, you first have to select your shopfront).
Auto Check - Customer Credit Limit	run an automatic credit check when you make an account sale. The credit check is made against the credit limit set within the customer account section in RetailManager.
Prompt for Receipt at Time of Sale	display a window prompting you to print a receipt when you commit a sale. You can choose to either print or not print a receipt.
Round Sell Price to 2 Decimals	display the sell price with two decimal places.
Skip Custom Field	skip the **Custom** field in the **Sales** window. You can still select this field using your mouse, press SHIFT+TAB or F12 to go back to the field.
Skip Customer Field	skip the **Customer** field in the **Sales** window. You can still select this field using your mouse, press SHIFT+TAB or F12 to go back to the field. You might choose to select this option if the majority of your sales are cash sales. NOTE: **Transactions that must have a customer number** You must enter a customer number if you are processing a lay-by sale, sales order, quote, deposit, account sale or special order, or issuing a credit note or gift voucher.
Scan Individual units for Fractional Quantities	set the default selling quantity for items that can be sold in fractional quantities to 1. You may want to select this option if you are more likely to sell these types of items as whole units. If this option is not selected, you will need to manually enter the quantity each time you select an item that can be sold in fractional quantities.

Sales Window Customer History This group allows you to choose how much, if any, customer information you want to display when performing a sale. The following table provides details for each option in the **Sales Window Customer History** group.

Sales Window Customer History group options	Select this option if...
Disable Customer History	you do not want to view a customer's recent purchases, account status and available credit. For example, you should select this option if your business doesn't record customer information when making a sale, or if the majority of your sales are cash sales. These details are normally displayed in the **Sales** window.
Only Disable Account Information	you want to display a customer's recent purchases, but do not want to display account information (account status and available credit).

The Other tab

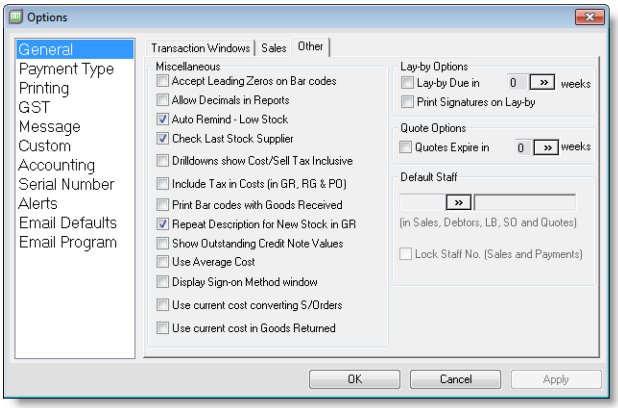
The **Other** tab allows you to set various options that apply to MYOB RetailManager. The options available on the **Other** tab are described in the following section.

Other tab options

The **Other** tab is divided into several groups of options. These groups are:

- Miscellaneous
- Lay-by Options
- Quote Options
- Default Staff.

Refer to the following sections for details of the options in each of these groups.



Miscellaneous Use this group to select miscellaneous general options that apply in RetailManager. The following table provides details for each option in the **Miscellaneous** group.

Refer to the following table to complete the **Other** tab. Tick the checkbox of an option to select it.

Miscellaneous group options	Select this option to...
Accept Leading Zeros on Bar codes	record and print leading zeros on your bar code labels. If deselected, leading zeros on bar codes will be omitted.
Allow Decimals in Reports	display decimal values in reports.
Auto-Remind – Low Stock	display a RetailManager warning when the stock level of an item is below the threshold quantity set in the **Stock** window.
Check Last Stock Supplier	display a RetailManager warning if you receive an item from a supplier who is not the default supplier of that item.
Drilldowns show Cost/Sell Tax Inclusive	display the tax inclusive Cost/Sell price in windows that allow you to drilldown to a transaction window. For example, the **Purchases** tab in the **Customers** window or the **Orders** tab in the **Stock** window.
Include Tax in Costs (in GR, RG & PO)	select the **Costs include Tax** option by default in the **Goods Received, Returned Goods** and **Purchase Orders** windows, and to display the tax-inclusive cost in the **Cost** column.

Miscellaneous group options	Select this option to…
Print Bar Codes with Goods Received	load bar codes in the **Print Custom Bar Codes** window for items entered in the **Goods Received** window. You can then print the group of bar codes from the **Print Custom Bar Codes** window.
Repeat Description for New Stock in GR	repeat the description you enter for a product when receiving it into stock in the **Description** field of the next product to be received. This is useful when, for example, you are entering the same product in different sizes, or colours. You can still edit the description of the new product.
Show Outstanding Credit Note Values	display credit note, deposits and gift voucher values on the **Sales, Lay-by payment, Debtor payment, Quote** and **Sales order** transaction windows.
Use Average Cost	average the cost price where an item is received into the system with a different cost price from the same items previously received. If this option is not selected, the new cost price of the stock item will be assumed to be valid for the same items previously received. A stock variance will be posted if there is a difference between the new and previous purchase price.
Display Sign-on Method window	display the **Sign-on Method** window when you open your shop front.
Use current cost converting Sales Orders	use the current cost of the item (as per the **Stock** window) when converting a sales order to a sale. If this option is not selected, the original cost price (the cost price as per the Sales Order creation) will be used.
Use current cost in Goods Returned	use the current cost price (as per the **Stock** window) when committing a Returned Goods transaction. The Goods Received invoice associated with this stock item cannot be selected. If this option is not selected, the Goods Received invoices for the item can be selected and the original cost price will be used on the Returned Goods statement.

Lay-by Options Use this group to set options that apply to lay-bys. The following table provides details for each option in the **Lay-by Options** group.

Lay-by Options group options	Select this option to…
Lay-by Due in…Weeks	specify a due date for lay-bys, and choose or type the number of weeks when the lay-by is due.
Print Signatures on Lay-by	print a signature field on the hard copy record of the lay-by.

Quote Options The **Quote Options** group contains one option, **Quotes Expire in… weeks**. Select this option to specify an expiry date for quotes. Select or type the number of weeks before a quote expires.

Default Staff Specify a default staff number to appear automatically in the sales and payments windows. This feature is useful where just one staff member enters transactions in RetailManager most of the time, saving them from having to key in their number before each transaction. You can also lock the staff number field, so the field only displays the default staff number and cannot be edited.

To set the default staff number, enter the required staff number in the **Default Staff** field. Press F2 or click the search icon (») to retrieve the staff number from the **Search For** window.

Select the **Lock Staff No. (Sales and Payments)** option to lock the staff number field.

Payment Type options

You must set up each type of payment your business will accept as a payment type. For example, you can exclude cheques as a method of payment by not making cheques a payment type.

You set up each of the payment types by using the **Payment Editor** window.

MYOB RetailManager can handle transactions on lay-by, quotes, sales order, account sales, customer special orders and credit notes. In addition to these, you can also issue gift vouchers and record deposits for special orders. Each transaction you record in RetailManager can be viewed in the **Customers** window.

These payment methods may not all be relevant to all businesses. For example, it is unlikely a coffee shop would use lay-bys, whereas a bookshop would almost certainly use all eight transaction types. You can simply turn each of these options on or off as required.

NOTE: Cash Out It's a good idea to create a payment type called 'Cash Out' or 'Petty Cash', for those situations when you need to give a tradesman cash, or buy some milk, and so on. Make sure you put the receipt in the till to balance the till at the end of the day.

You can perform the following operations on payment types from the **Payment Type Options** window:

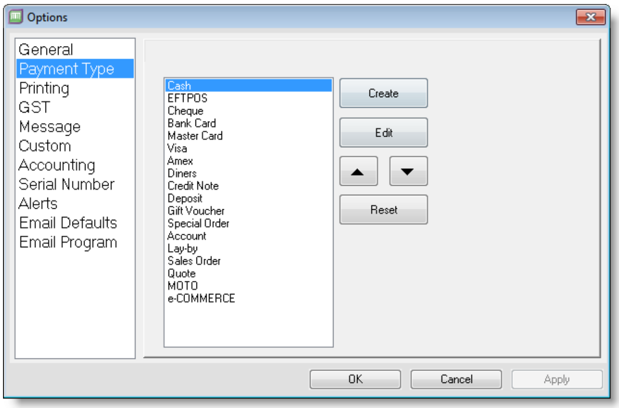
- Create a payment type
- Edit a payment type
- Promote a payment type
- Demote a payment type
- Reset all edited or customised payment types.

NOTE: MOTO and eCOMMERCE payment types There are two payment types, **MOTO** and **eCOMMERCE**, that you only use if you have an Ingenico EFTPOS terminal used directly from RetailManager. For more information about these two payment types, consult the financial institution that you use for EFTPOS transactions.

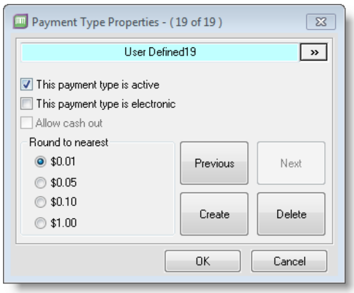
To create a payment type

1 Go to the **Setup** menu, and choose **Options**. The **Options** window appears.

2 Select **Payment Type**. The **Payment Type** window appears.



3 Click **Create**. The **Payment Type Properties** window appears.



4 Type the name of the new payment type you want to create.

5 Select the **This payment type is active** option.

6 If the payment is to be electronic (if you want to use EFTPOS for this type of payment), select the **This payment type is electronic** option.

NOTE: Electronic Cash Out You can allow cash out for electronic payment types. Select the **Allow cash out** option to enable cash out for the payment type.

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7 Choose the appropriate rounding precision that you want to apply to the payment.

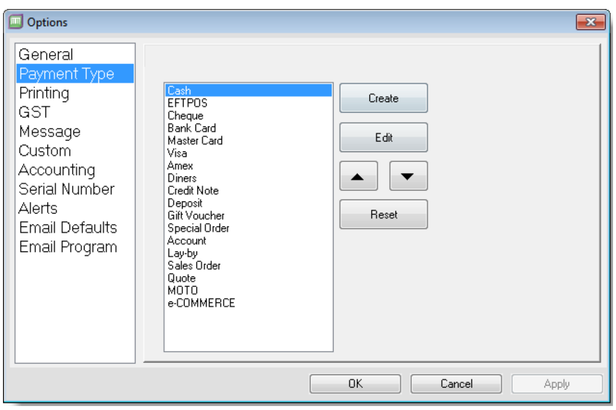
8 Click **OK** to complete adding your new payment type to the list of payment types.

9 Click **Apply** to save your settings and changes.

To edit a payment type

1 Go to the **Setup** menu and choose **Options**. The **Options** window appears.

2 Select **Payment Type**. The **Payment Type** window appears.



3 Select the payment type you want to edit from the list box and click **Edit**. The **Payment Type Properties** window appears.

4 Change whatever details are necessary:

- Select the **This payment type is active** option to make the payment type active or deselect this option to make the payment type inactive.
- If the payment is to be electronic (if you want to use EFTPOS for this type of payment), select the **This payment type is electronic** option.

> NOTE : **Electronic Cash Out** You can allow cash out for electronic payment types. Select the **Allow cash out** option to enable cash out for the payment type.

- Choose the appropriate rounding precision that you want to apply to the payment.

5 Click **OK** to complete editing the payment type and to return to the **Payment Type Options** window.

6 Click **Apply** to save your settings and changes.

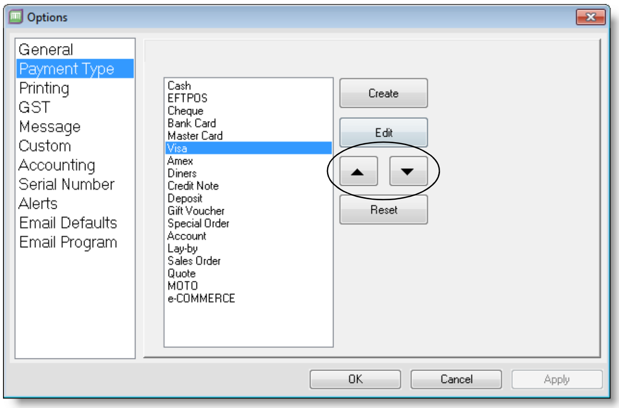
To promote or demote a payment type

You can set the order in which payment types are displayed by moving payment types up (promoting) in the list of displayed payment types, or by moving payment types down (demoting) in the list of displayed payment types. It is best to have your most common payment types at the top of the list of payment types as they are easier to select from this position when you are performing a transaction.

1 Go to the **Setup** menu and choose **Options**. The **Options** window appears.

2 Select **Payment Type**. The **Payment Type** window appears.

3 Click the payment type you want to promote or demote.



4 Click the up arrow to promote or the down arrow to demote a payment type in the list of payment types.

5 Click **Apply** to save your settings and changes.

6 Click **OK** to close.

7 Click **OK** to the information message.

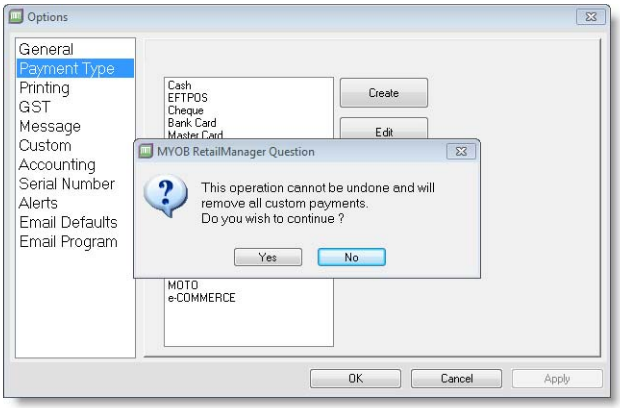
To reset payment types

NOTE: Before you begin Note that resetting your payment types will remove all new payment types you have created and return the provided payment types to their original default settings.

1 Go to the **Setup** menu and choose **Options**. The **Options** window appears.

2 Select **Payment Type**. The **Payment Type** window appears.

3 Click **Reset**. A warning message appears informing you that the operation you are about to perform cannot be undone.



4 Click **Yes** to continue. All provided payment types are returned to their default settings, and all new payment types you have created are removed.

5 Click **OK** to commit the information.

6 Click **OK** to the information message.

Printing options

MYOB RetailManager gives you the flexibility to print only the receipts, invoices and orders your business requires. For this reason you need to specify a printer in the **Printing Options** window for each type of docket you want to print, and for printing bar codes and reports.

The **Printing Options** window is used to:

- specify the printer to which your various docket types (receipts, payments, invoices, lay-bys, quotes, sales orders, purchase orders, goods/returns, special orders, cashup), reports and bar codes will be printed
- specify the number of copies of each docket type that you want to print
- specify only docket types that you use.

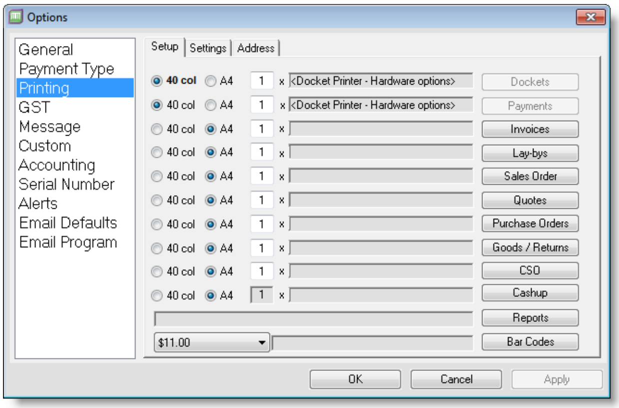
NOTE: Changing print options during a transaction. You can change your printer settings and packing slip settings during a transaction by clicking **Print/Email Options** in any of the transaction windows. For more information, see 'Print and Email Options window' on page 261.

There are three tabs in the **Printing Options** window:

- 'The Setup tab' below
- 'The Settings tab' on page 33
- 'The Address tab' on page 36

To display the Printing options tabs

1. Go to the **Setup** menu and choose **Options**. The **Options** window appears.
2. Select **Printing**. Three tabs are displayed—**Setup**, **Settings** and **Address**.



3. Click the tab for which you want to set options.

   The options on each of the tabs are described in the following sections:
   - 'The Setup tab' below
   - 'The Settings tab' on page 33
   - 'The Address tab' on page 36.
4. Once you have made your changes, click **Apply** to commit the information.

The Setup tab

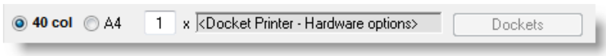
The **Setup** tab allows you to select or specify the printer that you want to use for reports, receipts and invoices and the number of copies of each docket type you want RetailManager to print.

The **Setup** tab also allows you to select the format in which you want to print price and GST information on your bar codes.

Docket printer Make sure you have set up your docket printer in RetailManager before you select it in the **Printing Options** window. See 'Setting up a docket printer' on page 373 for full instructions on how to set up your docket printer.

You can print the following invoice and receipt types on your docket printer: sales receipts, payments, invoices, lay-bys, quotes, sales orders, purchase orders, goods/returns, special orders, and cashup (except Detailed Transaction Summary). In the **Printing Options** window, you can select your printer for a particular receipt or invoice type by selecting the option next to the receipt or invoice type.

RetailManager displays '<Docket Printer - Hardware Options>' as a reminder to set up your docket printer in the **Hardware Options** window (go to the **Setup** menu and choose **Hardware**, and then click the **Docket Printer** tab).



In the above example, all dockets and payments will be printed to the docket printer.

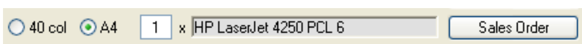
A4 Printer If you intend to print to an A4 printer, for example to print your reports and bar codes, make sure you have already set up your A4 printer. For full instructions on how to set up your A4 printer, refer to your printer documentation.

You can use a conventional A4 printer to print your reports and bar codes.

You can also print your other docket types, such as invoices, orders, and payments, to an A4 printer. RetailManager allows you to print your sales dockets to an A4 (80 column) printer; however, you cannot use the shortened docket option if you choose to print to an A4 printer.

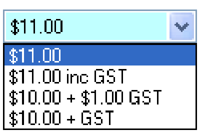
In the **Printing Options** window you can select an A4 printer for a particular docket type, report or bar code. The button for the docket type is enabled when the A4 option is selected. For example, if you choose A4 for Sales Orders, the **Sales Order** button is enabled.

When you click this button, the **Windows Printer Setup** window appears, where you can select your A4 printer. The selected printer name appears as shown below.



Quantity You can change the number of dockets that print for any receipt or invoice type by entering the required number in the data field next to that receipt or invoice type.

Printing price and GST information on bar codes The **Setup** tab includes a drop-down list that you use to select the format for printing sell price and tax information on your bar codes.



Click the down arrow beside the text box to choose the format you want.

The Settings tab

The **Settings** tab allows you to select options including whether or not to print a receipt for particular transactions, and what content and layout you want for particular receipts, orders and invoices.

Settings tab options

The **Settings** tab is divided into several groups of options. These groups are:

- Select to Print
- Packing Slip
- PC-EFTPOS/Tyro IP EFTPOS
- Dockets
- Miscellaneous
- Categories.

Refer to the following sections for details of the options in each of these groups.

Select to Print Use this group to select which receipts, orders and invoices you want printed. Select an option from those displayed to print the associated invoice order or receipt.

You can choose to print:

- Sales Dockets
- Lay-bys
- Invoices
- Sales Orders
- Quotes
- CSO (Customer Special Orders)
- Payments
- Orders
- Goods Received
- Returned Goods.

Packing Slip Use this group to select the transactions for which you want to print a packing slip. You can also select options that enable you to choose what information you want to display on a packing slip. The following table provides details for each option in the **Packing Slip** group.

Packing Slip group options	Select this option to...
Print with Sale	print a packing slip when a sale is committed.
Print with Lay-by	print a packing slip when a lay-by is committed.
Print with Invoice	print a packing slip when an invoice is printed.
Print with Sales Order	print a packing slip when a sales order is printed.
Include Static Items	include static items with your packing slip information.
Include Freight Items	include freight items with your packing slip information.

PC-EFTPOS/Tyro IP EFTPOS Select the **Use Docket Printer for Signature Slip** option if you have an Ingenico PC-EFTPOS or Tyro - IP EFTPOS terminal and a docket printer, and you want to print your signature slips on the docket printer instead of the default printer selected in the **Setup** tab.

Note that the docket printer must be set up in the **MYOB RetailManager Hardware** window before you can print to it. See ‘Setting up a docket printer’ on page 373 for more information.

Dockets Use the options in this group to select options that apply to the receipts that you print. The following table provides details for each option in the **Dockets** group.

Dockets group options	Select this option to...
Use Short Sales	use a shortened sales docket when printing receipts. For more information see ‘Shortened dockets’ on page 35.
Use short Lay-by Payment	use a shortened docket when printing lay-by payment receipts. For more information see ‘Shortened dockets’ on page 35.
Include RRP	include the Recommended Retail Price on invoices and receipts.

Dockets group options	Select this option to…
Include Custom Field	include the label and contents of the **Custom** field in transaction windows on invoices and receipts. For more information on the **Custom** field, see 'Custom Field Labels' on page 39**.**
Include Ext. Description	include extended item information on invoices and receipts.

Shortened dockets

The shortened docket:

- excludes the extended stock item description and the message at the bottom of the docket that is included on the standard docket
- includes the full address details of your business
- does not print your company name in double-width
- includes all the GST information displayed on a standard docket (if you are printing dockets in GST format).

> NOTE: **Shortened lay-by docket** The shortened lay-by docket also excludes quantity, sell price and terms and conditions information.

Miscellaneous Use the options in this group to select miscellaneous printing options, including choosing to print shading on A4 receipts, orders and invoices, and whether you preview the receipts, orders and invoices before you print them. The following table provides details for each option in the **Miscellaneous** group.

Miscellaneous group options	Select this option to…
Don't use Shading (on A4)	print invoices and receipts on your A4 printer without shading.
Preview All Transactions	display a print preview of your transactions after processing.

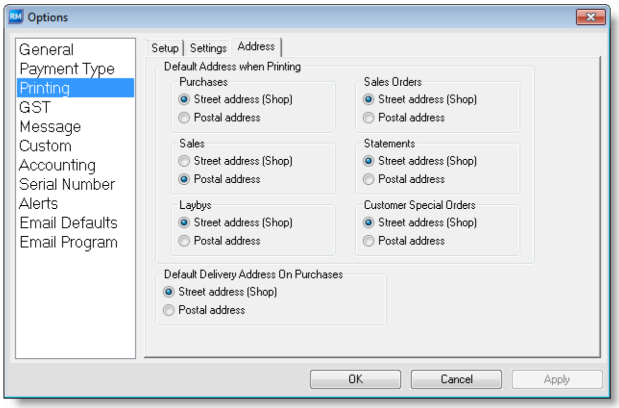
Categories Use the options in this group to include the department and categories of items on invoices and receipts.

Categories group options	Select this option to…
Include Department	include an item's department on invoices and receipts.
Include Category 1	include an item's category 1 on invoices and receipts.
Include Category 2	include an item's category 2 on invoices and receipts.
Include Category 3	include an item's category 3 on invoices and receipts.

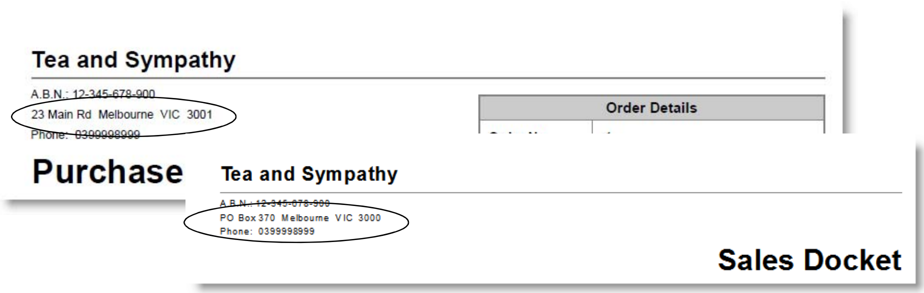
The Address tab

The **Address** tab enables you to set which of your addresses you want to set as the default for different transactions, and to set the default delivery address for purchases.

The **Address** tab is separated into two sections: **Default Address when Printing** and **Default Delivery Address On Purchases**.



Default Address when Printing For each type of transaction, select the address you want to display on the form. For example, you might select to have your street address displayed on your purchases, but your postal address displayed on your sales.



Default Delivery Address on Purchases Select which address you want to set as the default to display in the deliver to section of your purchase orders.

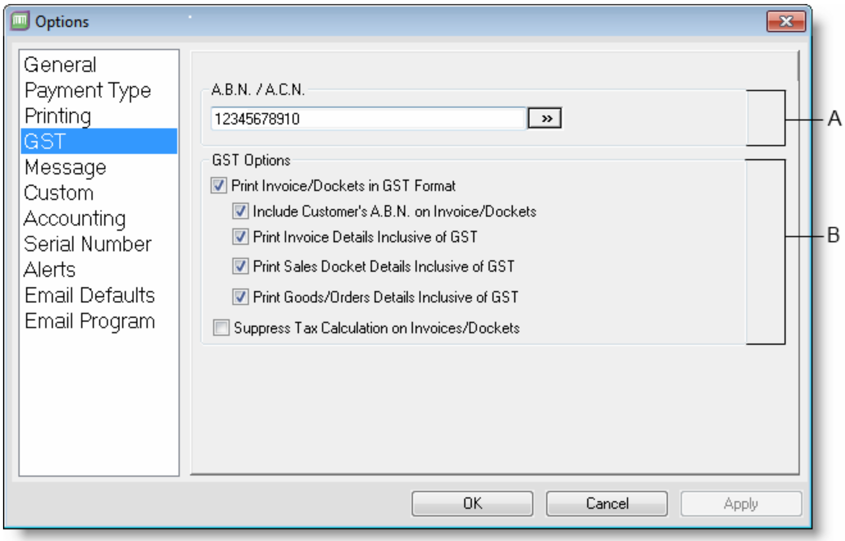
GST options

GST options enable you to record your ABN or ACN for display on receipts, invoices and orders, and to select the way in which you display GST information on invoices and receipts printed in MYOB RetailManager.

To display the GST options

1 Go to the **Setup** menu and choose **Options**. The **Options** window appears.

2 Click **GST**. The window listing the options appears.



A	**ABN/ACN**	Enter your ABN or both your ABN and ACN in the **ABN/ACN** field. If you are entering both your ABN and ACN, enter your ABN first in the **ABN/ACN** text field. For example, If you want to list both your ABN and ACN on your dockets and invoices, you can enter 12-345-678-932; ACN: 123-456-789.
B	**GST Options**	Use the options in this group to specify how GST information is displayed on your invoices and receipts.
	• Print Invoice/Dockets in GST format	Select this option to print invoices in GST format. If you select the **Print Invoices/Dockets in GST format** option, when you receive goods from a supplier who is not registered for GST, these goods will display the GNR (GST Non-Registered) tax code in the **Goods Received** window. This is to alert you to the fact that the supplier does not have an ABN or that you have not recorded their ABN in RetailManager (see 'To set up supplier details' on page 61). You may need to quote a supplier's ABN to claim GST credits for your purchases from the ATO. If you do not record an ABN for a supplier then GST will not be calculated.
	• Include Customer's ABN on Invoice/Dockets	Select this option to print your customers' ABN on invoices and receipts. This option is only available when the **Print Invoice/Dockets in GST format** is selected.
	• Print Invoice Details Inclusive of GST	Select this option to provide sell price details inclusive of GST on your invoices. This option is only available when the **Print Invoice/Dockets in GST format** is selected.
	• Print Sales Docket Details Inclusive of GST	Select this option to provide sell price details inclusive of GST on your sales receipts. This option is only available when the **Print Invoice/Dockets in GST format** is selected.

• Print Goods/Orders Details Inclusive of GST	Select this option to provide purchase price details inclusive of GST on your received/returned goods and order invoices and receipts. This option is only available when the **Print Invoice/Dockets in GST format** is selected.
• Suppress Tax Calculation on Invoices/Dockets	Select this option to print dockets and invoices without GST calculations.

3 Click **Apply** to commit the information.

4 Click **OK** to close.

5 Click **OK** to the information message.

Message options

Message options enable you to create, select and modify printed messages for receipts and invoices. These printed messages include messages you want printed out on your sales receipts, and terms and conditions you want printed out on your lay-by, quote, account sale, and sales order dockets and instructions you want printed with packing slips.

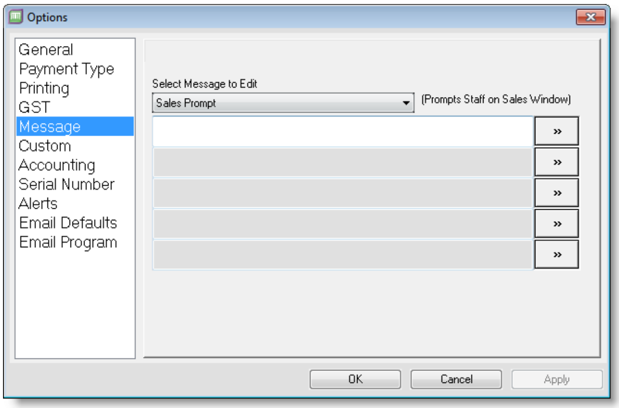
You can also create and modify a Sales Prompt message that appears as a separate window in the **Sales** window when any staff member enters their staff number and then presses ENTER. This message can be used to prompt sales staff to remind customers about a forthcoming promotion or sale.

NOTE: **RetailManager on a network** if you are running RetailManager on a network, these message options all apply globally to any workstation connected to your shopfront. See 'Shopfront options' on page 398 for more information.

To create and modify a message

1 Go to the **Setup** menu and choose **Options**. The **Options** window appears.

2 Select **Message**. The **Message** window appears.



3 Select the message that you want to create or modify from the **Select Message to Edit** list. A number of message lines are enabled, depending on the message type you select.

4 Type the text of the message in the text area below the selected message.

5 Click **Apply** to commit the information.

6 Click **OK** to close.

7 Click **OK** to the information message.

Custom options

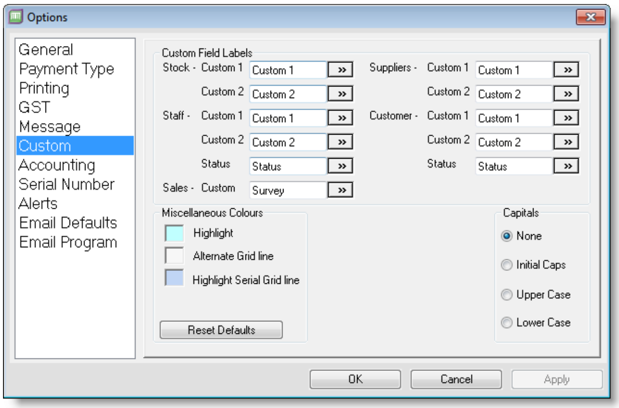
Custom options enable you to label the custom fields that are displayed in your **Stock**, **Staff**, **Suppliers** and **Customer** information windows, and also to label the **Custom** field in the **Sales** window.

Custom options also enable you to set the highlight and grid line colours of MYOB RetailManager transaction windows. You can also set rules for capitalisation within RetailManager from the **Custom Options** window.

To display the custom options

1 Go to the **Setup** menu and choose **Options**. The **General Options** window appears.

2 Select **Custom**. The **Custom** window appears.



The **Custom Options** window contains three groups of options:

- Custom Field Labels
- Miscellaneous Colours
- Capitals.

Refer to the following sections for details of the options in each of these groups.

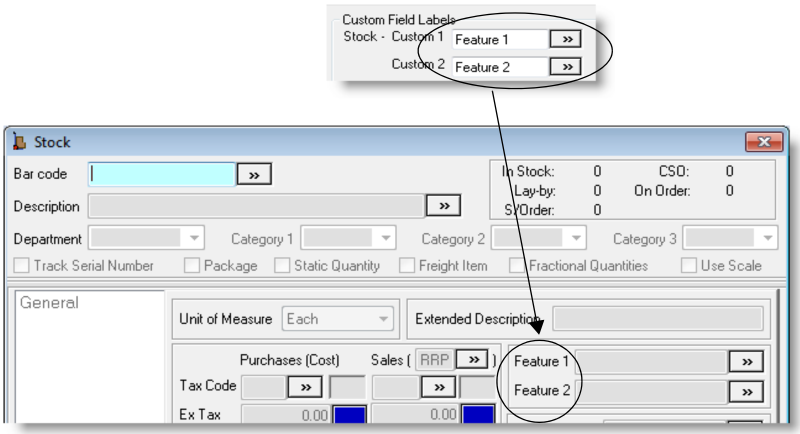
Custom Field Labels Use the options in this group to customise special fields to suit the needs of your business. The **Custom 1** and **Custom 2** fields appear in the **Stock**, **Staff**, **Sales**, **Suppliers** and **Customer** windows as data entry fields and can be used to enter additional information about a record; the **Status** field appears as an option and can be used to flag a record.

To customise a custom field

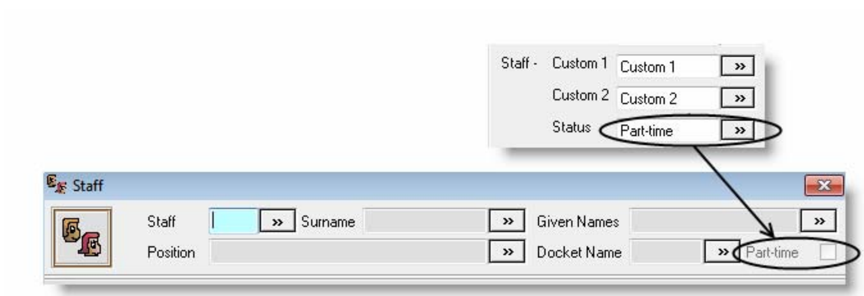
1 In the **Custom Options** window, type the label in the field you want to customise. What you type here will appear in the relevant window.

2 Click **Apply** to apply the changes.

In the following example, the **Stock Custom 1** and **Custom 2** fields have been labelled *Feature 1* and *Feature 2*, and are used to record distinguishing features of a stock item.



In the following example the **Staff Status** field has been labelled *Part-time* and is used to flag part-time staff members.



RetailManager allows you to run reports using the customised fields and options as report selection criteria. For example, you can run a staff commission report and find out the commission earned by only your part-time staff members.

Miscellaneous Colours Use the options in this group to set colours that apply to fields and non-transaction windows in RetailManager.

The following table provides details for each option in the **Miscellaneous Colours** group. For more information about setting colour options, see 'To select a colour' on page 41.

Miscellaneous Colours options	Click to…
Highlight	set the background colour of a selected field, such as the **Description** field. This colour indicates that a field is selected and ready for input.
Alternate Grid line	set the background colour of alternate grid lines as displayed in lookup windows.
Highlight Serial Grid line	set the colour that indicates a line is selected and ready for input within a serial number grid such as the **Stock Information Serial Numbers** window.
Reset Defaults	return the colour selection(s) to the default colours.

To select a colour

1. In the **Custom Options** window, click the coloured square beside a colour option. The **Color** window appears.
2. Select the colour you want for this option from the **Basic colors** or **Custom colors** grid, or use your mouse to select a colour from the colour selection box.
3. Click **OK** to apply your selected colour to your selected colour option.
4. Click **Apply** when you have completed selecting your custom colour options.

Capitals Use this group to set the capitalisation rules that you want to apply to text entered in RetailManager. The following table provides details for each option in the **Capitals** group.

Capitals options	Select this option to...
None	display text exactly as it is entered.For example, 'ADaM SmITH bOOkseller'.
Initial Caps	display text so that the first letter of every word is capitalised. For example, 'Adam Smith Bookseller'.
Upper Case	display text so that every letter is capitalised. For example, 'ADAM SMITH BOOKSELLER'.
Lower Case	display text so that every letter is in lower case. For example, 'adam smith bookseller'.

Accounting options

The RetailManager accounting export function eliminates the need to enter data separately into your MYOB business management software. The information that you need to export will usually include changes in stock value, amounts owed by debtors, and details of lay-bys and other transactions. See 'Exporting RetailManager accounting data to your MYOB business management software' on page 303 for information about performing an accounting export.

NOTE: **MYOB business management software versions** MYOB business management software refers to MYOB Accounting 10.5 & above, MYOB Accounting Plus 10.5 & above, MYOB Premier 4.5 & above, MYOB AccountEdge 2 & above, and MYOB AccountRight v19 & above (including AccountRight 2011 & above). If you use an older version, you can use Generic Journal Entries to transfer data.

Task	See
Set up RetailManager to enable it to export to your MYOB business management software.	'Setting up RetailManager to export to your business management software' on page 42
Select the accounting package you use and the data you want to export.	'The Export tab' on page 42
Set up RetailManager account codes to match the account codes in the General Ledger of your MYOB business management software.	'The Chart of Accounts tab' on page 46
Set up RetailManager export tax codes to match the codes of your MYOB business management software.	'Exporting tax information' on page 56
Set up your MYOB business management software to enable it to recognise the RetailManager import file.	'Setting up your MYOB business management software to import from MYOB RetailManager' on page 50

When you have completed the set up tasks, you can export your accounting information from RetailManager and then import this information into your business management software. For more information, see 'Exporting RetailManager accounting data to your MYOB business management software' on page 303.

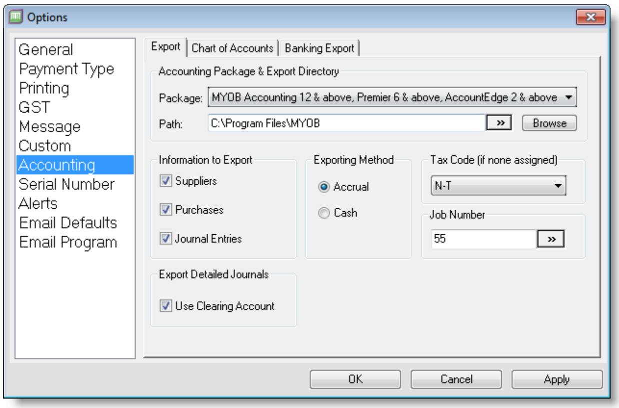
NOTE: You may not need to export accounting information from RetailManager Many retailers use the cashup/end-of-day reports for all their banking and accounting information. If you don't want to export accounting information, set the **Accounting Package** option in the **Accounting** window to 'None'.

Setting up RetailManager to export to your business management software

You use the options in the **Accounting Options** window to set up RetailManager to export information to your business management software.

To display the Accounting options tabs

1. Go to the **Setup** menu and choose **Options**. The **General Options** window appears.
2. Select **Accounting**. The **Accounting Options** window appears.



   Three tabs are displayed (**Export, Chart of Accounts** and **Banking Export**).

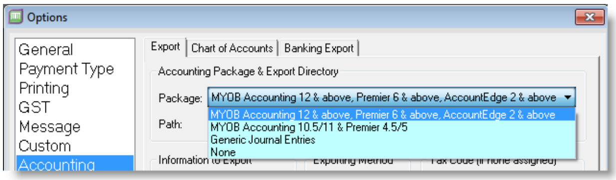
3. Click the tab for which you want to set options.

   See 'The Export tab' on page 42, 'The Chart of Accounts tab' on page 46 or 'The Banking Export tab' on page 48 for more information.

The Export tab

The **Export** tab contains options that enable you to select the business management software to which you export your RetailManager data.

Accounting Package and Export Directory Choose your business management software from the drop-down list in the **Accounting Package & Export Directory** group.

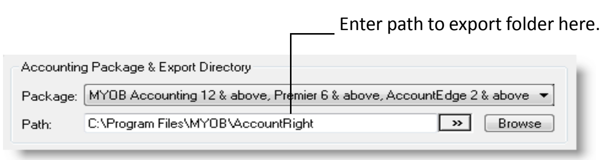


RetailManager provides different options for exporting data depending on which package you choose from the drop-down list. The following table provides details for each accounting package you can select.

Accounting Package selection	Description
AccountRight Online API	This selection allows you to export your RetailManager data to MYOB AccountRight files that are stored online. The export uses an Application Programming Interface (API) which allows data to be sent automatically. It's the easiest way to transfer your RetailManager data.
AccountRight [Standard, Plus, Premier, Enterprise]	This selection allows you to export your data to MYOB AccountRight v19. Exporting allows you to take advantage of extra options such as selecting the information you export, selecting the method you use to export (cash or accrual), and applying a default tax code.
MYOB Accounting 12 & above, Premier 6 & above, AccountEdge 2 & above	If you are using one of these accounting packages, you are able to take advantage of the options detailed below for earlier versions of MYOB business management software, plus extra options such as assigning a Job Number to your export, and the option of exporting detailed journal entries.
MYOB Accounting 10.5/11 & Premier 4.5/5	This selection allows you to export your data to MYOB Accounting v10.5 and v11 and Premier v4.5 and v5. Exporting to these versions of MYOB business management software allows you to take advantage of extra options such as selecting the information you export, selecting the method you use to export (cash or accrual), and applying a default tax code.
Generic Journal Entries	This selection will enable you to export your RetailManager data in a text file format.
None	Use this selection if you do not want to export accounting information from RetailManager.

Choosing your export directory Click **Browse** to locate your business management software's program folder (directory). This is the folder where RetailManager will store the export file and where your business management software will look for a file to import.

NOTE: AccountRight Online API If you're using the AccountRight Online API, the path is selected for you. As your retail data is sent directly to your AccountRight file, no export file is created or imported. However, if an error occurs when sending data, you'll find details of the error in a log file located in this folder.



Additional export fields

Depending on the package you select, additional groups will appear.

If you've selected	Then these groups appear:
AccountRight Online API	• Information to export • Exporting Method • Tax Code (if none assigned). You'll also see an **API Configuration** section. See 'AccountRight Online API configuration' below for more information.
MYOB Accounting/Plus 12 and above, Premier 6 and above, and AccountEdge 2 and above	• Information to export • Exporting Method • Tax Code (if none assigned). • Job Number • Export Detailed Journals.
MYOB Accounting 10.5/11 & Premier 4.5/5 AccountRight (Standard, Plus & Premier)	• Information to export • Exporting Method • Tax Code (if none assigned).

Refer to the following sections for details of the options in each of the above groups.

Information to Export Use the options in this group to select the information you want to export from RetailManager.

Select any or all of the **Suppliers, Purchases** and **Journal Entries** options to include this information in your export.

NOTE: **If you do not use MYOB business management software** If you do not use MYOB business management software, but still want to export data to your business management software, select to export to **Generic Journal Entries**.

Exporting Method Select the **Exporting Method**—either Accrual or Cash. If you are unsure which method to use, please consult your accountant.

Tax Code (if none assigned) Use the down arrow to select a default tax code from the list of available tax codes. This tax code will be applied to lines on a journal entry that do not already have a tax code assigned. Choose a default tax-code to ensure that journal lines are not marked as exceptions by your MYOB business management software.

Job Number Use the input field to type a code to apply to your exports. You can use this option to easily identify your export in your MYOB business management software. For example, if you have multiple shopfronts in RetailManager, you can use the Job code as an identifier for each shopfront.

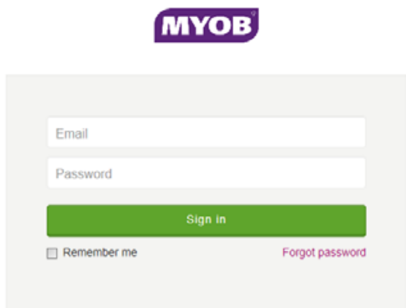
Export Detailed Journals Select the **Use Clearing Account** option to use a clearing account specifically set up for RetailManager. You set your clearing account for RetailManager in the **Chart of Accounts** tab of your **Accounting Options** window.

AccountRight Online API configuration

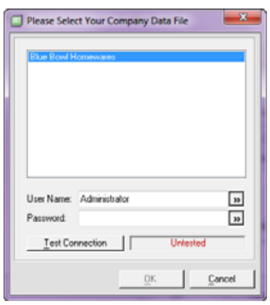
If you're using AccountRight and you store your company file online, you can use the AccountRight Online API to connect your RetailManager file and your AccountRight company file. All you need to do is select the AccountRight Online API Package and then configure some settings to get both programs to talk to each other.

To configure your AccountRight Online API settings

1. Select the **AccountRight Online API** package. The **API Configuration** section appears.
2. Click **Configure**. A sign-on window appears.



3. Enter the MYOB account details you use to sign-in to your AccountRight company file. (These are also known as your my.MYOB account details.)
4. Select your online company file.



5. Enter your AccountRight company file **User Name** and **Password**.
6. Click **Test Connection** to check that the details have been entered correctly.
7. When the connection test is successful, click **OK**.

Your RetailManager and AccountRight software are now talking. Any exports you make from RetailManager will be sent directly to AccountRight and updated in your company file.

The Chart of Accounts tab

In RetailManager setting up your accounting and banking options allows you to perform bookkeeping tasks with ease. Use options within the **Chart of Accounts** tab to assign account numbers to your business data such as assets (Bank account, Inventory account, Trade Debtors account), liabilities (Credit Notes issued, Deposits received, Gift Vouchers issued), and income (Sales, Freight on Sales).

NOTE: Account numbers for sock items The sales income account and cost of goods account shown in this tab are default accounts. You can set different income and cost of goods accounts for each stock item, see 'Creating a new stock item' on page 106 for more information.

Chart of Accounts tab options

The **Chart of Accounts** tab is divided into several groups of options:

- Asset
- Income
- Cost of Sales
- Expense
- Liability
- Clearing Account (if you are using MYOB Accounting 12 & above, Premier 6 & above or AccountEdge 2 & above or an AccountRight version.

In the appropriate fields, enter the account numbers for the MYOB accounting accounts (Asset, Liability, Income, Cost of Sales, Expense) that you want the export file to be allocated to.

Make sure you specify an account number for every active field of the Chart of Accounts.

Unlike MYOB business management software, which includes hyphens in account names, the account names in RetailManager do not include hyphens. For example, if your bank account number in your MYOB business management software is 1-1100 you should enter it in RetailManager as 11100.

NOTE: MYOB business management software account numbers Refer to the MYOB Accounts List for a list of accounts used in your MYOB business management software. Ensure that you use the correct accounts when exporting. Your accountant or consultant can provide professional advice on ensuring your accounts are set up correctly in your MYOB business management and RetailManager software.

MYOB Asset account numbers begin with '1'
MYOB Liability account numbers begin with '2'
MYOB Income account numbers begin with '4'
MYOB Cost of Sales accounts begin with '5'
MYOB Expense account numbers begin with '6'

Refer to the following sections for details of the fields in each of these groups.

Asset Use fields in the **Asset** group to assign asset accounts. The following table provides details for each field in the **Assets** group.

Asset options	Use this account to...
Bank Account	record your daily takings.
Inventory	record changes to the value of your stock.

Asset options	Use this account to…
Trade Debtors	record how much money is outstanding on accounts from your customers.
Pre-Paid GST	record the GST you have paid as part of sales order payments.

Liability Use fields in the **Liability** group to assign liability accounts. The following table provides details for each field in the **Liability** group.

Liability options	Use this account to…
Credit Notes Issued	record the amount of outstanding credit notes issued to customers.
Deposits Received	record the amount of outstanding deposits received from customers.
Gift Vouchers Issued	record the value of outstanding gift vouchers issued to customers.
Lay-by Payments	record the value of lay-by payments received from customers until the goods are collected.
Sales Order Payments	record the value of sales order payments received from customers until the goods are collected.

Income Use fields in the **Income** group to assign income accounts. The following table provides details for each field in the **Income** group.

Income options	Use this account to…
Sales	record income received from all sales, including standard and account sales, credit notes and gift vouchers redeemed, lay-by sales when finalised and deposits used.
Freight on Sales	record income received from sales of stock marked as a Freight item.

Expense Use fields in the **Expense** group to assign expense accounts. The following table provides details for each field in the **Expense** group.

Expense options	Use this account to…
Account Sales Discount	record the discounts given on account sales.
Till Shortage	record the total amount of all till differences for the day (or session).

Cost of Sales Use fields in the **Cost of Sales** group to assign cost accounts. The following table provides details for each field in the **Cost of Sales** group.

Cost of Sales options	Use this account to…
Cost of Goods	record the value of stock that was sold in a day (or session).
Last Cost Variance	record the changing value of your stock (the stock variance). This is *not* recorded if you selected Average Cost in the **General Options** window.
Cost of Freight	record the total cost of freight for the day (or session) of stock marked as Freight items.

Clearing Account The **Clearing Account** group contains one field that allows you to set the clearing account number for RetailManager.

The Banking Export tab

The **Banking Export** tab allows you to set up appropriate groups of payment types to be associated with specific accounts in your business management software. For example, you might want to have a specific account for cash and cheques that is updated with your daily physical banking transactions.

Export groups explained

When you make a sale, there are a number of payment methods by which the customer can pay for the goods. The customer may pay by cash or cheque, payment methods which are usually banked daily, or by credit card or another method which is usually banked periodically.

In RetailManager, export groups are used to group together payment types (such as cash and cheques) and to export them independently to the corresponding Payment Type account used in your MYOB business management software. This allows you to assign payment types to the export groups based on the frequency with which you bank those payments.

NOTE: Set up export accounts before export groups You can only create export groups if you have completed the details in the **Accounting** window. See 'Setting up RetailManager to export to your business management software' on page 42 for more information.

An example export group In your MYOB business management software you may have an account called 'Bank Account', account number 11000, which you use for all your cash and cheque payments. In RetailManager, you would create an Export Group called 'Bank', give it the same account number, 11000, and then assign the payment types Cash and Cheque to it. In this way only cash and cheque payments are exported to your 'Bank Account' in your MYOB business management software.

If in your MYOB business management software you had another account solely for Visa and MasterCard payments, in RetailManager you would then create a second Export Group called 'CCARD1', give the group the same account number and assign the payment types Visa and MasterCard to it.

NOTE: Export groups are not compulsory If you bank all your takings into the same bank account, then there is no need to set up Export Groups. In this situation, all payment types are exported to the bank account specified in the **Bank Account** field in the **Accounting** window.

You can define as many Export Groups as you want—one for each payment type if you want. Any payments you don't assign to an Export Group will by default be exported to the account number specified in the **Bank Account** field in the **Accounting** window. We recommend that you enter the MYOB business management software account number for your cash and cheque payments in the (mandatory) **Bank Account** field, and then create an Export Group with the Cash and Cheque payment types using the same account number.

Each Export Group can use any account code. When RetailManager exports information, a journal entry is created for each Export Group, against the account code defined for that Export Group. The account numbers you specify for each Export Group must correspond to accounts in your MYOB business management software, or the export will fail.

Before you set up your Export Groups, make sure you have:

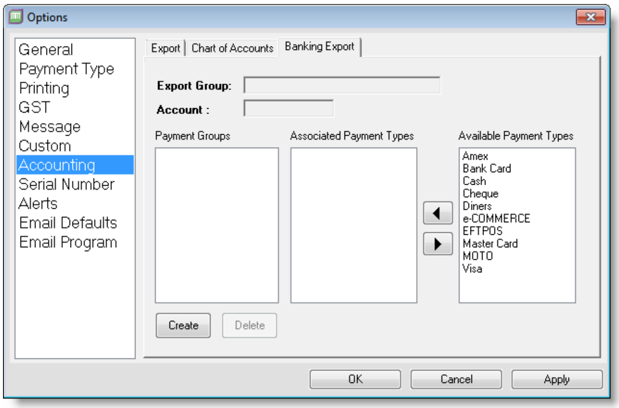
- entered all your export accounts in the **Accounting** window
- entered your export account for tax on sales
- specified the MYOB business management software you use in the **Accounting Package** field
- specified the location in which you want to save the export files.

To create an export group

1 Go to the **Tools** menu and choose **Options**. The **Options** window appears.

2 Select **Accounting**. The **Accounting** window appears.

3 Click the **Banking Export** tab. The following window appears.



Your payment types (set up in the **Payment Types Options** window) are listed in the **Available Payment Types** group in the right section of the window.

4 Click **Create**. The **Export Group** window appears.

5 Enter a name for the Export Group, such as 'Cash' or 'EFTPOS'.

6 Click the **Account** field and enter the account code to which you want to export these payments in your MYOB business management software.

The same naming rules apply as in the **Accounting** window—omit any hyphens, and make sure that the Export Group account code you enter corresponds to the account number specified in your MYOB business management software for the payment type(s).

7 Click **OK**. The new export group is displayed in the **Payment Groups** field.

To associate a payment type with a new export group

1 In the **Available Payment Types** field, highlight the payment type that you want to associate with an export group and then click the left arrow (◄) to move the payment type to the **Associated Payment Types** list, and the right arrow (►) to move them back.

2 When you have associated the required payment types with this new export group, click **Create** to add the next export group.

As you create multiple export groups, you can click each **Export Group** in your list in the **Payment Groups** list, and the associated payment types are displayed in the **Associated Payment Types** list. You can still at this point use the left and right arrows to change which payment type you want in which Export Group.

3 Click **Apply**.

To delete an export group

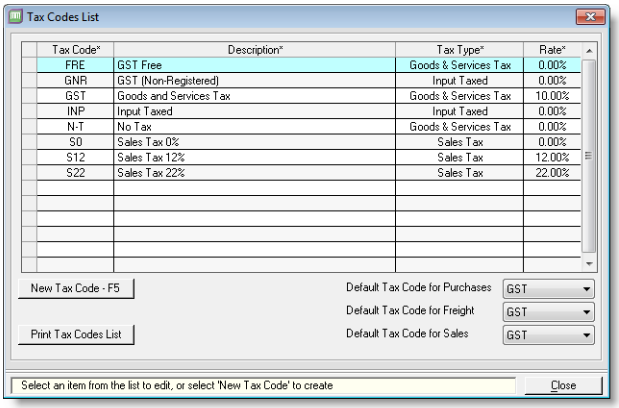
1 From the **Payment Groups** field, select an export group.

2 Click **Delete**.

To set up tax codes for export

For more information about setting up tax codes, see 'Creating tax codes' on page 57.

1 Go to the **Admin** menu and choose **Set Tax Codes**. The **Tax Codes List** window appears.



2 Compare this list of tax codes with the tax codes used in your MYOB business management software.

3 Adjust the tax code list items in your MYOB business management software to include the codes used in RetailManager if necessary.

NOTE: More information on setting up tax codes For more information on setting up tax codes, see your MYOB business management software documentation.

4 Ensure that an MYOB business management software account number is entered into the **A/C for tax on Sales** field for each of the RetailManager tax codes (without the hyphen).

NOTE: Supplier names If you've been using MYOB business management software in conjunction with RetailManager, you need to make sure that the names of suppliers used in RetailManager exactly match the supplier names shown on Supplier Cards in your MYOB business management software. Names are case and space sensitive.

Setting up your MYOB business management software to import from MYOB RetailManager

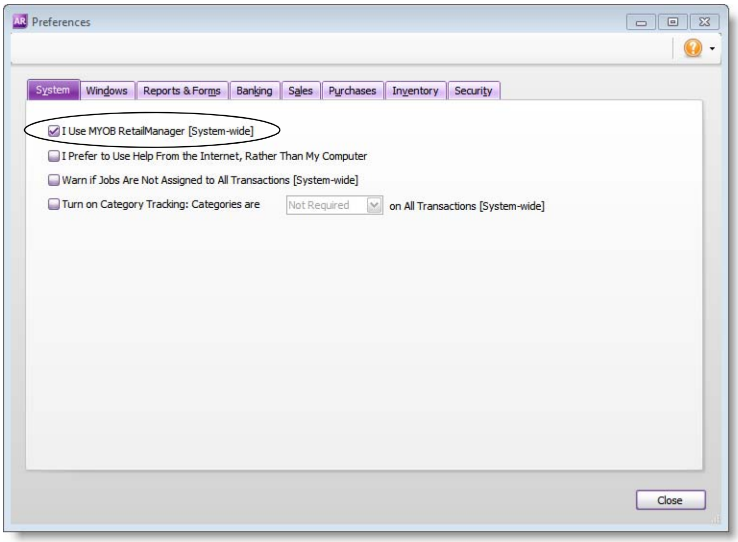
NOTE: Using the AccountRight Online API? If you're using the AccountRight Online API, you don't need to complete these steps. Your file is automatically set up to import from RetailManager.

To enable your MYOB business management software to import from RetailManager, you need to set a preference in the **Preferences** window, so that your MYOB business management software looks for a RetailManager import file on startup.

1 Start your MYOB business management software.

2 Go to the **Setup** menu and choose **Preferences**. The **Preferences** window appears.

3 In the **System** tab, select the **I Use MYOB RetailManager** option.



4 Click **OK**.

Serial number options

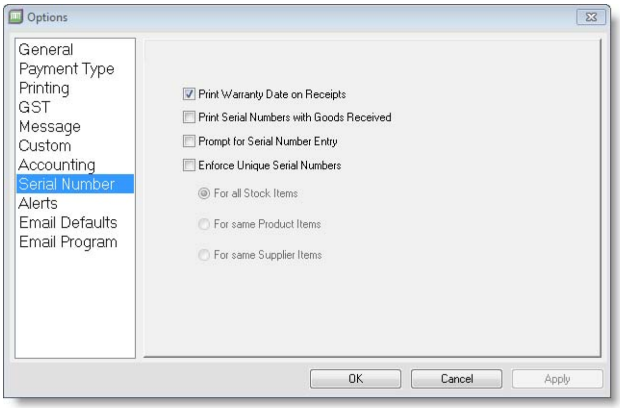
Serial number options enable you to set parameters for how serial numbers are handled in RetailManager. Serial numbers can be used for warranty tracking and inventory control.

See 'Serial numbers' on page 160 for information about working with serial numbers in RetailManager.

To display the serial number options

1 Go to the **Setup** menu and choose **Options**. The **General Options** window appears.

2 Select **Serial Number**. The **Serial Number Options** window appears.



Refer to the following section for details of the options in the **Serial Number Options** window.

Print Warranty Date on Receipts Select this option to print the warranty date associated with a serial number on your receipts.

Print Serial Numbers with Goods Received Serial numbers entered in the **Goods Received Serial Number** window will be printed on the Goods Received docket.

Prompt for Serial Number Entry For stock items that have the **Track Serial number** option selected, RetailManager will prompt you to enter a serial number for the selected item.

Enforce Unique Serial Numbers The **Enforce Unique Serial Numbers** option directs RetailManager to ensure that serial numbers are not repeated. You can choose to have unique serial numbers for your complete inventory, for same stock items or for a particular supplier. Choose the appropriate option to select the method of enforcing unique serial numbers.

Alerts options

You can set options in the **Alerts** tab of the **Options** window to display or not display alert messages in RetailManager.

The alert message options are:

Prompt for data backup when closing Select this option to display the database backup message when you close your RetailManager shopfront.

Prompt for data backup when opening Select this option to display the database backup message when you open your RetailManager shopfront.

Prompt for Stock Security settings Select this option to display the alert message detailing the windows affected by security restrictions applied to the **Stock** window.

Display Partial Stocktake Sheets Prompt Select this option to display a message asking if you want to print out stock sheets during a partial stocktake.

Email options

You can specify email options in both the **Email Defaults** tab and the **Email Program** tab of the **Options** window.

Email Defaults

You can specify the default subject and message text that you want to use when you email your transaction documents and customer statements. Note that you can change this text before you send an email.

The default email message text includes email tags. You can use these tags to personalise the email message. For example, to start your email with "*Dear Mrs Jones*", use the [Salutation] and [Surname] tags. Note that you can add and remove tags as required.

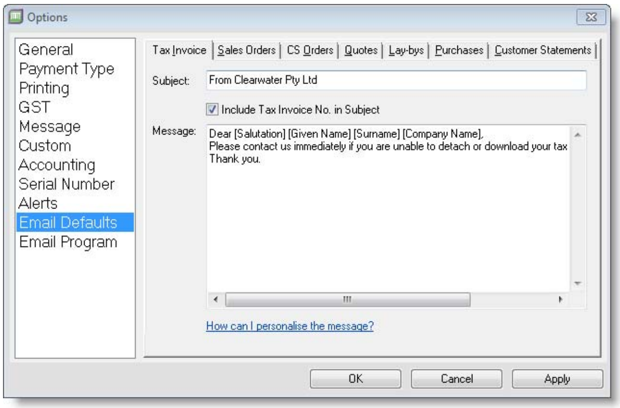
NOTE: **Blank fields in the customer's record** The details for email tags are taken from the customer's record. If the details in the customer's record are blank, the tag will be left blank in the email. Check that the customer's record is complete before sending the email.

For transaction documents, you can also select an option to include the document number in the email subject.

To set your default text for emailing transactions and customer statements

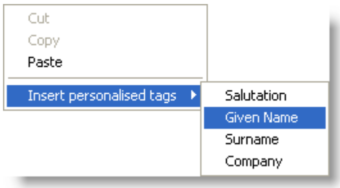
1 Go to the **Setup** menu and choose **Options**. The **General Options** window appears.

2 Select **Email Defaults**. The **Tax Invoice** tab is displayed.



3 Specify the subject and message text you want to use when you email tax invoices.

4 If you want to add an email tag, right-click where you want the tag to appear. From the menu that appears, select **Insert personalised tags** and then select the tag you want to use.



5 Click the **Sales Orders** tab and repeat from step 3 above.

6 When you have specified details in each of the tabs, click **Apply** and then click **OK.**

When an information window appears, click **OK**.

Email Program

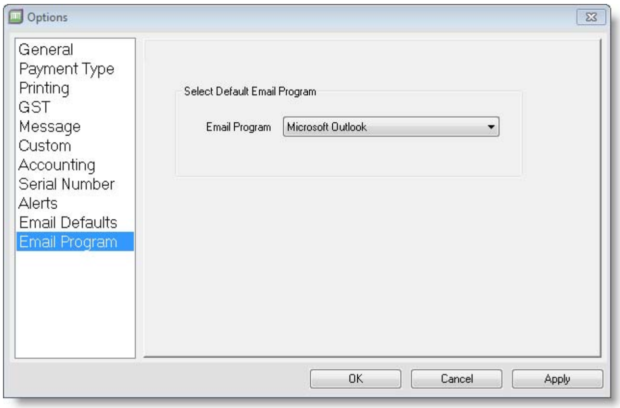
If you have more than one email program installed on your computer, you can select the program you want to use to email your customer statements, transaction documents and customer contact groups.

If you use an email program that uses Simple Mail Transfer Protocol (SMTP), such as Yahoo, Hotmail and Gmail, you can set up your email program to work with RetailManager.

To set your default email program

1 Go to the **Setup** menu and choose **Options**. The **General Options** window appears.

2 If you're using a desktop email program such as Microsoft Outlook, select **Email Program** and select your email program.



3 If you're using an SMTP email service:

a Select the SMTP email program option.

b Enter the mail server details. You may need to contact your email provided for configuration details.

4 Click **OK**.

Tax codes

MYOB RetailManager is designed for the *Goods and Services Tax* (GST) system. Under the GST system every stock item either attracts GST or is GST-free and should be assigned a tax code in RetailManager.

Basic tax codes have been set up in RetailManager, and are described in the following table.

Tax code	Use...
FRE **(GST-Free)**	if you are operating under the GST system, for items that are GST-free such as some types of food, medical supplies, educational material, etc.
GNR **(GST Non-Registered)**	if you are not registered for GST (i.e. if your annual turnover is less than $75,000 or if you are a non-profit organisation).
GST **(Goods & Services Tax)**	if you are operating under the GST system, for items that attract GST.
INP **(Input Taxed)**	if you are operating under the GST system, for input taxed supplies such as finance charges and residential rents.
N-T **(No tax)**	for items that are out of scope of GST, such as salaries and wages and security deposits, etc.

NOTE: Using tax codes If you are unsure about the tax applicable for an item, check with your tax consultant or your local taxation office. You can change the default tax code for sales and purchases.

In addition to the tax codes listed, you have the option to add new tax codes depending on the needs of your business. See 'Creating tax codes' on page 57 for more information.

The following topics are included in this section.

Setting up default tax codes

Default tax codes can be set for sales, purchases and freight (in Goods Received).

When you set up default sale and purchase tax codes, any new stock item you create in RetailManager will be assigned these default tax codes. The default tax code you set for freight will appear in the Freight field in the **Goods Received** and **Returned Goods** windows.

NOTE: Freight Note that freight attracts standard GST.

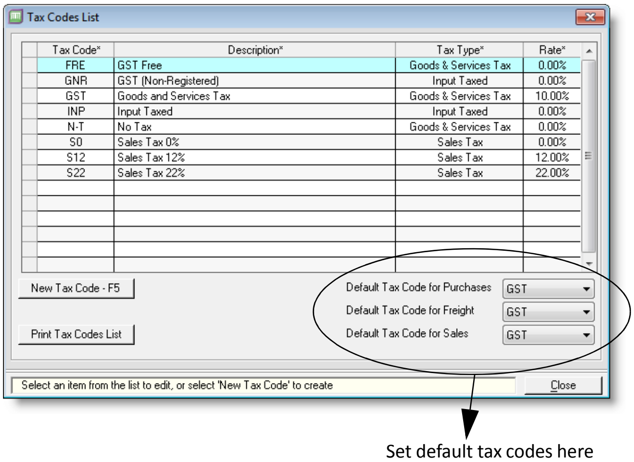
Make sure the default tax codes you enter reflect the tax code of the majority of your stock items. For example, the majority of items that a gift shop purchases and sells will attract GST—therefore the default purchase and sale tax codes should be set to GST. On the other hand, a fruit shop should probably set the purchase tax code to FRE (as fruit is GST-free), and default sale tax code to FRE, as fresh food does not attract GST.

You can change an item's default tax codes in the **Stock** window. You can also change an item's sale tax code at the point of sale, and the purchase tax code when receiving the item into stock in the **Goods Received** window.

To set up default tax codes

1 Go to the **Admin** menu and choose **Set Tax Codes**. The **Tax Codes List** window appears.

2 Set the default tax codes for Purchases, Freight and Sales by clicking in each field and selecting the required code from the displayed list.



3 Click **Close**.

Exporting tax information

If you plan to export information from MYOB RetailManager to your MYOB business management software, note the following:

- Each tax code must be assigned an export tax code. MYOB Accounting and MYOB Premier use 3-character tax codes.
- Each tax code must be linked to the appropriate tax collected on sales account in your MYOB business management software.
- If you create additional tax codes in RetailManager, make sure you create the same additional tax codes in your business management software.

The following table lists and describes tax-related accounts in your GST-ready MYOB business management software. This will give you an idea of what accounts are required to link the GST codes in RetailManager. You could also simplify this account structure and create just one account called GST Collected & Paid if you want.

Account Number	Account Name	Account Type	Account Description
2-3000	GST Liabilities	Header	This account reports a total figure for the detail GST accounts listed below this header account.

Account Number	Account Name	Account Type	Account Description
2-3100	GST Collected on Sales	Detail Account (Postable)	This account records any GST you have collected from your customers.
2-3200	GST Paid on Purchases	Detail Account (Postable)	This account records GST you have paid to your suppliers and vendors.

To set up export information

1. Go to the **Admin** menu and choose **Set Tax Codes**.
2. Select a tax code from the displayed list by clicking it.
3. Enter the correct export tax code in the **Export Tax Code** field.
4. In the **A/C for tax on Sales** field enter the account number used by your business management software to record tax collected from sales.

   In the following example, the account for tax on sales is account 23100, which is the default GST Payable Control Account in MYOB business software; the export tax code is GST.

5. Click **Commit - F10** or press F10 to commit the information.

Creating tax codes

In addition to the existing tax codes, you can create your own tax codes, depending on the needs of your business.

Export sales If your business sells goods overseas, you may need to set up a separate tax code such as EXP to record export sales. Export sales do not attract GST and therefore should show a GST rate of 0%. Note that the tax code 'FRE' which is set up by default in RetailManager is used for goods which are GST-free such as food and medical supplies, and should not be used for export sales.

Setting up a separate tax code for export sales will enable you to identify sales made to overseas customers through RetailManager reports and help you complete the Business Activity Statement for your business correctly.

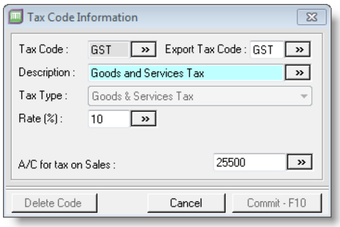
NOTE: Charging freight on export sales If your business charges freight on export sales, see 'Setting up a freight item' on page 114 for more information.

To create a new tax code

NOTE: Tax Codes report You can run the **Tax Codes** report for a list of all your tax codes including the type, rate and export account for sales. See ‘Reports’ on page 267, for more information on generating a report.

1 Go to the **Admin** menu and choose **Set Tax Codes**. The **Tax Codes List** window appears.

2 Press F5 or click **New Tax Code - F5**. The **Tax Code Information** window appears.



3 Enter the tax code you want to create in the **Tax Code** field. This code can be up to three alphanumeric characters.

4 Enter the export tax code. This field defaults to the tax code you just entered. See ‘Exporting tax information’ on page 56 for more information.

5 Enter a description for the tax code in the **Description** field.

6 Select the tax type by clicking in the **Tax Type** field and choosing from Goods & Services Tax, Input Taxed, and Sales Tax.

7 Enter the tax rate in the **Rate** field.

8 If you intend to export information from RetailManager to your business management software, in the **A/C for tax on Sales** field enter the account number used by your business management software to record tax collected from sales. See ‘Exporting tax information’ on page 56 for more information.

9 Click **Commit - F10** or press F10 to commit the information.

Editing tax codes

RetailManager allows you to change a tax code’s description, type, rate, export code and account information.

NOTE: You cannot change the tax type if the tax code has been used in a transaction, assigned to an item, or set up as a default tax code.

To edit a tax code

1 In the **Tax Codes List** window, click the tax code you want to edit. The tax code details are displayed in the **Tax Code Information** window.

2 Make the required changes.

3 Click **Commit - F10** or press F10 to commit the information.

Deleting tax codes

If you created a tax code by mistake, you have the option to delete it.

NOTE: You cannot delete a tax code that has been assigned to an item, used in a transaction, or set up as the default tax code.

To delete a tax code

1 Go to the **Tax Codes List** window. Select the tax code you want to delete from the list by clicking it. The tax code details are displayed in the **Tax Code Information** window.

2 Click **Delete**. The tax code is removed from the list.

Setting up item tax codes

You can change the purchase or sale tax code of an existing item.

You should take care to ensure your items use the correct tax codes. If your business deals with fresh food, while you may have some items which will attract GST, most of your items may be GST-free.

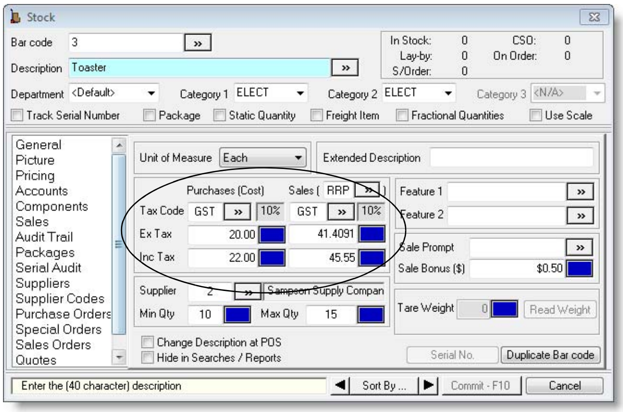
To set up item tax codes

1 Go to the **Information** menu and choose **Stock**.

2 Enter the stock item bar code to display the item record.

3 Adjust the tax codes used in Purchases and Sales.

This illustration shows the **Purchases (Cost)** and **Sales** tax codes set to GST.



Recording a customer's tax terms

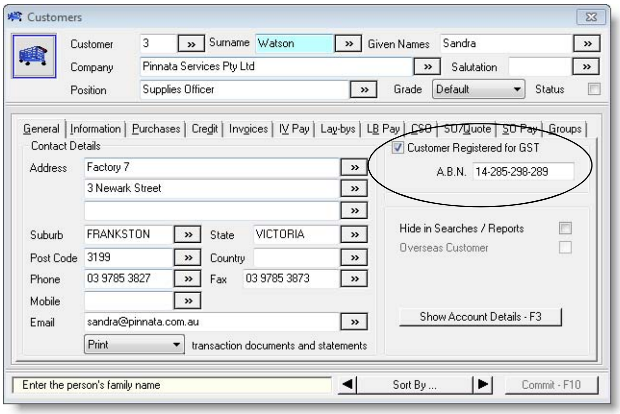
RetailManager allows you to record an ABN for customers who are registered for GST.

To record a customer's tax terms

1 Go to the **Information** menu and choose **Customers**.

2 Ensure the **General** tab is selected.

3 If applicable, select the **Customer Registered for GST** option and enter the customer's ABN in the **ABN** field.



NOTE: Displaying a customer's ABN on invoices and dockets. If you want the customer's ABN to appear on tax invoices and dockets, you must select the **Include Customer's ABN on Invoice/Dockets** option in the **GST Options** window. For more information, see 'Customising MYOB RetailManager' on page 21.

Whether or not you use this feature will depend on your local taxation laws. For example, certain taxation laws may stipulate that over a certain value of sales, the invoice must show the customer's name, address and ABN. Check with your tax consultant or the taxation office about these rules.

The ATO have stipulated that:

- if a customer is making a purchase of $1,000 or more inclusive of GST, then the invoice must show either the customer's name and address, or ABN
- if the sale is $55 or more and less than $1,000 including GST, the invoice does not need to show the customer's name and address or ABN
- if the sale is less than $50 including GST an invoice does not need to be provided.

If your customer is a foreign business, deselect the **Customer Registered for GST** option and select the **Overseas Customer** option. Note that in RetailManager, a customer cannot be both registered for GST and be a foreign business.

4 Click **Commit - F10** or press F10 to commit the information.

Setting up supplier details

RetailManager allows you to record whether a supplier has registered for GST and if so, it allows you to record their ABN.

When you set RetailManager to print invoices and dockets in GST format, a number of GST-related changes occur in your shopfront. One of these changes protects you from recording a purchase of an item including GST when GST is not included in the price. If an item's tax code when purchased is set to GST and you are purchasing the item from an unregistered supplier (you have not recorded the supplier's ABN in RetailManager), RetailManager will change the tax code from GST to GNR as GST has not been included in the purchase price.

To set up supplier details

1 Go to the **Information** menu and choose **Suppliers.**

2 Ensure the **Contact 1** tab is selected.

3 Select the **Supplier Registered for GST** option for your suppliers who collect GST, and enter their ABN in the **ABN** field.

4 Click **Commit - F10** or press F10 to commit the information.

2 Getting to know RetailManager

This chapter describes basic MYOB RetailManager functionality such as navigation, searching, and the use of touch screens.

You should be familiar with the Windows operating system, including standard mouse conventions such as double-click, right-click and so on. See ‘Navigating in MYOB RetailManager’ on page 64 for an explanation of some terms used in this manual. If you need help using the Windows operating system, please see your Windows documentation.

About MYOB RetailManager

MYOB RetailManager is an inventory-based retail system Some retailers may not use inventory management. Restaurants, cafés, and some service-based retail businesses are examples of retail organisations that may not require full inventory management.

A RetailManager stock item can be defined with a *static quantity*, meaning that inventory records are not kept, and the quantity of the stock item currently in stock will not be adjusted when sold. For example, you could define the following food and drink items with static quantities:

11	**Flat White**	$2.00
22	**Machiatto**	$1.80
33	**Cappuccino**	$2.20
77	**Entree**	$4.95
88	**Main Meal**	$9.95

You can mix and match items. For example, an electrical retailer will be using extensive inventory management features most of the time, but will have several items listed as static quantities—labour, service fees, and so on, while a hairdresser may have additional inventory-based items for sale, and a café may have every item listed with static quantities.

Sales information recorded by MYOB RetailManager The RetailManager sales transaction can utilise complete sales information—including customer number, selling price, tax code and discount.

Many retailers do not use all of these fields. The **Skip Fields** options can be set so that some or all of these fields are skipped by default when making a transaction, resulting in a quicker transaction with fewer required keystrokes.

For example, it is unlikely that a coffee shop would require customer records, so the **Skip Customer Number** option can be set to omit—skip— the **Customer** field in the **Sales** window.

You can also customise the windows using programmable POS keyboards and macro keyboard utilities.

Recording the staff member making each sale When a sale transaction is made, the current staff number is recorded along with the sale. This is useful for any organisation that works with sales commission, monitors sales performance by staff, or needs to track staff against specific sales. You can make your staff records as brief or as comprehensive as you require. RetailManager's summary and detail **Commission** reports allow you to see exactly who makes the sales and the profit in your business.

Some retail businesses may not want to use the complete set of staff management features. If you don't need to record the individual staff members, you can create a single staff number—for example, '1'—to be used as the default.

In addition, if you use a programmable POS keyboard or a retail key macro utility, you will usually pre-define standard sales to include the default staff person.

Navigating in MYOB RetailManager

It is quick and easy to navigate in MYOB RetailManager. If you've used Windows before, you will already be familiar with most of the techniques you will need to get around in RetailManager.

NOTE: **Keyboard shortcuts** You will be told throughout the *User Guide* of the various keyboard keys that you can use in different situations. Keyboard shortcuts are also printed on the back cover of the *User Guide*.

You can navigate in most of the RetailManager windows with only the keyboard, using a combination of shortcut keys, function keys, and other keyboard keys. Only some of the windows that are used for more advanced functions in RetailManager—for example when looking at graphs or reports—might require a mouse.

This chapter covers all the basics you need to know to get around in RetailManager, and includes the following topics:

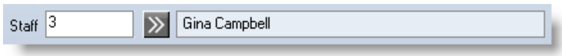
- 'Types of fields' below
- 'Function and keyboard commands' on page 67
- 'RetailManager help options' on page 70.

Types of fields

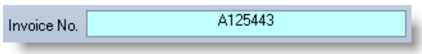
There are several types of fields used in MYOB RetailManager, which you will already be familiar with if you've used Windows before. The different field types, and how each of them work, are explained below.

Data entry fields **Data entry fields** are used throughout RetailManager to enter data. These are not 'free text' fields; you either have to enter a valid value, or create a new value.

From a data entry field you can press the F2 function key to display a 'search for' list of the available values for that field. For example, in the **Sales** window, press F2 when the cursor is in the **Staff** field to display the **Search for Staff No.** window, listing all the available values for this field. Alternatively, you can click the search icon (») next to a data entry field with the mouse or, if you have a touch screen, touch it with your finger.



Text fields **Text fields** are used to enter free-form text. There are generally few restrictions on what you can enter in a text field, however, it is recommended that you only use alphanumerics. Some fields, however, will only allow you to enter numbers, for example when you are specifying a date range for a report.

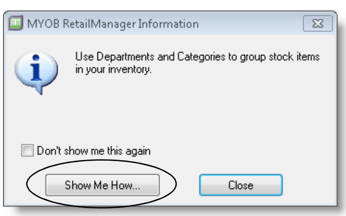


Buttons **Buttons** are sometimes used in RetailManager, such as the **Commit - F10** button, which appears at the bottom of several windows, and is used to commit (save) transactions. The button can often be greyed out, indicating that you haven't entered enough data to carry out the function of the button.

Arrow buttons The right and left arrow buttons are used to move values from one list to another. You can find these buttons in the **Banking Export** tab of the **Accounting Options** window.

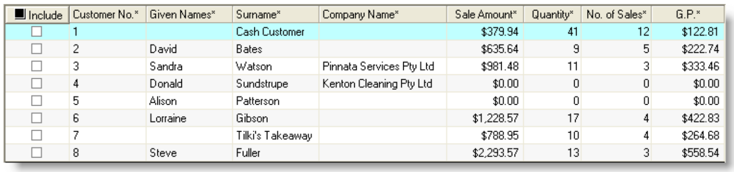
The up and down arrow buttons are used to move values up and down the list. You can find these buttons in the **Payment Type Options** window.

Show Me How buttons You can use the **Show Me How** buttons in RetailManager to view tutorials about RetailManager features. These buttons are usually displayed on information messages that describe new features.



Message bars A **Message bar** is incorporated at the bottom of most RetailManager windows, and displays either description or instruction information relevant to the field in which the cursor is currently positioned.

Grids A **Grid** is a frame containing a list of data; grids appear in several RetailManager windows. Data can often be selected from grids.

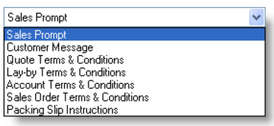


Include	Customer No.*	Given Names*	Surname*	Company Name*	Sale Amount*	Quantity*	No. of Sales*	G.P.*
☐	1		Cash Customer		$379.94	41	12	$122.81
☐	2	David	Bates		$635.64	9	5	$222.74
☐	3	Sandra	Watson	Pinnata Services Pty Ltd	$981.48	11	3	$333.46
☐	4	Donald	Sundstrupe	Kenton Cleaning Pty Ltd	$0.00	0	0	$0.00
☐	5	Alison	Patterson		$0.00	0	0	$0.00
☐	6	Lorraine	Gibson		$1,228.57	17	4	$422.83
☐	7		Tilki's Takeaway		$788.95	10	4	$264.68
☐	8	Steve	Fuller		$2,293.57	13	3	$558.54

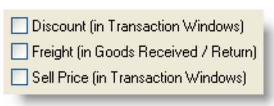
Most grids have column headings with asterisks (*), which indicates that you can click the column heading to sort the grid by that heading. For example, you can sort the grid above by description and cost by clicking the **Description*** or **Cost*** column heading.

You can left-click the heading to sort the list in ascending order, and right-click the heading to sort the column in descending order. Where a column appears in yellow, you can directly edit values within that column.

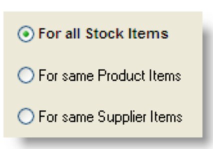
Drop-down lists **Drop-down lists** show a list of available options for a field. To display a drop-down list, click the arrow to the right of the field. Use the scroll bar to move up and down the list; click the value you want to select, or highlight the value and press ENTER.



Checkboxes **Checkboxes** are used to select a value. Click the checkbox with the mouse (or press the SPACEBAR) to select and deselect the value.



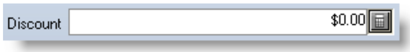
Radio buttons **Radio buttons** are used when you can select only one option from a list. Click the radio button with the mouse (or press the SPACEBAR) to select and deselect the option.



Tabs **Tabs** can typically be found at the top of a window, such as in the **Options** window. Each tab is labelled, the label effectively being a window title; you can view the window by clicking the tab.

Assist icons **Assist icons** appear next to date and numeric fields and make data entry easier. If you have a touch screen, you can touch the assist icon with your finger.

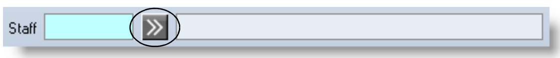
Assist icons next to fields where a numeric value is required—such as the **Discount** and **Sell** fields—display the calculator.



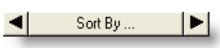
Assist icons next to date fields display the calendar.

Search icons Search icons adjacent to fields such as the **Staff**, **Customer** or **Bar Code** field let you look up a list of valid values from which you can locate and select a value.

In some fields, search icons let you enter part of the value so that it is easier to locate it in a list. If you have a touch screen, search icons in these fields will open a Virtual Keyboard that you can use to enter text.



Record selector buttons The **Record Selector** button appears in information windows—**Customers**, **Staff**, **Suppliers**, and **Stock**—and is used to scroll through the list of available records in the order you specified. For example, to view a list of all your stock items (records) in order of bar code, click the **Sort By** button and select **Barcode** from the displayed list. Then use the arrows on either side of the **Sort By** button to scroll through the list of bar codes sorted in numeric, alphanumeric or alphabetical order (depending on your naming convention).



Function and keyboard commands

Most MYOB RetailManager functions can be performed using function, shortcut keys and the standard keyboard commands.

They are used primarily for opening new windows, for certain functions within windows—such as committing a transaction—or for moving to fields within a window, depending on the data you want to enter.

An example of a function key is F12, which takes you back one step in a window.

An example of a shortcut key is F6, which opens a new **Sales** window.

The standard keyboard commands include SHIFT+TAB. This is the equivalent of the F12 function key, which takes you back one step in a window.

Where to find these commands

A list of function keys and keyboard commands used in RetailManager can be found on the back cover of the *User Guide*. This list includes function keys, shortcut keys, menu command keys and the standard keyboard commands.

You can also access these keyboard commands in RetailManager from:

- the menus at the top of the window, which give shortcut keys for selected menu items

- the message field at the bottom of a window, which advises how you can navigate from field to field
- the label on a button, for example, the **Commit - F10** button in the **Sales** window.

Opening the till drawer

The shortcut key for opening the till (cash) drawer is CTRL+Z.

Moving between fields in a window

You can move the cursor from one field to the next either by pressing TAB or ENTER. To move back a field, hold down SHIFT and press TAB, or press F12.

Moving between windows

As you can have any number of windows open at once in RetailManager, allowing several sales people to use the same till, you need to be able to move quickly between the windows. To move between windows:

- press CTRL+TAB to cycle between windows, or
- press ALT+W to open the Windows menu at the top of your screen to view a list of open windows. Then, either use the arrow keys to move down to the window you want and press ENTER to select it, or type the number of the window you want.

Closing windows

To close a window:

- click the close icon ( ) in the top right corner of the window if you are using a mouse, or
- press the ESC key—if you have data displayed, press ESC twice, as the first time will clear the transaction details, the second time will close the window.

MYOB RetailManager calculator

The MYOB RetailManager calculator is used throughout RetailManager to make it easier and quicker to calculate numeric values such as discounts and sale prices.

Notice the three extra keys— T Cost Sell —on the calculator. When the cursor is positioned in the **Sell** field in the **Sales** window, you can display the calculator and then press **Cost** or **Sell**, to display the cost price or the sell price of the item, making it easier for you to calculate any discount on the item. To give a customer a 10% discount on an item that you usually sell for $20, enter Sell - 10% in the calculator. The **Sell** field displays $18.

The **T** button can be used in the field to calculate the quantity when selling an amount worth of a product. For example, if the customer wants to purchase $23 worth of lollies (tax inclusive), display the calculator and enter T23. The **Qty** field will display the number of lollies the customer can buy for $23 (tax inclusive).

You can also use the **T** button to round a sale total in the **Discount** field. For example, if the total sale amount is $1340.85 and you want to round it down to $1300, press T1300 and click Enter in the calculator. The **Discount** field displays $40.85.

Note that in fields where you cannot use the **Sell**, **Cost** and **T** calculations, these buttons will be greyed out. The **Cost** button will also be greyed out if you have password-protected **Cost Pricing** details. See 'Security' on page 285 for more information about password protecting fields.

Activate the calculator by pressing F2 when the cursor is in the field or by clicking or touching the assist icon ( ).

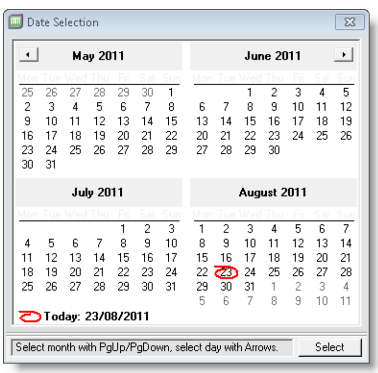
Windows calculator

You can also use the standard Windows calculator from within RetailManager. To activate the calculator, go to the **Tools** menu and select **Calculator**, or press CTRL+A from anywhere in RetailManager.

NOTE: Windows calculator You must have the Windows calculator installed on your computer for this function to work.

MYOB RetailManager calendar

You can activate the RetailManager calendar from fields that require you to enter the date. To display the calendar either press F2, or click or touch the assist icon ( ) when the cursor is in a date field.



Selecting a date

- Use the mouse and click the date and then **Select**, or
- Use the PAGE UP/PAGE DOWN keys to select the month, and the arrow keys to select the date, and press ENTER.

RetailManager help options

RetailManager Help

You can open the RetailManager Help from within RetailManager in the following ways:

- Go to the **Help** menu and choose **Help Topics**, or
- Press the F1 key from any window while you are working in RetailManager.

RetailManager Help provides specific, procedural help to the window you are viewing. By pressing F1 in the window you need help with, you can view the procedures you can complete in that window, and tips or important information that you need to know.

RetailManager User Guide (PDF version)

You can access a *Portable Document Format* (PDF) version of the *User Guide* by doing the following:

❖ Go to the **Help** menu and choose **User Guide**.

RetailManager Learning Centre

The **RetailManager Learning Centre** window automatically appears when you open a shopfront. If you don't want this window to appear, select the **Don't show me this again** option. If you do this, you can still access this window by doing the following:

❖ Go to the **Help** menu and choose **RetailManager Interactive Help**.

In the **RetailManager Learning Centre**, you'll find tutorials demonstrating how to use many RetailManager features. You can also view a video about acquiring and retaining retail customers. You can view the following tutorials:

- Organising and grouping stock
- Entering multiple items of stock
- Creating duplicate stock items
- Moving stock to new departments
- Emailing statements to customers
- Emailing promotional material.

You can also access RetailManager tutorials from the **Show Me How** buttons in some RetailManager windows.

Searching in MYOB RetailManager

There are five basic methods you can use in MYOB RetailManager to search for a record, whether it be a customer, supplier, or previous transaction.

These methods are:

- 'Using search criteria in a field' on page 71
- 'Using wildcards' on page 71

- ‘Using the Search for window’ on page 72
- ‘Using the Current Values list’ on page 73
- ‘Using the Lookup Transactions window’ on page 74.

The search method you find most useful will, in part, depend on personal preference, but also on the information you have on hand.

You can also hide records that you want to exclude from searches and reports. For more information see ‘Hiding records in searches and reports’ on page 75.

Using search criteria in a field

When you don’t know the bar code or ID of a record, you can search for it using this method by entering the equal sign ‘=’ in the field, and then entering the name or description of the record. The equal sign tells RetailManager that the letters that follow are not part of the record ID but the name or description of the record.

If you don’t remember the entire name or description of the record you can enter the first few letters of it to help narrow your search.

You can also use wildcards directly in the field. See ‘Using wildcards’ below.

The following examples illustrate some situations in which you can enter search criteria directly in a field.

Example 1 If the customer’s name is Andrews, type ‘=Andrews’ in the **Customer** field and press TAB or ENTER. A list showing all the customers named Andrews appears. If there is only one Andrews on file, then this record appears.

Example 2 If you didn’t hear the customer’s name properly, but thought the first few letters were ‘Fit’, type ‘=Fit’ directly in the field and press TAB or ENTER. A list showing all the customers whose names begin with ‘Fit’ appears. If there is only one customer whose name fits this criteria, then this record is retrieved and displayed in the current window.

Example 3 If you didn’t hear the customer’s name, but thought that it ended with ‘pen’, then use the wildcard technique, by typing ‘=*pen’ in the field and pressing TAB or ENTER. A list showing all the customers whose names end with ‘pen’ appears. If there is only one customer whose name fits this criteria, then this record is retrieved and displayed in the current window.

Using wildcards

Wildcards are special characters that can be used to stand for any missing letters or numbers in the word for which you are looking. Wildcards can be used together in any combination.

Wildcards are a powerful tool for searching for a record, such as a stock item in a large inventory. Wildcards are most commonly used to narrow the results of a search, often retrieving several records as a result of your wildcard entry. This makes it easier to browse through a short list to locate the required record.

If there is only one matching record retrieved, it appears in the field from which you initiated the search.

For example, if you are only sure of the first three letters of the stock item description, you can enter the ‘=’ sign, then the three letters followed by the ‘*’ sign. The **Search for Stock No.** window displays only those stock items with a description starting with those letters.

You can use the following wildcards in MYOB RetailManager.

Wildcard	Description	Example
*	Stands for one or more characters.	**f*g** will find *frog* and *fig*, but not *fish*.
?	Stands for one character only.	**f?g** will find *fog* but not *frog*.
#	Stands for one number only.	**f#g** will find *f3g* but not *fog*.

Using the Search for window

The **Search for** window is used to search for a record. You can go to this window from a data entry field by pressing F2, by clicking the search icon ( ) next to the field with the mouse or by touching the icon if you have a touch screen.

The **Search for** window displays a list of all records available for the corresponding bar code, supplier, customer or staff member field.

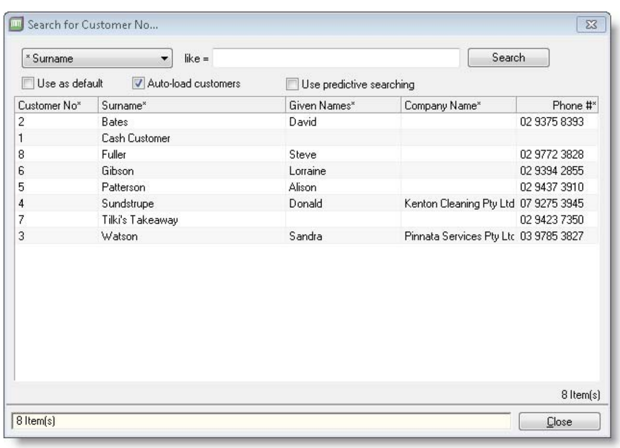
You would use this search method if you want to scroll through a list of the valid records, or you anticipate that it might take you a few attempts to find the required record.

You can further narrow your search by entering only the first few letters or numbers of any part of the record you are looking for, to retrieve only those records starting with those letters or numbers. The more letters or numbers you enter, the more targeted your search. If you are searching for stock in the stock **Search For** window, you can narrow down your search by selecting a department or any of the category values from the drop-down lists.

If there is only one record matching your search criteria, it appears in the field from which you initiated the search.

To search for a record

1 Click (or if you have a touch screen, touch) the assist icon next to a data field, or position the cursor in the data field and press F2. The **Search for** window appears. If you entered any search criteria before clicking the assist icon, the window displays only those records that match your search criteria.



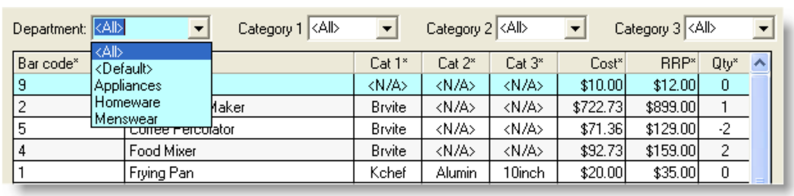
NOTE: **Search for window title** The title of the **Search for** window changes depending on the field or window you were in when you pressed F2 or clicked the assist icon. For example, if you pressed F2 in the **Customer No.** field, the **Search for Customer No** window appears.

2 If the **Search for** window displays a long list of records or if you want to narrow your search, use the following options:

- Select the attribute you want to search within (such as **Description**) and type the first few letters or numbers in the **like =** field. Click **Search** or press ENTER.
- Select **Use predictive searching** if you want RetailManager to complete the entry as you type.
- You can sort your selections by clicking a column heading. For example, in the staff **Search For** window, clicking the **Surname** column heading sorts the displayed surnames in alphabetical order. Clicking the **Staff No** column heading sorts the records in numerical order. Right-clicking the column heading sorts the categories in reverse numerical or alphabetical order.

The records in RetailManager that match your criteria are retrieved.

3 If you are in the stock **Search For** window, you can narrow down your search by selecting the department and category values from the drop-down lists and clicking **Search**.



4 When you have located the record in the list, click on it or select it and press ENTER.

NOTE: **Scrolling through the list** If you have still retrieved a long list of records, you can scroll through the list by either pressing the arrow keys on your keyboard or clicking the arrows on the scroll bar.

Using the Current Values list

The **Current Values** list is accessed from certain data entry fields, and is similar in purpose to the **Search for** window described on page 72—it is used to retrieve a valid value for the field you are in. However, unlike the **Search for** window, the **Current Values** list only displays the values that have previously been entered in that specific field. For example, a value entered in the **City** field in the **Suppliers** window, cannot be retrieved in the **City** field in the **Customers** window.

To use the **Current Values** list, do one of the following:

- Press F2 in the field to display the **Current Values** list and select the required value using the arrow keys.
- Click or touch the assist icon next to the field to display the **Current Values** list, and use the arrow keys to retrieve the value.
- Type part of the word in the field and the rest will be completed for you. Note that you don't have to type in the equal sign before you enter part of the word.

Using the Lookup Transactions window

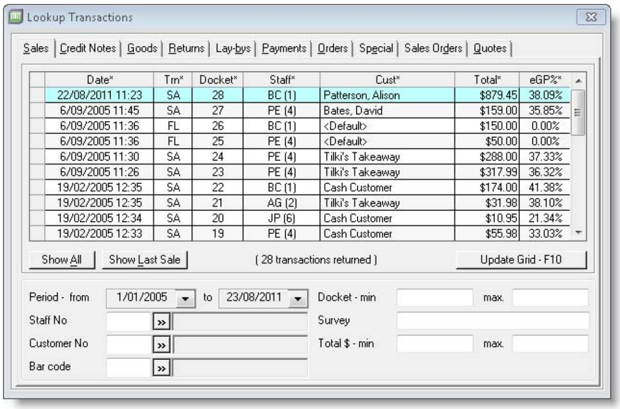
The **Lookup Transactions** window gives you quick access to your transactions in MYOB RetailManager. You can search for and view a single transaction in detail, or view a summary list of several transactions that fit your search criteria.

Transactions are grouped by the following types: sales, credit notes, goods received, returned goods, lay-bys, payments, purchase order, customer special order, sales orders and quotes.

The following example shows how to view a sales transaction. For information about viewing other transaction types, see the RetailManager Help.

To view a sales transaction

1 Go to the **Lookup Transactions** window from anywhere within RetailManager by pressing CTRL+L. This window is not dependent on any other field or window.



2 Select the type of transaction you want to look up—sales, credit note, goods received, returned goods, lay-bys, payments, orders, special orders, quotes and sales orders—by clicking the tab of the required option. For this example, click **Sales**.

3 To view:
- the **last sales transaction**, click **Show Last Sale**. The original transaction window appears.
- an **older transaction or list of transactions**, enter the relevant search criteria. You can enter multiple search criteria to help narrow your search. RetailManager will display only those transactions that meet those criteria you have entered. The search criteria vary for each type of transaction. Described below are some of the filters for entries in the **Sales** tab.

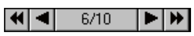
Period (from and to)	To search by date, enter the date range in which the transaction occurred in the **Period from** and **to** fields. If you are searching for a single transaction and know the exact date of the transaction, enter this date in both **Period** fields.
Docket (min and max)	Enter a docket number range in the **Docket min** and **max** fields to search for transactions within this range. If you are searching for a single transaction and know the docket number of the transaction, enter this number in both fields. TIP: **Docket numbers** As each docket number is unique, the fastest way to view an original transaction is to enter the docket number.
Staff No	Enter the staff number to search for transactions by staff member.

Customer No	Enter the customer number to search for transactions by customer.
Bar code	Enter the bar code to search for transactions by stock item.
Total $ (min and max)	Enter a dollar range in the **Total $ min** and **max** fields to search for transactions with an amount within this range.

4 After you enter your search criteria, click **Update Grid - F10** or press F10.

5 If your search returns more than one record, for example, more than one sale, these are displayed in the grid. You can:

- use the arrow keys to find the required transaction. To display the original transaction, highlight the transaction line in the grid using the arrow keys and press ENTER. Your transaction will be displayed in the respective window—for example, a sale will be displayed in the **Sales** window.
- click **Show All** to view in detail all the transactions listed in the grid. The original transaction window displayed has a transaction selector at the bottom of the window. Click the arrow buttons in the transaction selector to view in detail each transaction on the list.



To view comments for a particular transaction, press F3.

Close the window by pressing ESC, or by clicking the close icon ( ) in the top right corner of the window.

Hiding records in searches and reports

MYOB RetailManager gives you the option to hide your stock, staff, customer, or supplier records in searches and reports. You can hide records you use infrequently, thereby making your search lists shorter and making it easier for you to find a record.

You can hide a customer, supplier, staff or stock record simply by selecting the **Hide in Searches/Reports** option for that record in the respective window. A hidden record is an inactive one; it does not appear in search windows or reports, and cannot be used in any transactions.

For example, if you hide a stock item, you will not be able to order, receive, return or sell this item in RetailManager. You would only want to hide records that you use infrequently. Possible uses for this feature are listed below:

- Some items in your shop are seasonal—fruit, Easter eggs, swimwear, Valentine cards—and you don't sell them at other times of the year.
- You hire extra help during Christmas and these staff members don't work in the shop the rest of the year.
- You only buy seasonal items from a particular supplier and don't use this supplier at other times.

To hide a record

Display the record details in the appropriate window—staff record in the **Staff** window, stock record in the **Stock** window and so on—select the **Hide in Searches/Reports** option and commit the transaction.

You will now be able to retrieve this record only in this window. RetailManager does not recognise the record ID from any other window.

You can generate the **Hidden Records** report to view a list of hidden records.

To activate a hidden record

Display the record in the appropriate window—staff record in the **Staff** window, customer record in the **Customers** window—and deselect the **Hide in Searches/Reports** option.

Touch screens

MYOB RetailManager touch screens are designed to make your point-of-sale operations easier. You can perform transactions from a touch screen without needing to use either a keyboard or mouse, thereby freeing up valuable counter space and enabling till-based operations to be performed smoothly.

Touch screens are primarily used from a point-of-sale location for cashup, sales and sales-related transactions. It is recommended that other functions (for instance, receiving goods, account payments and similar transactions) are performed using a keyboard and mouse.

For details about the transaction based touch screens, see 'Touch screen layout and features' on page 77.

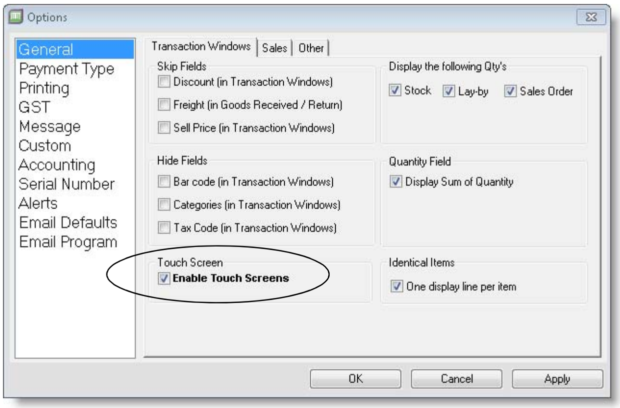
To enable touch screens

You enable touch screens by setting the **Enable Touch Screens** option, within the **General Options** settings.

1 Go to the **Setup** menu and choose **Options**.

2 Click **General** in the side menu and click the **Transaction Windows** tab.

3 Locate the **Enable Touch Screens** option.



4 Select the **Enable Touch Screens** option.

When **Enable Touch Screens** is selected, windows that you open within RetailManager are displayed with larger buttons and, in some cases, a different layout.

5 Click **Apply** to set your changes.

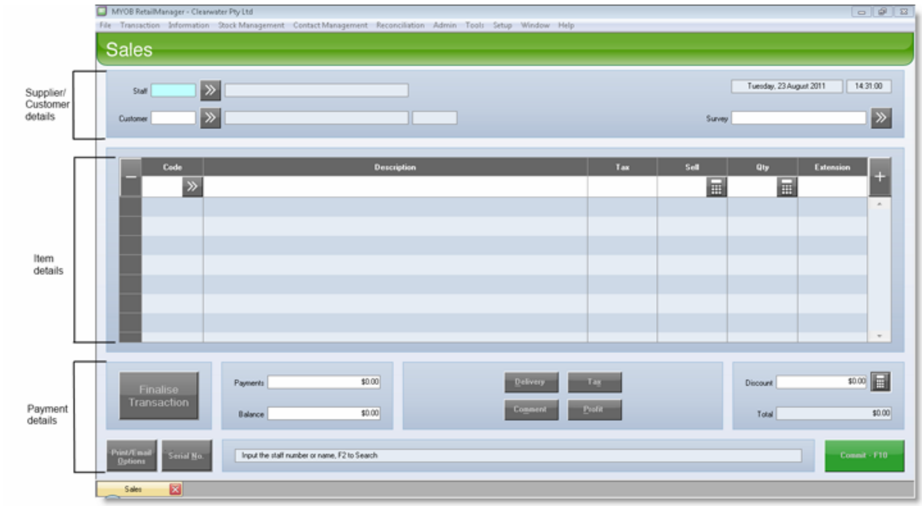
6 Click **Close** and then **OK**.

NOTE: **Enable Touch Screens only applies to RetailManager windows opened after this option is set**

If you already have windows open in RetailManager when you either select or deselect the **Enable Touch Screens** option, these windows will keep their original layout.

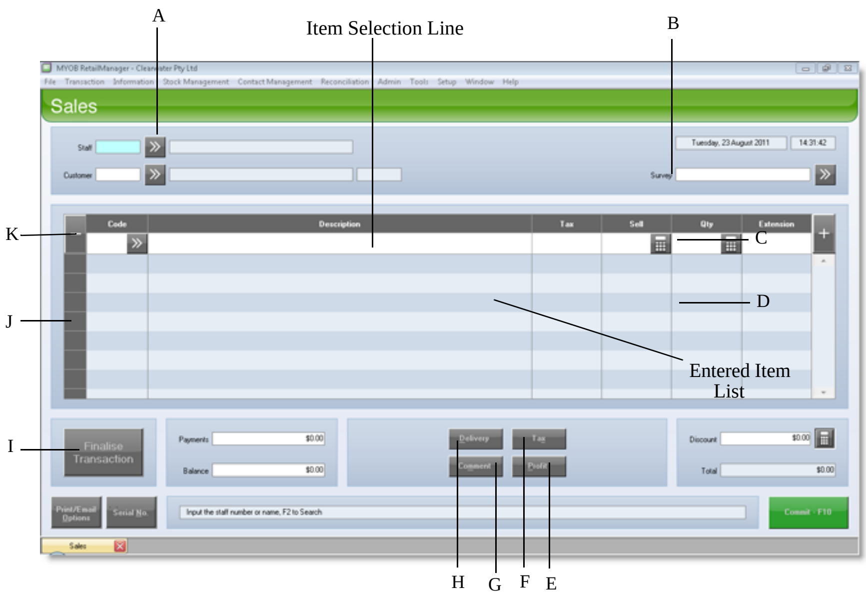
Touch screen layout and features

The following diagram represents the **Sales** window with touch screen layout. Touch screen features for other transaction screens such as **Lay-by Payments**, **Sales Order Payments**, and **Quote Converter** windows are identical. Specific features are detailed in the following section.

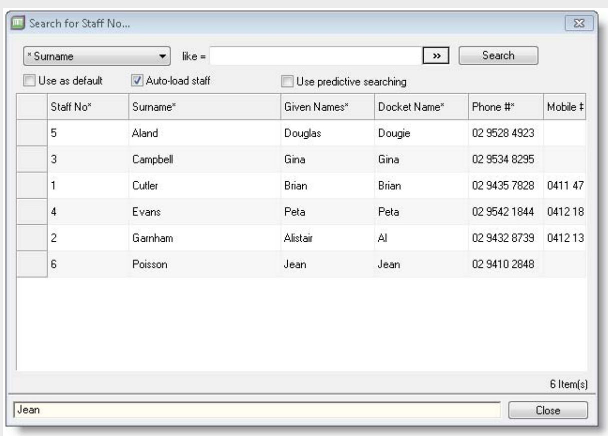


Transaction touch screen features The four main transaction windows for touch screen use are the **Sales**, **Lay-by Payments**, **Sales Order Payments** and **Quote Converter** windows. The touch screen features are the same for each window.

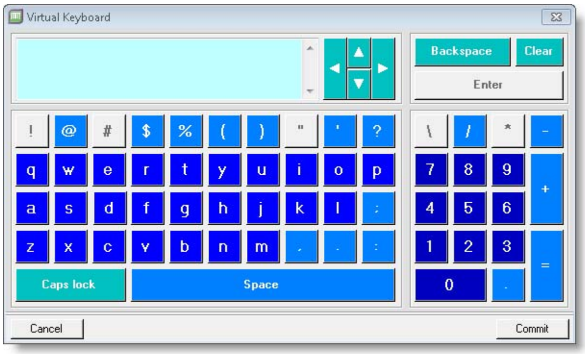
Refer to the following diagram and table for a description of the touch screen features.



A Press **Search** for lookup. The touch screen lookup window appears.



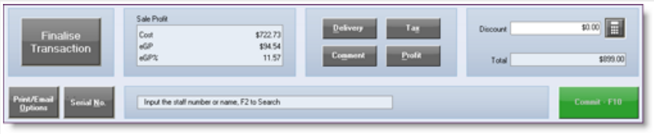
B Use the virtual keyboard button for the **Custom** field. The virtual keyboard appears.



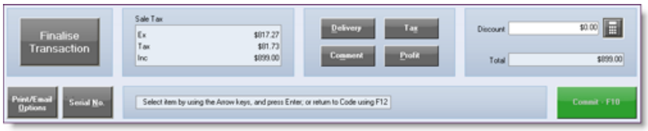
C Press the plus icon to add an item from the Item Selection Line (refer to diagram) to the Entered Item List (refer to diagram).

D Use **Entered Item List** scroll bar to scroll through a list of items, if there are more items than can be displayed in the **Entered Item List**.

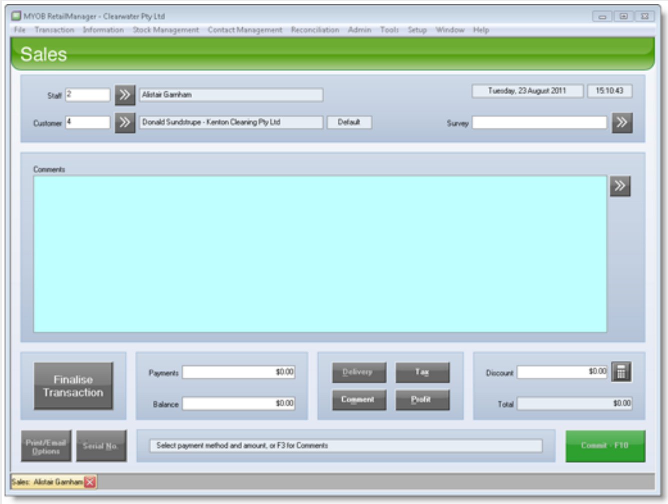
E Press **Profit** to display information about profit for the current transaction. Information appears in the payment details frame of the transaction window. See the example below.



F Press **Tax** to display information about tax for the current transaction. Information appears in the payment details group of the transaction window. See the example below.

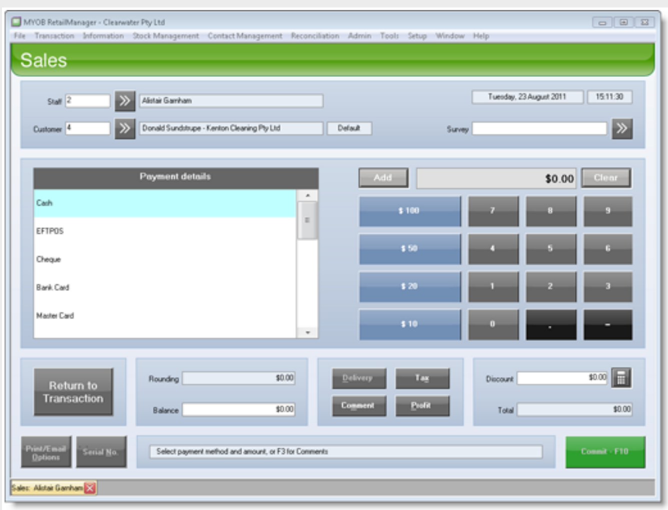


G Press **Comment** to record a comment for the current transaction. Use the assist icon to display the touch screen text input window (virtual keyboard). Press **Finalise Transaction** to return to the transaction.



H Press **Delivery** to display the **Delivery Details** window. The **Delivery Details** window allows you to enter the address and delivery dates for the items in this transaction. Note the **Delivery** button is only active if you have selected a customer for this transaction. See 'Delivery address' on page 185 for more information.

I Press **Finalise Transaction** to display and select payment types and enter numeric payment information. The **Payment Details** group and numeric input screen are displayed in the Product Details area of the transaction window. The **Finalise Transaction** button is replaced with a **Return to Transaction** button that allows you to return to the transaction and continue adding or deleting items if required.



J Press the assist icon beside an item in the **Entered Item List** to move it to the Item Selection line. This allows you to change the quantity, sell price and so on for this item.

K Press the minus icon to remove an item from the Item Selection line.

3 Staff

Each sale or sale-based transaction performed in MYOB RetailManager must be associated with a staff member. Staff member information can be as simple as a name and a number, with only one staff member defined for all transactions, or it can be detailed information, including contact numbers and addresses, and information such as whether a staff member is employed full-time or part-time.

With consistent use of the RetailManager staff features, you can perform staff reporting and information tracking tasks. You can record and report on staff commission on sales across your whole range of stock items or for specific items.

Details of transactions (sales, lay-bys, goods received, payments, orders, special customer orders, sales orders and quotes) that a staff member has processed can also be recorded.

Overview

MYOB RetailManager assumes that you have defined a *staff member* for each person who will be making a sale, receiving goods, and so on.

The *staff number* is a unique ID you enter in a transaction window. It can be alphanumeric and up to 15 characters. The staff number is used when making sales and receiving goods, for example. The name of your staff member appears on the transaction docket when it is printed.

If, for security reasons, you don't want employees' real names appearing on dockets, or if the employee prefers to be known by a nickname, you can specify a *docket name* for the staff member. This name will appear on all transaction dockets.

You need to define at least one staff member to use RetailManager. If a single staff member uses the system most of the time, you have the option of setting a *default staff number*, which will appear automatically in the **Staff Number** field each time you open a transaction window. See 'The Sales tab' on page 24 for more information.

If you have several staff members but don't want to create a record in RetailManager for each of them, you can create a generic staff number such as 'Sales' which every staff member will use when making a sale.

Staff commissions on sales

In MYOB RetailManager, staff can earn commission on sales globally and also on sales per product. You can set the percentage commission rate earned by staff globally, that is on **all** sales made, in the **Staff** window. In addition to this you can set an extra bonus commission amount on sales of a specific product in the **Stock** window.

See 'Creating and editing staff records' below for instructions on how to set the staff commission rate on all sales for a staff member. See 'Creating a new stock item' on page 106 for instructions on how to set the bonus commission rate for a stock item.

If your staff receive a bonus commission when a sales target for the store has been reached, use the **Sales Period** report to monitor sales on a weekly basis.

Viewing accrued staff commissions

To view the commission earned by staff, run one of the **Commission** reports. These reports can be run:

- for all staff, for individual staff members, or for those staff members you have flagged using the custom option in the **Staff** window. See 'To customise a custom field' on page 39 for more information
- for commissions accrued in any specified period
- in a detailed version, or in summary version per day, week or month.

See 'Reports' on page 267 for more information on generating a report.

Maintaining staff details

The following topics are included in this section.

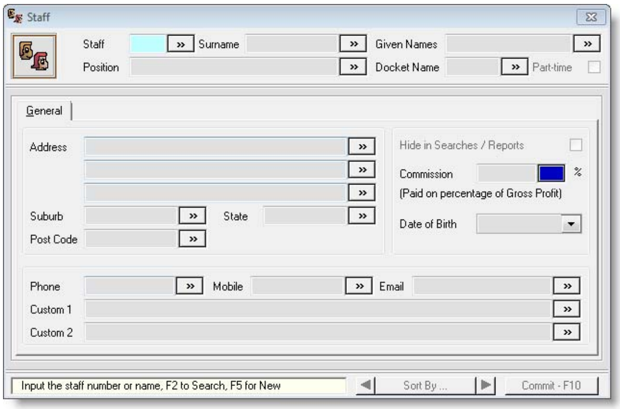
- 'Creating and editing staff records' below
- 'Viewing staff transaction details' on page 85.

Creating and editing staff records

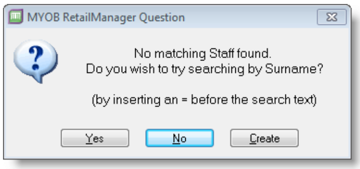
Staff records are created and edited in the **Staff** window. If you're creating individual staff records for all your members of staff, it's a good idea to enter as much information as possible and keep the information up to date.

To create a staff record

1 Go to the **Information** menu and choose **Staff**, or press CTRL+F. The **Staff** window appears.



2 Enter a staff number or identifier. If you want to specify the staff ID for a staff member, enter it in the **Staff** field, making sure that you have not already used it, and press ENTER. A question window appears.



3 Click **Create**. Alternatively, if you want RetailManager to automatically allocate a unique staff number, press F5. The word '<New>' is displayed in the **Staff** field. The staff number will be allocated when you commit the transaction.

NOTE: Default staff number To make a staff number the default, so that the most commonly used staff number is automatically displayed in every transaction window, see 'Default Staff' on page 27. You can still override the default staff number in transaction windows.

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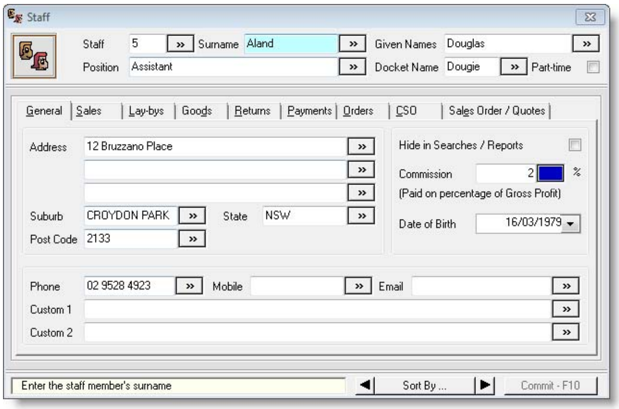
4 **Complete the Staff window**. As you enter each field, a description of the field is displayed in the long text field at the bottom of the window.

- Enter the staff member's surname and given name in the respective fields. You can enter either the staff member's surname, or given name, or both. These fields are mandatory. If you want a different name to appear on the docket, enter that name in the **Docket Name** field.
- In the **Position** field enter the staff member's position, or area of work, such as 'sales'. Alternatively, if current values exist for this field, press F2 and choose the required position from the displayed list.
- Select the **Hide in Searches/Reports** option if you don't want this staff record to appear in search lists and reports. See step 5 on page 75, in 'Hiding records in searches and reports' for more information.
- In the **Commission** field enter the commission percentage for the staff member, or leave the field blank if you do not use commission. The percentage you enter here is of the gross profit on sales; when you run the **Commissions** report, this is the percentage that will be printed for the staff member, and used as the basis for the commission calculations.

NOTE: More on staff commissions See ‘Staff commissions on sales’ on page 82 for more information.

- Select the **Status** option if you want to flag this staff member. For example, you can change the name of the **Status** field to ‘Part-time’, so you can flag all your part-time staff. See ‘Custom options’ on page 39 for more information.
- Complete the custom fields as required. See ‘Custom options’ on page 39 for more information.



5 Once you have entered enough staff information, click **Commit - F10** or press F10 to commit the information.

To edit a staff record

Note that to change the staff number of an existing staff member you must reallocate the staff number. See ‘Reallocating staff, customer or supplier IDs’ on page 277 for more information.

1 Go to the **Information** menu and choose **Staff**, or press CTRL+F. The **Staff** window appears.

2 Enter the staff number in the **Staff** field. If you don’t know the staff number, press F2 or click the search icon (») and select the required staff member from the list displayed. See ‘Searching in MYOB RetailManager’ on page 70 for more information.

3 When you have the staff member’s record displayed in the **Staff** window, you can change the staff member’s details as you require.

4 Notice as soon as you change any of the information, the **Commit - F10** button becomes active, indicating that you can now commit the changes.

5 Click **Commit - F10** or press F10 to commit the information.

Viewing staff transaction details

MYOB RetailManager maintains a detailed record of transactions made by each staff member, including sales, lay-bys, goods received and returned, payments, customer special orders (CSOs), sales orders and quotes.

To view staff transaction details

1. Go to the **Information** menu and choose **Staff**, or press CTRL+F. The **Staff** window appears.
2. Enter the staff member's number in the **Staff** field and press ENTER. The staff member's details are filled in.
3. Click the required tab.

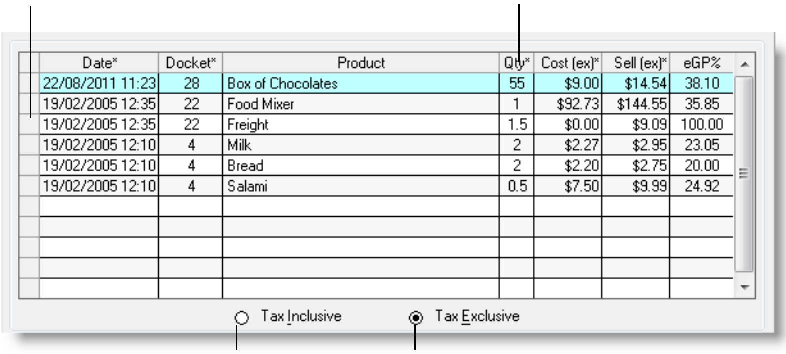
In addition to the **General** tab (which is described in 'To create a staff record' on page 83), the **Staff** window displays the **Sales**, **Lay-bys**, **Goods**, **Returns**, **Payments**, **Orders**, **CSO** and **Sales Order/Quotes** tabs. Each tab is described below.

NOTE: Cost column The **Cost** column may not be displayed in these views if you belong to a staff group with restricted access privileges. For more details about setting up access privileges, see 'Security' on page 285.

Viewing sales details Click the **Sales** tab to view a list of products sold by the staff member and shows the date and time of the sale, docket number, the quantity, cost and sell price of the product and the estimated gross profit percentage on the sale.

To view the original transaction, press ENTER or the SPACEBAR, or double-click the line.

Click a column heading that has an asterisk next to it to sort the grid by that heading. Right-click to sort the column in descending order.



Date*	Docket*	Product	Qty*	Cost (ex)*	Sell (ex)*	eGP%
22/08/2011 11:23	28	Box of Chocolates	55	$9.00	$14.54	38.10
19/02/2005 12:35	22	Food Mixer	1	$92.73	$144.55	35.85
19/02/2005 12:35	22	Freight	1.5	$0.00	$9.09	100.00
19/02/2005 12:10	4	Milk	2	$2.27	$2.95	23.05
19/02/2005 12:10	4	Bread	2	$2.20	$2.75	20.00
19/02/2005 12:10	4	Salami	0.5	$7.50	$9.99	24.92

Select the **Tax Inclusive** option to view cost/sell price tax

Select the **Tax Exclusive** option to view cost/sell price tax

Viewing lay-by details Click the **Lay-bys** tab to view a list of items the staff member has placed on lay-by. Each line shows the date and time of the transaction, the lay-by number and status, and the quantity, cost and sell price of the item on lay-by.

Viewing goods received details Click the **Goods** tab to view a list of goods received into stock by the staff member. The date and time, supplier number, docket number, invoice number, the unit cost and quantity are listed for each item received.

Viewing returned goods details Click the **Returns** tab to view a list of goods returned to suppliers by the staff member. Each line shows the date and time of the transaction, the supplier number, RA number, unit cost and quantity of items returned.

Viewing payment details Click the **Payments** tab to view a list of lay-by and invoice payments processed by the staff member. The grid displays the date and time, customer number, invoice, sales order or lay-by number, payment reference number, transaction type, payment method and amount paid, for each payment.

Viewing orders details Click the **Orders** tab to view a list of items ordered by the staff member. The grid displays the date and time, order ID, suffix, the name of the supplier, the cost of the stock item and the quantity ordered, together with the status of the purchase order.

Viewing customer special order details Click the **CSO** tab to view a list of customer special orders processed by the staff member. The date and time, customer name, sell price, quantity ordered and order status are shown for each item on order.

Viewing sales orders and quotes Click the **Sales Order/Quotes** tab to view a list of the sales orders and quotes processed by the staff member. The date, product name, customer name, sell price, quantity and status of the sales order are shown for each item ordered or quoted.

4 Stock

Managing your stock is a fundamental part of running a good retail business. MYOB RetailManager gives you complete control of your stock and provides you with many tools to maintain your inventory. Not only can you set the code, description and price of an item, you can also set the required stock levels, tax codes, default supplier, departments and product categories, commission level, minimum stock level and more.

When you make a sale, RetailManager automatically adjusts your stock levels to reflect the sale. From the time of delivery (goods received) you can record stock into your inventory, and with the use of serial numbers, you can track the movement of a stock item from goods received through to sales and beyond, helping you maintain warranty and returned goods records.

RetailManager provides you with a complete system to create, print and recognise your own bar codes, or use the bar codes already belonging to a product.

RetailManager lets you combine products into packages, where you can sell a number of individual stock items together under a single price. You can also define a stock item and sell it in portions, or by weight.

Stocktake functions, particularly with the addition of a bar code scanner, are simple to perform, and added functionality such as using serial numbers means you have access to a high-powered inventory control system as part of your retail software.

Overview

Stock management is split into several functions that reflect the requirements of an efficient retailer—creating and editing an item, creating purchase orders, receiving goods, managing bar codes, returning goods and stock adjustments (including single item, partial and complete stocktakes).

Inventory records should be kept by retail businesses that:

- receive products from suppliers and then sell these products unchanged—that is products that are sold *as supplied*
- receive raw materials from suppliers, manufacture products on-site, and sell these products.

Before you use inventory

Before setting up or using your inventory, you should consider and plan your approach to the following areas:

- suppliers and default suppliers
- product departments, categories and category values
- set pricing
- tax codes
- customer grades.

Suppliers

Inventory items are normally associated with different *suppliers*. RetailManager reports the purchases and items to be ordered, listed by supplier. You can then create purchase orders in RetailManager to be sent to each supplier.

When you receive a stock item into stock, you receive it from a specific supplier, but the stock item itself is not linked to the supplier. This allows you to associate one or more suppliers with each stock item.

Default suppliers If you receive a particular product from one supplier most of the time, you have the option to link the supplier to the product by making them the *default supplier*. RetailManager will allow you to receive this product from other suppliers as well.

If you are not using RetailManager for supplier management, then you will need to set up a generic supplier to enable you to receive stock items into stock.

NOTE: When the supplier is not the default supplier If you select the **Check Last Stock Supplier** option in the **General Options** window, RetailManager will display a warning when you receive a product from a supplier who is not the default supplier of that item.

For more information, see 'Maintaining supplier details' on page 90.

Product departments, categories and category values

In RetailManager, you can organise stock into departments just like you do in your shop. RetailManager also allows three *category* classifications for items within a department. Grouping stock items into departments and assigning them different category values lets you take advantage of the inventory management features of RetailManager. Using departments and categories to group items in your inventory can provide greater detail in reporting, and helps you to streamline stock searching and stocktaking.

The expanded stock classification system includes the Departments & Categories Assistant, the Reassign Stock Items feature, the Select Multiple Stock feature and the Duplicate Stock items feature. These new features help you set up a new stock classification system from scratch or help you expand your current stock classification.

For more information, see 'Maintaining stock items' on page 93.

Reassign stock items The Reassign Stock Items feature lets you quickly assign current stock to new departments and categories.

You can search for stock items using the department name or category value filters, and then assign them, either individually or in bulk, to new departments and categories. Using the Reassign Stock Items feature, you can change the classification of a large number of stock items in a single operation. This is useful if you have imported a large amount of stock from a different application or even a previous version of RetailManager.

For more information, see 'Reassigning stock items' on page 104.

Set pricing

MYOB RetailManager has a set pricing structure that allows you great flexibility in setting up a customer discount structure or similar program for your retail business. Such programs can be a great incentive for your customers to do more business with you. RetailManager's set pricing structure gives you the flexibility to set up customer discounts to accurately reflect your business requirements.

At the highest level, the global pricing level, you can set up five customer grades that will apply to all your stock items universally, regardless of the terms and discounts at which the stock was supplied to you.

You can then make exceptions to this global pricing structure on a category or stock item level; for each of these, you can set up new discounts for each of the customer grades that will override the global pricing structure.

NOTE: Customer records Customers must have customer records before you can assign them a grade.

Common examples of pricing grades at work involve terms such as recommended retail price, trade price, and preferred customer discount.

For example, in a hardware store you might decide that on the global level you will give your A-grade customers the maximum discount of 15%. If your suppliers give you a lower margin for hand tools, you can then create a new set of rules for the hand tool category in which you give your A-grade customers 10% off purchases of hand tools. However, there may be a specific hand tool that is supplied to you at a greater discount; you can set up another set of pricing rules for this stock item alone, which will override the hand tool category pricing rules and the global pricing structure.

For more information, see 'Pricing grades' on page 137.

Tax codes

Every item you buy or sell will either attract GST or be GST-free, and therefore, should be assigned a tax code in MYOB RetailManager.

NOTE: Tax code for freight RetailManager has a default tax code for freight on Goods Received.

You can set *default* tax codes for sales and purchases in the **Set Tax Codes** window, so that every time you sell or purchase an item, the default tax code is automatically displayed.

If required, you can override an item's default tax codes in the **Stock** window. You can also override an item's sale tax code at the point of sale and the purchase tax code when receiving the item into stock.

For more information, see 'Setting up default tax codes' on page 55.

Customer grades

Each customer can be assigned a pricing grade in the **Customers** window.

For more information, see 'Maintaining customer details' on page 224.

Maintaining supplier details

The **Suppliers** window is used to record all the relevant details about your suppliers. It also records every transaction you have performed with each supplier, including all goods received and returned goods transactions.

It is not mandatory to use the **Suppliers** window. For retail businesses which receive the stock they sell from suppliers, keeping track of suppliers is essential. For retail businesses where the supplier supplies the raw materials for making the stock, such as in the food industry, inventory records of each stock item (such as food dishes) are not kept, as the stock items are made on site. Therefore the inventory level for each stock item is set to 'static'.

The following topics are included in this section:

- 'Creating and editing supplier records' below
- 'Viewing supplier transaction details' on page 92.

Matching supplier names in RetailManager with supplier names in your MYOB business management software The first time you export accounting information (for example, detailed purchases) to your MYOB business management software, the suppliers you have set up in RetailManager will also be exported. Any suppliers that don't already exist in your MYOB business management software will be created for you automatically. For subsequent exports, ensure that the name of each supplier in your MYOB business management software matches the name in RetailManager exactly—including the same capitalisation and case.

NOTE: **Supplier Registered for GST** If your supplier is registered for GST, make sure you select the **Supplier Registered for GST** option in the **Suppliers** window. You then need to record the supplier's ABN. You must quote the supplier's ABN to claim GST on your purchases.

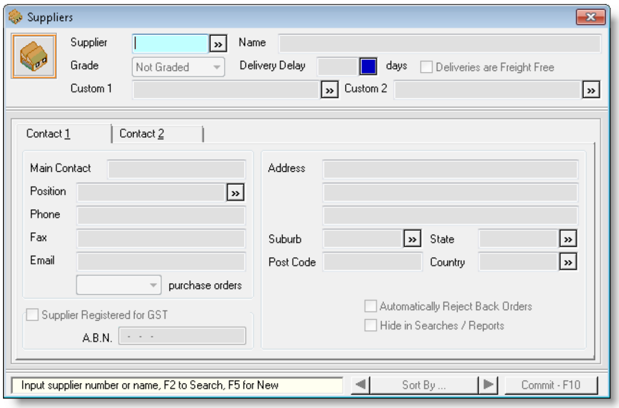
Creating and editing supplier records

Supplier records are created and edited in the **Supplier** window.

Note that you cannot delete supplier records in RetailManager. You can, however, hide records that you don't want to appear when searching or generating reports. For more information, see 'Hiding records in searches and reports' on page 75.

To create a supplier record

1 Go to the **Information** menu and choose **Suppliers** or press CTRL+P. The **Suppliers** window appears.



2 Enter the supplier number in the **Supplier** field and press ENTER.

If you want RetailManager to automatically allocate a unique supplier number to a supplier, press F5. The word **<New>** will be displayed in the **Supplier** field.

NOTE: Minimum information When you enter the supplier name, the **Commit - F10** button at the bottom of the window becomes active, meaning you can now commit this information.

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3 Complete the **Suppliers** window. As you enter each field in the window, a description of the field is displayed in the long text field at the bottom of the window.

- Enter the grade of the supplier in the **Grade** field. This allows you to grade a supplier as a high or low priority vendor.
- Enter how many working days you estimate it takes for goods to arrive from your supplier(s) on average, in the **Delivery Delay** field. This calculated date will default in the **Due Date** field in the **Purchase Orders** window to save you having to enter the due date; you can override the date if required.
- If deliveries from the supplier are freight-free, select the **Deliveries are Freight Free** option by pressing the SPACEBAR, or select the option with your mouse.
- If your deliveries are free from this supplier, a warning will be displayed when you attempt to enter a freight charge. You can then claim credit from the supplier.
- Complete the custom fields and supplier contact information.
- Select the method for sending purchase orders to the supplier. You can email, print, or print and email purchase orders.

4 If applicable, select the **Supplier Registered for GST** option, and enter the supplier's ABN field.

5 Select the **Automatically Reject Back Orders** option if you want RetailManager to reject back orders from this supplier. When you receive part of an order through the **Goods Received** window, RetailManager will reject the rest of the items and cancel the order.

6 Select the **Hide in Searches/Reports** option if you don't want this supplier to appear in search lists and reports. You can still display the supplier's record in the **Suppliers** window.

7 Click the **Contact 2** tab if you have a second contact, and complete the fields.

8 Click **Commit - F10** or press F10 to commit the information.

To edit a supplier record

The process for updating supplier details is essentially the same as adding a new supplier. Any information in the **Contact 1** and **Contact 2** tabs can be updated. Note that you cannot rename a supplier with an existing supplier name.

1 Go to the **Information** menu and choose **Suppliers**, or press CTRL+P. The **Suppliers** window appears.

2 Enter the supplier number in the **Supplier** field.

3 When the supplier's record is displayed, press ENTER to move through the fields and make the required changes to the details.

Notice that as soon as you change any of the information, the **Commit - F10** button becomes active, indicating that you can now commit the changes.

4 Click **Commit - F10** or press F10 to commit the information.

Viewing supplier transaction details

MYOB RetailManager maintains a detailed record of transactions made by each supplier, including stock items supplied, goods received, goods returned and stock items on order.

To view supplier transaction details

1 Go to the **Information** menu and choose **Suppliers**, or press CTRL+P. The **Suppliers** window appears.

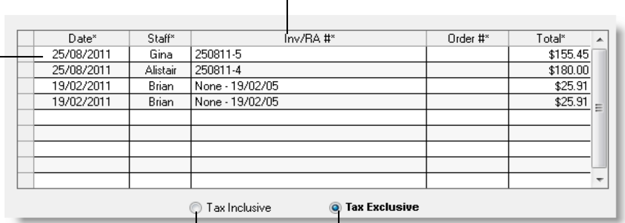
2 Enter the supplier number in the **Supplier** field.

3 Click the required tab.

In addition to the **Contact 1** and **Contact 2** tabs (which are described in 'To create a supplier record' on page 91), the **Suppliers** window displays the **Stock**, **Received**, **Returned** and **Orders** tabs. Each tab is described below.

Click a column heading that has an asterisk next to it to sort the grid by that heading. Right-click to sort the column in descending order.

Click a transaction line or highlight it and press ENTER to view the original transaction in detail.



Click here to view cost/sell price tax inclusive.

Click here to view cost/sell price tax exclusive.

Viewing stock item details The **Stock** tab lists all the stock items supplied by the supplier, together with the cost, and date and quantity supplied.

NOTE: Cost column The **Cost** column may not be displayed if you belong to a staff group with restricted access privileges. For more details about setting up access privileges, see 'Security' on page 285.

Viewing goods received details The **Received** tab lists your goods received transactions with the supplier. This list is sorted by the date of the transaction, and also displays the name of the staff member who received the goods into stock, the invoice number, the purchase order number and total.

Viewing goods returned details The **Returned** tab lists your goods returned transactions with the supplier. This list is sorted by the date of the transaction, and also displays the name of the staff member who processed the transaction, the Return Advice number and total.

Viewing ordered items details Click the **Orders** tab to view the items on order from this supplier. The grid lists for each item on order, the date, order number, suffix, cost, quantity on order and status of the order.

NOTE : **Cost column** The **Cost** column may not be displayed if you belong to a staff group with restricted access privileges. For more details about setting up access privileges, see 'Security' on page 285.

Maintaining stock items

MYOB RetailManager allows you to tightly control of your inventory and add detailed information about stock items. For each stock item, you can assign:

- the department
- categories
- a bar code
- a description
- an extended description.

Departments and categories

Departments You can use the **Departments & Categories Assistant** to create departments that are used to organise and group stock. Departments make it easier for you to locate stock. You can also filter sales and inventory reports on the basis of departments, and perform partial stocktakes for all the items in a department.

Categories RetailManager also allows a *category* classification for items within a department. Categories are used to describe characteristics that are common to a set of items.

For example, the **Menswear** department of a clothing store stocks shirts, t-shirts and trousers. All these items will have the following characteristics:

- **Style**—such as formal or casual.
- **Colour**—such as black, blue, green, white or other colours.
- **Size**—such as 38, 40, 42, 44, 46 or S (small), M (medium), L (large) and XL (extra large).

These characteristics (style, colour and size) can be represented in RetailManager as *categories* of the **Menswear** department. You also define the different *values* that each category can have. In our example, the **Style** category will have the values **Formal** and **Casual**, the **Colour** category will have the values **Blue**, **Green** and **White**, and so on.

When you add a 'shirt' stock item to your inventory, you assign it to the Menswear department and choose the category values that define it. If we were to represent the different stock items in a table, it would look like the following:

Menswear Department			
Stock Item	**Style**	**Colour**	**Size**
Shirt	Formal	Blue	42
Shirt	Formal	White	44
T-shirt	Casual	White	S
Trouser	Casual	Black	42
Trouser	Casual	Blue	38

The following tables represent examples from other businesses that may help you understand how departments and categories work.

Example 1:

Paper Department		
Stock Item	**Brand** (Category 1)	**Sheets** (Category 2)
Copier Paper	Roflex	50
Copier Paper	Folio	100
Photo Paper	PCraft	25

In the example above, there are only two categories—**Brand** and **Sheets**. Depending on your business, you may decide to only have two categories.

Example 2:

Shoes Department			
Stock Item	**Gender** (Category 1)	**Type (Category 2)**	**Size (Category 3)**
Shoes	Women	Runner	8
Shoes	Women	Party	9
Shoes	Men	Runner	10
AJ145	Women	Party	10

Most businesses may not need more than three categories. However, if you need to represent more information, you can use a complex item name. In the example above, one of the items (AJ145) has a complex name—AJ may represents the name of the brand (Ashley Jane), and 145 may be a code for the style.

Note that you cannot use this information to break up the information in RetailManager reports. In the example above, it is easier to determine the sales of all party shoes (since 'party' is a category value) as compared to the sales of all Ashley Jane shoes.

Category headings and category values In RetailManager, the categories, such as **Size** or **Colour**, are called *category headings*. The values they can have, such as **10** (for Size) or **Blue** (for Colour) are called *category values*.

NOTE: Maximum length for category values In RetailManager, category values can only be six alphanumeric characters in length. If you have a longer value, such as the colours 'Magenta' or 'Navy-blue', you may have to shorten them to something like 'Mgenta' or 'Nblue'.

Why use departments and categories?

Using a department and categories classification provides these advantages:

Locate and track stock items more easily You can locate and track stock items more easily by specifying the department or category value. So you can, for example, track how many size 42 formal shirts or how many white shirts you have in stock.

Filter reports to a greater level of detail You can filter RetailManager reports to show department and category to analyse, for example, which department or shirt colour sells the most. This, in turn, will help you decide what type of stock you need to reorder.

Perform partial stocktakes for a particular department or category value You can perform stocktakes for all the items in a department, or all the items that have a specific category value (such as shirts of size 42). Doing a partial stocktake is useful when you need to order stock from suppliers.

Deciding on your departments and categories

Before you start creating departments and categories in RetailManager, it may help to design your system on paper. You can use a table similar to the examples provided in the previous section. Getting your design right will make it easier for you to track your stock, perform stocktakes and obtain useful information from your reports. You should refine your departments, categories and category values until you are satisfied that the structure represents your business.

In deciding how to use this system, ask yourself the following questions:

- **Do most of my stock items come in different flavours or varieties?** For example, if you sell bread, you could have white bread, multigrain bread, raisin bread and so on, so you could have a category called **Grain**. In a hardware store, tools like pliers could come in flat-nosed and round-nosed varieties, so **Shape** could be a category. **Brand** is a fairly common category for many products.

  The order forms you use for ordering items from suppliers may provide a clue to category classification. Shoe stores, for example, may have an order form that requires them to list the size and gender for each item they order. Fashion stores use a *matrix* that specifies the style, colour and size of every item.

  Remember that categories are **not** sub-departments.
- **Do I want to filter sales reports to the level of departments and categories?** If it is important to your business to determine which brand or size, for example, sells the most, these characteristics may be the categories you need to create.
- **Do I want to locate stock and perform stocktakes on the basis of departments and categories?** Using departments and categories means that it becomes easier to locate stock. You can also perform partial stocktakes for all the items in a department, or all the items having a specific category value. This, in turn, helps you when you need to reorder items from suppliers.

Reports that use departments and categories

You can specify a department and/or category as a report filter in several MYOB RetailManager reports. This allows you to closely target the data you want to report.

For example, in a corner store, you might create a department for magazines, and categories for the various types of magazines such as Automotive, Sport, Women's, Gardening, and so on. RetailManager reporting capabilities let you to track the sales of each department, category and category value, so you know exactly which type of magazine sells the most.

The following reports allow you to filter data by department or category:

Report category	Report name
Sales reports	Sales Period Sales Period Avg Sales Period Avg (inc. Lay-bys) What's Selling
Profit reports	Profit by Product
Stock reports	Manual Stocktake What's In Stock What's In Stock Detailed
Customer reports	Price List

You can also view the **Profit by Category** report to view the profits for different categories.

Partial stocktake for a department or category

The MYOB RetailManager **Stocktake** window allows you to run a partial stocktake for a specific department or category or single item. You can then count and update your stock figures for specific sections of your stock at a time.

If you have a particularly high turnover section of your store that you want to monitor closely, you can run regular partial stocktakes for just that department or category.

NOTE: **Manual stocktakes using departments and categories** You can also run a manual stocktake for a specific department or category. Stocktake sheets can be printed out listing stock items supplied by a specific supplier.

If you have set up your departments or categories by supplier or brand name, you can run a partial stocktake for just the relevant category before a sales representative's visit. That way, you know exactly what you currently have in stock and what you need to order.

If you need to regularly perform stocktakes for different suppliers, then your product categorisation should reflect this. For example, in a chemist store you might have a department called **PainRelief** and a **Brand** category. For each brand in your store, you could then stocktake the categories whenever the representative from a specific supplier visits you. See 'To run a partial stocktake' on page 173 for more information.

Departments & Categories Assistant

When you initially set up your inventory, you will probably create your departments and categories as you enter your stock. Product departments and categories are set using the **Departments & Categories Assistant**, or when you receive goods into stock, either in the **Goods Received** window or the **Create New Stock Items** window.

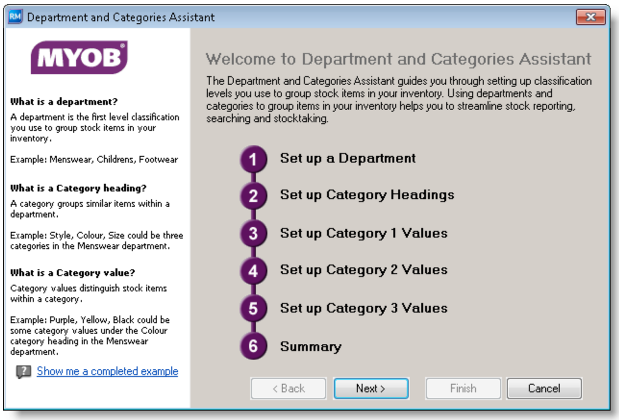
You can use the **Departments & Categories Assistant** to:

- create, edit and delete departments
- create and edit up to three categories (called *category headings*) for each department
- create, edit and delete the values for each category.

You can open the **Departments & Categories Assistant** from the **Stock Management** menu. It can also be launched from the **Stock**, **Goods Received** or **Purchase Orders** windows.

To create departments and categories

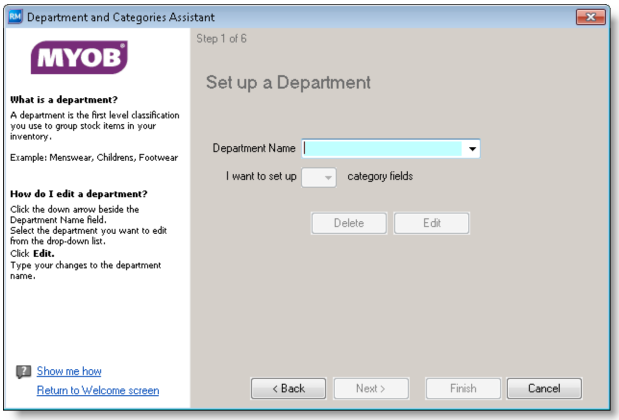
1 Go to the **Stock Management** menu and choose **Departments & Categories Assistant**. The **Welcome to Department and Categories Assistant** window appears.



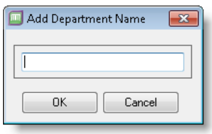
NOTE : Launching the Departments & Categories Assistant You can also launch the Departments & Categories Assistant from the **Stock, Goods Received** or **Purchase Orders** windows.

Set up a Department

2 Click **Next**. The **Set up a Department** window appears.



3 Select **<Add New>** from the **Department Name** list. The **Add Department Name** window appears.



4 Enter a department name and click **OK**.

NOTE: Department and category name lengths Department and category names can be up to 10 alphanumeric characters in length.

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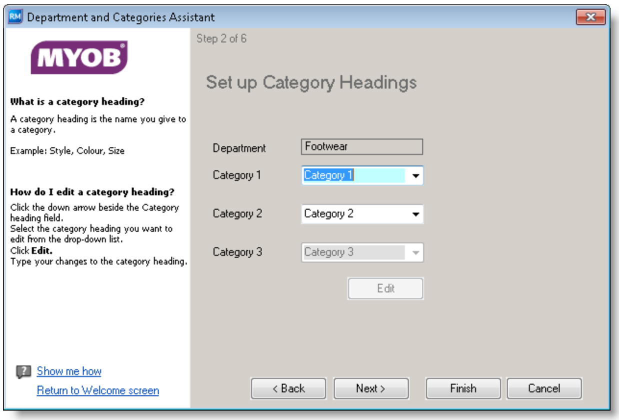
5 Select one of the following options:

- If you do not want to set up any categories at this time, click **Finish**. Ignore the rest of this procedure.
- If you want to set up categories for the department you created, select the number of categories you want to set up from the **I want to set up [...] category fields** drop-down list. You can have a maximum of three categories.

Set up Category Headings

6 Click **Next**. The **Set up Category Headings** window appears.

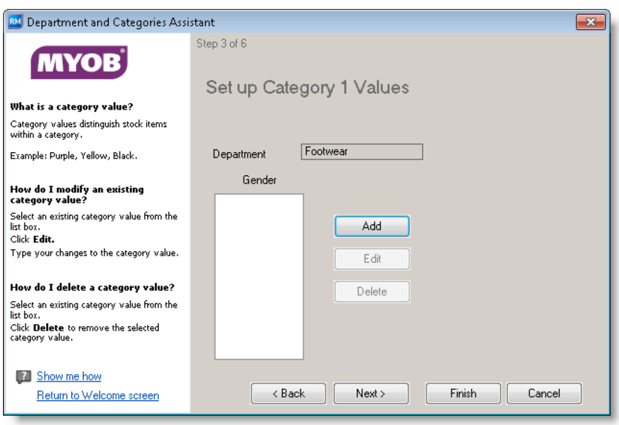


7 Select **<Add New>** from the **Category 1** drop-down list. The **Add Category 1 Heading** window appears.

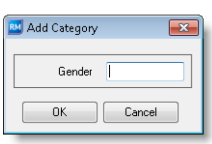
8 Enter a category heading and click **OK**.

9 Repeat step 7 and step 8 for the other categories you want to set up and then click **Next**. The **Set up Category 1 Values** window appears.

Set up Category Values



10 Click **Add**. The **Add Category** window appears.

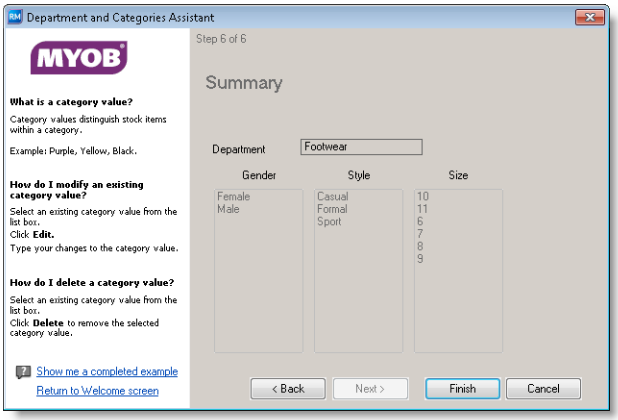


11 Enter a category value and click **OK**. The category value appears in the list. Repeat step 10 and this step for as many category values as you want to enter.

NOTE: Maximum length for category values In RetailManager, category values can only be six alphanumeric characters in length. If you have a longer value, such as the colours 'Magenta' or 'Navy-blue', you may have to shorten them to something like 'Mgenta' or 'Nblue'.

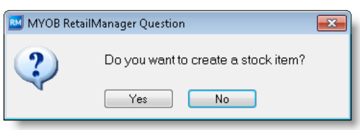
12 Click **Next**.

- If you set up only one category, the **Summary** window appears. Go to step 13.
- If you set up more than one category, the **Set up Category 2 Values** window appears. Repeat step 10 and step 11 for Category 2 and click **Next**. (If you set up a third category, you need to repeat step 10 and step 11 for Category 3 as well, and then click **Next**.) The **Summary** window appears.



Summary

13 In the **Summary** window, check that the department, categories and category values you have set up are correct. If you need to make any changes, click **Back**. Otherwise, click **Finish**. A question window appears.



14 If you want to create stock items now, click **Yes** and then see 'Creating a new stock item' on page 106. Otherwise, click **No** to return to the **Welcome to Department and Categories Assistant** window.

15 Click **Cancel** to return to the main RetailManager window.

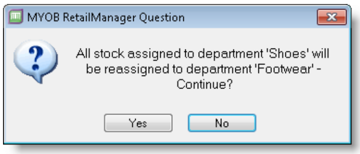
Editing a department, category heading or category value

The simplest way to edit a department, category heading or category value is using the Departments & Categories Assistant.

To edit a department

1. Go to the **Stock Management** menu and choose **Departments & Categories Assistant**. The **Welcome to Department and Categories Assistant** window appears.
2. Click **Next**. The **Set up a Department** window appears.
3. Select the department to be changed from the **Department Name** drop-down list and click **Edit**. The **Edit Department Name** window appears.
4. Make the required changes and click **OK**.

   If there are any stock items already assigned to this department, a message appears indicating that they will be reassigned to the new department. Click **Yes** to continue.

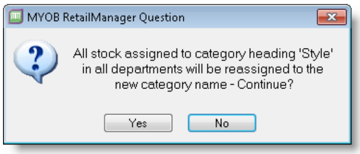
   

5. Click **Finish**.

To edit a category heading

1. Go to the **Stock Management** menu and choose **Departments & Categories Assistant**. The **Welcome to Department and Categories Assistant** window appears.
2. Click **Next**. The **Set up a Department** window appears.
3. Select the department that contains categories that need to be changed from the **Department Name** drop-down list and click **Next**. The **Set up Category Headings** window appears.
4. Select the category to be changed and click **Edit**.

   If there are stock items already assigned to this category, a confirmation message appears.

5. To confirm that all stock should be assigned to the new heading, click **Yes** to the message and make the required changes. Or, if you do not want to continue, click **No**.
6. Click **Finish**.

To edit a category value

1 Go to the **Stock Management** menu and choose **Departments & Categories Assistant**. The **Welcome to Department and Categories Assistant** window appears.

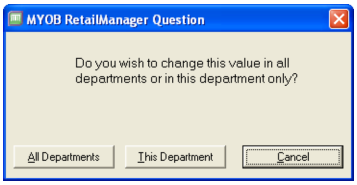
2 Click **Next**. The **Set up a Department** window appears.

3 Select the department that contains categories that need to be changed from the **Department Name** drop-down list and click **Next**. The **Set up Category Headings** window appears.

4 Select the category that contains the value that you want to change and click **Next**.

5 Select the category value to be changed and click **Edit**.

6 Make the required changes and click **OK**. If the category value is used in more than one department, a confirmation message appears.



7 Proceed with one of the following:
- To change the value in all departments where it is used, click **All Departments**.
- To change the value in the selected department only, click **This Department**.
- If you do not want to continue, click **Cancel**.

8 Click **Finish**.

Deleting a department, category heading or category value

Deleting a department The simplest way to delete a department is by using the **Departments & Categories Assistant**. Deleting a department has the following effect on stock items and categories:

- Stock items are reassigned to the **<Default>** department.
- Stock items retain the first two **category values** (such as the colour Blue or the size 12), but these values are assigned to the default headings **Category 1** and **Category 2** (instead of say, *Colour* and *Size*).

NOTE: If you have an item that has a third category value If you have an item that has a third category value, such as *Formal*, this will be retained and assigned to the default *Category 3* heading. However, since the **<Default>** department has only two categories, this value will become read-only, meaning that you will not be able to change it even though it will appear in the windows. If you want to use this value, you will need to either edit the **<Default>** department to have three categories, or create a new department for these items.

Deleting category headings You **cannot** delete a category heading. However, if you delete the department that the category heading belongs to, the category heading will no longer be *visible* in RetailManager windows such as the **Stock** window. The heading will still be listed in the **Departments & Categories Assistant** as an available heading and you will be able to re-use it in a new department, but it will not appear elsewhere.

Deleting category values You can delete a **category value** using the **Departments & Categories Assistant**.

To delete a department

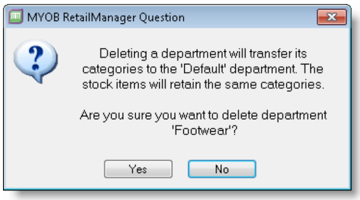
NOTE : Before you delete a department Keep in mind that the department's stock items will be assigned to the **<Default>** department and their category values will be assigned to the **Category 1** and **Category 2** category headings. For details, see 'Deleting a department' on page 102.

---

1 Go to the **Stock Management** menu and choose **Departments & Categories Assistant**. The **Welcome to Department and Categories Assistant** window appears.

2 Click **Next**. The **Set up a Department** window appears.

3 Select the department to be deleted from the **Department Name** drop-down list and click **Delete**. A confirmation message appears.



4 Do one of the following:
- To confirm the deletion and reassign the items in the department to the **<Default>** department, click **Yes**.
- If you do not want to continue, click **No**.

5 Click **Finish**.

To delete a category value

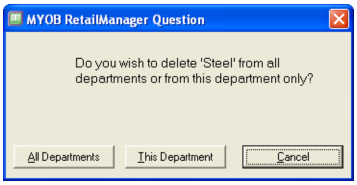
1 Go to the **Stock Management** menu and choose **Departments & Categories Assistant**. The **Welcome to Department and Categories Assistant** window appears.

2 Click **Next**. The **Set up a Department** window appears.

3 Select the department that will have the change from the **Department Name** drop-down list and click **Next**. The **Set up Category Headings** window appears.

4 Select the category contains the value you want to delete and click **Next**. The **Set up Category [...] Values** window appears.

5 Select the category value to be deleted and click **Delete**. The following message appears.



6 Do one of the following:

- To delete the value in all departments where it is used, click **All Departments**.
- To delete the value in only the selected department, click **This Department**.
- If you do not want to continue, click **Cancel**.

7 Click **Finish**.

Reassigning stock items

The Reassign Stock Items feature lets you quickly assign current stock to new departments and categories.

In previous versions of RetailManager, you could assign a stock item to a category and a sub-category. In this version, a stock item can be assigned to a department and up to three categories. (For more information, see 'Maintaining stock items' on page 93.)

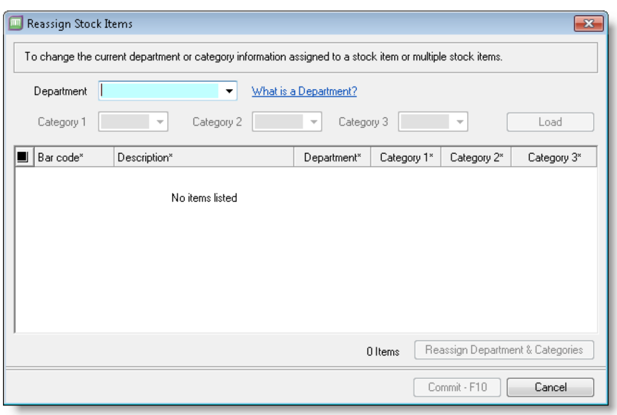
If you upgraded to RetailManager from a previous version, and intend to organise your stock items by department and category, you can use the **Reassign Stock Items** window to do so.

When you upgraded to this version, all the stock items in your shopfront were automatically assigned a department called 'default'. If you had previously assigned them a category and subcategory, those were retained. For example, a bookstore has assigned the book *Bali on a Budget* to the 'Travel' category and the 'Asia' subcategory. Upon upgrade, the book retained these two categories; it also acquired an additional (third) category and was assigned to the 'default' department. The bookstore can now use the **Reassign Stock Items** window to reassign the book to a new department they have set up, say 'Reference', and to assign it a third category, such as Author or Publisher.

Before you begin reassigning stock items to departments, make sure you have set up departments. See 'Departments & Categories Assistant' on page 97 for more information.

To reassign stock items

1 Go to the **Stock Management** menu and choose **Reassign Stock Items**. The **Reassign Stock Items** window appears.

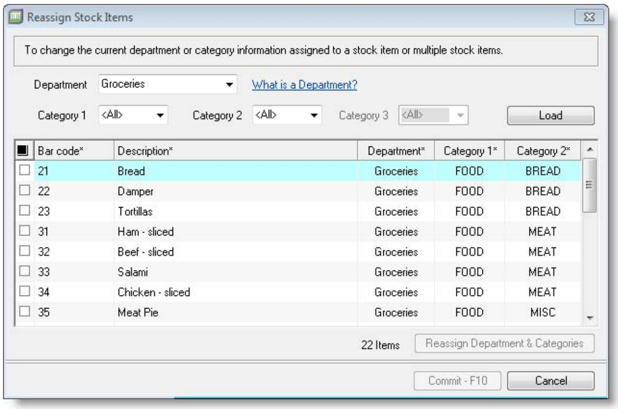


2 Select **<Default>** from the Department drop-down list.

3 To reassign stock items by category, select the categories from the category drop-down lists. For example, if the bookstore wants to reassign all their travel books on Asia first, they would select

‘Travel’ from the Category 1 list and ‘Asia’ from the Category 2 list. If you want to list all items, select **<All>** from the category lists.

4 Click **Load**. All the stock items belonging to the categories you selected in step 3 appear in the list.

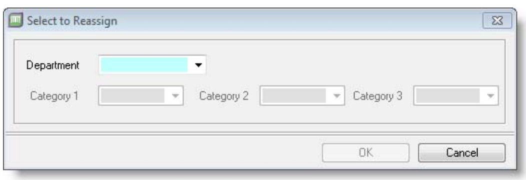


5 Select the items you want to reassign by clicking the option next to each item in the **Select** column.

6 Change the department and category values for the selected items:

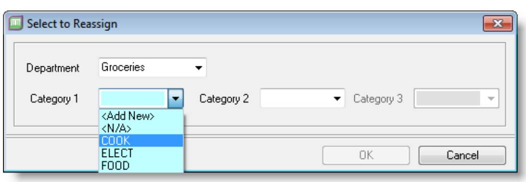
a If you want to reassign only one item, you can change the departments and categories for the item by clicking in the appropriate field and modifying the value. Proceed to step 12.

b If you have more than one item, click **Reassign Department & Categories**. The **Select to Reassign** window appears. Proceed to step 7.



7 From the **Department** drop-down list, select the department you want to reassign the selected items to.

8 From the categories drop-down lists, select the categories you want to assign to the items.



9 If you want to create a new category, select **<Add New>** from the list. See ‘To create departments and categories’ on page 97.

10 Click **OK**. Note that the selected items have been reassigned to the new department and categories.

11 Repeat step 3 to step 8 for the other stock items you want to reassign. Any stock items you have not reassigned will remain assigned to the **<Default>** department.

12 Click **Commit - F10** or press F10 to commit the information.

Creating a new stock item

There are three methods of creating a new stock item in MYOB RetailManager: in the **Stock** window, in the **Create New Stock Item** window (which looks similar to the **Stock** window), and directly in the **Goods Received** window.

You can also create duplicates of stock items in the **Duplicate Stock** window, which can be opened from the **Stock** window, the **Goods Received** window or the **Purchase Orders** windows.

The method you select to create a new stock item depends on the type of transaction you are performing in RetailManager and the kind of information you want to record for the item.

Creating an item in the Stock window The **Stock** window is used mainly for creating items that don't require purchase details or the stock quantity to be recorded—for example, items such as labour and freight. You also create packages in the **Stock** window.

If you don't have your inventory details in a format that can be imported into RetailManager, you can use the **Stock** window to enter each item of inventory in RetailManager at the outset; the quantity of each item in stock can then be entered by performing an opening stocktake.

Creating an item in the Create New Stock Item window This window can only be opened from another window such as **Goods Received** or **Purchase Orders**. You use this window to create a new item when you order it or receive it into stock. You can enter detailed information about the stock item in this window.

NOTE: **The Stock and the Create New Stock Item windows** The fields in the **Create New Stock Item** window are identical to the fields in the **Stock** window.

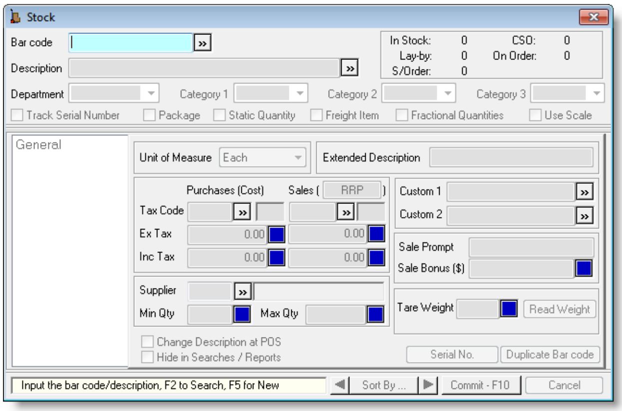
Creating an item in the Goods Received window You create an item directly in the **Goods Received** window if you are receiving the item into stock and want to record the **minimum** amount of information about the item. This is useful if you have received a large number of products and want to enter them in RetailManager quickly. You can enter the remaining product details at a later time.

Creating an item in the **Goods Received** window allows you to enter the purchase details and received quantity for the item. See 'Receiving goods' on page 131 for more information about the **Goods Received** window.

Creating duplicate stock items in the Duplicate Stock window Duplicate items have the same department and pricing information but can belong to different categories or have different bar codes and descriptions. The **Duplicate Stock** window can be opened from the **Goods Received** window and the **Purchase Orders** window. You can also open this window from the **Stock** window if you choose to create more than one duplicate. For details on creating duplicate stock items, see 'To add duplicate stock items in the Goods Received window' on page 136, 'To create a purchase order' on page 127 or 'To create more than one duplicate stock item' on page 113.

To create a new stock item

1 Go to the **Information** menu and choose **Stock**, or press CTRL+O. The **Stock** window appears.



2 Scan or enter the bar code of the item in the **Bar code** field (you can enter alphanumeric characters in this field). In the message window that appears, click **Create**.

Or, if you want RetailManager to assign a bar code, press F5. **<New>** will be displayed in the field and a numeric bar code will be assigned to the item once the item is committed.

3 Enter the description of the product in the **Description** field. This is a mandatory field.

NOTE: Minimum information When you enter the description, the **Commit - F10** button at the bottom of the window becomes active, meaning you can now commit this information.

4 Enter the department and categories of the product in the **Department** and **Category** fields. If you are not assigning categories for your stock items, select **<N/A>** for these fields.

For more information on setting up departments and categories, see 'Departments & Categories Assistant' on page 97.

5 Enter an extended description for the product in the **Extended Description** field.

6 Select the **Track Serial Number** option if you want to track serial numbers for this stock item. See 'Serial numbers' on page 160 for more information about serial numbers.

7 Select the **Package** option if this item is a package. See 'Packages' on page 115 for more information on creating a package.

8 Select the **Static Quantity** field if you don't want to reduce the quantity of a product when it is sold. For example, this would be useful when there is a freight charge, where the charge has a cost but no obvious quantity. All other aspects of the transaction are recorded.

The **In Stock**, **Lay-by, On Order**, **CSO** and **S/Order** fields are display-only fields, which will display '0' when entering a new product.

9 Select the **Freight Item** option if you are creating a stock item for freight. See 'Setting up a freight item' on page 114 for instructions on creating a freight item.

10 Select the **Allow Fractional Quantities** option if you buy or sell part quantities of this item. This allows you to enter decimal values and fractions in the **Qty** field in transaction windows.

NOTE: Serial Numbers You cannot apply serial numbers to items sold in fractional quantities.

To set tare weight

11 Select the **Use Scale** option if this stock item is a weighed item and you have set up scales as a hardware option with RetailManager.

When you select the **Use Scales** option:

- the **Allow Fractional Quantities** option is automatically selected and locked
- the **Track Serial Numbers, Package** and **Freight** options become unavailable
- the **Unit of Measure** is set to Kilograms (kg)
- the **Tare Weight** field becomes available.

NOTE : **Unit of measure field locked** If you selected the **Use Scales** option, the **Unit of Measure** field displays Kilogram (kg) and is locked. You cannot change the unit of measure from kilograms when you use the scales hardware option with RetailManager.

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12 Place the container in which the stock item will be weighed onto the scale and click **Read Weight**. You can also directly enter the weight of the container in the **Tare Weight** field.

The container's weight will automatically be deducted from the total weight when you weigh portions of this stock item.

13 If you want to record the item as a measured item (that is, you want to receive goods and record sales of this stock item using a unit of measure such as grams, kilograms, litres or millilitres), select the appropriate unit of measure from the **Unit of Measure** drop-down list.

14 Enter the following purchase information for the product in the respective **Purchases (Costs)** fields.

a Enter the purchase tax code in the **Tax Code** field or press F2 to select from the list of tax codes.

b Depending on the information you have at hand, enter either the tax exclusive unit cost in the **Ex Tax** field, or the tax inclusive unit cost in the **Inc Tax** field and press ENTER. RetailManager will automatically fill in the other field.

NOTE : **Purchases (Costs) fields** The **Purchases (Costs)** fields may not be displayed if you belong to a staff group with restricted access privileges. For more details about setting up access privileges, see 'Security' on page 285.

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15 Enter the following sale information for the product in the respective **Sales (RRP)** fields.

a Enter the sales tax code in the **Tax Code** field or press F2 to select from the list of tax codes.

b Enter either the tax exclusive sell price in the **Ex Tax** field or the tax inclusive sell price in the **Inc Tax** field and press ENTER. RetailManager will automatically fill in the other field.

16 Enter a supplier number or click the search icon (») to display the list of suppliers. Select the supplier from the list. See 'Maintaining supplier details' on page 90 for information about suppliers and creating a new supplier record for this stock item.

17 Enter the minimum stock quantity you want to hold of the product in the **Min Qty** field. When the stock level of the product drops below this quantity, not including lay-bys, this product will appear on the **What Needs Ordering** report.

18 Enter the quantity of the product you want to keep in stock all the time, in the **Max Qty** field. You will reorder the product to this quantity level.

19 Enter a sale prompt in the **Sale Prompt** field. The message you enter here will appear each time this item is selected for sale in the **Sales** window.

NOTE: Sale prompt The sale prompt can be used to remind staff to promote other stock items, including those related to a particular item—for example, you might want to create a sales prompt for a kettle item, asking if the customer would be interested in purchasing a set of cups.

20 Enter the amount that can be earned with each sale in the **Sale Bonus** field, if your staff receive a bonus on the sale of this stock item.

NOTE: Sale Bonus and Staff Commission See 'Staff commissions on sales' on page 82 for more information.

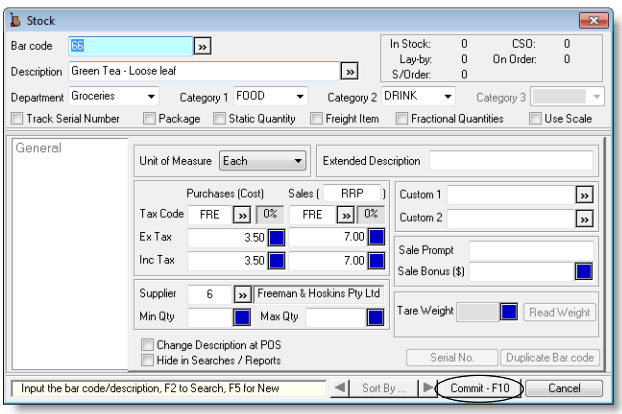
21 Select the **Hide in Searches/Reports** option, if you don't want this stock item to appear in search lists and reports. See 'Hiding records in searches and reports' on page 75 for more information.

22 Select the **Allow Description Change at POS** option to enable editing of the item description at the time of sale. For example, an item called 'labour' could be described more specifically as 'installed air conditioner'.

To add account details

23 Click the **Accounts** tab and enter the income account and cost of goods sold account for this item. If you don't set an account for the item, the default accounts you set in your accounting options tab will be used to record income and cost of sales (see 'Accounting options' on page 41).

24 When you have finished entering all the information, click **Commit - F10** or press F10 to commit the information.



Naming your stock items

When using MYOB RetailManager it is important that you decide on your naming conventions for stock items at the outset, and that you are consistent when naming your stock items. This will help maximise the benefit from reporting, make receiving goods into stock as quick and easy as possible, reduce the likelihood of stock item duplication in your inventory, and make searching for stock items in RetailManager easier.

The fields you have at your disposal when naming a stock item are the 15-character **Number** field, the 40-character **Description** field, the ten-character **Department** field, and the six-character **Category** fields.

You can enter alphanumeric characters in all of these fields. Remember that when a staff member is searching for a product, it is the first few letters of the description that they will most likely use as search criteria, so enter the most important information first in the stock item **Description** field.

The category information doesn't need to be duplicated in the stock item description. See 'Maintaining stock items' on page 93 for important information about setting up departments and categories.

Example

For example, a hardware store might have the description of a galvanised nail start with FH for flat head or JH for jolt head, followed by the length of the nail. Therefore, a galvanised flathead 75 mm nail would have a stock item ID or description of 'FH75'. If all staff are aware of the naming convention, searching for this stock item will be relatively simple.

Assigning a unit of measure

MYOB RetailManager allows you to assign a unit of measure to your stock items. The unit of measure defaults to Each (equivalent to a count of the item) when you first create a stock item. If you use scales, connected to your RetailManager computer, you can classify a stock item as a weighed item. When an item is classified as a weighed item, the unit of measure is set to Kilogram (kg).

Units of measure available for stock items include:

- Each
- Kilogram (kg)
- Gram (g)
- Pound (lb)
- Ounce (oz)
- Litre (l)
- Millilitre (ml).

When an item is selected as part of a transaction, the unit of measure associated with the item is displayed in the **Qty** column in the entered item list of the transaction window.

Using Each as a unit of measure The unit of measure 'Each' is the default unit of measure when you create a stock item. When you use Each, the **Qty** column in the entered item list of a transaction window displays the number of units of the stock item selected for the transaction.

Changing the unit of measure Once you commit a transaction (such as a sale or lay-by) on a newly created stock item where you have set a unit of measure other than that of Each, you cannot change the unit of measure for this item.

Until you commit a transaction, you can change the unit of measure as often as you like.

Adding pictures to stock items

You can add pictures to stock items in the **Stock** window. You can add pictures in .jpg, .gif and .bmp file formats. Note that stock pictures do not appear in transaction windows or stock reports.

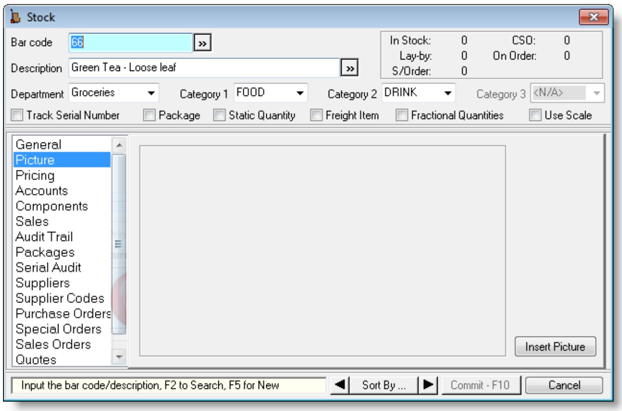
When you add a picture to the **Stock** window, a copy of the picture is saved to your C:RetailM\<shopfront name>\Pictures folder. If you delete or merge a stock item, you need to manually delete the picture file from this folder.

To add a picture to a stock item

1 Go to the **Information** menu and choose **Stock**, or press CTRL+O. The **Stock** window appears.

2 Enter the bar code of the product in the **Bar code** field and press ENTER. The details of the stock item appear.

3 Click the **Picture** tab.



4 Click **Insert Picture**. The **Load Image** window appears.

5 Select the picture file you want to add and click **Open**. The **Stock** window reappears with the picture.

To remove a picture from a stock item

1 Go to the **Information** menu and choose **Stock**, or press CTRL+O. The **Stock** window appears.

2 Enter the bar code of the product in the **Bar code** field and press ENTER. The details of the stock item are displayed.

3 Click the **Picture** tab and then click **Remove Picture**. A confirmation message appears.

4 Click **Yes.** The picture is removed.

For information about viewing picture details for a stock item, see 'Viewing picture details' on page 120.

Creating duplicate stock items with a single bar code

Using MYOB RetailManager you can create duplicate stock items with a single bar code. This can be useful, for example, when a single item is sold in different quantities but with the same bar code. Another situation in which this would be useful is when you have bought an ex-demonstration item and a new item; each item would be likely to have a different unit cost and retail price.

NOTE: The bar code must already exist. You can only create duplicate stock items using a bar code that already exists in RetailManager. You cannot create duplicate stock items using a new bar code.

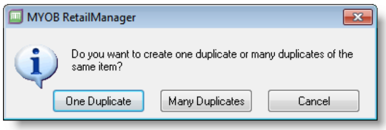
To create duplicate stock items with a single bar code

1 Go to the **Information** menu and choose **Stock**, or press CTRL+O. The **Stock** window appears.

> **NOTE: Single duplicate stock items** You can also create single duplicate stock items from the **Goods Received** and **Purchase Orders** windows.

2 Scan or enter the bar code you want to use for the duplicate items. The details of the existing stock item are displayed.

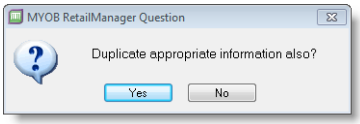
3 Click **Duplicate Bar code** (bottom right of the **Stock** window). A message appears asking how many duplicates you want to create.



4 Do one of the following:
- To create a single duplicate stock item with a copy of the information of the original item, click **One Duplicate**. Follow the steps in 'To create a single duplicate stock item' below.
- To create more than one duplicate stock item with a copy of the information of the original item, click **Many Duplicates**. Follow the steps in 'To create more than one duplicate stock item' on page 113.
- If you do not want to continue, click **Cancel.**

To create a single duplicate stock item

1 If you chose to create a single duplicate in step 4 above, a message appears asking if you want to also duplicate the information in the original item.



Do one of the following:
- To create a duplicate stock item with a copy of the information of the original item, click **Yes**.
- To only duplicate the information in the **Bar code** field, click **No**. The **Create New Stock Item** window appears. Notice that the **Bar code** field displays the bar code of the first stock item—this cannot be edited.

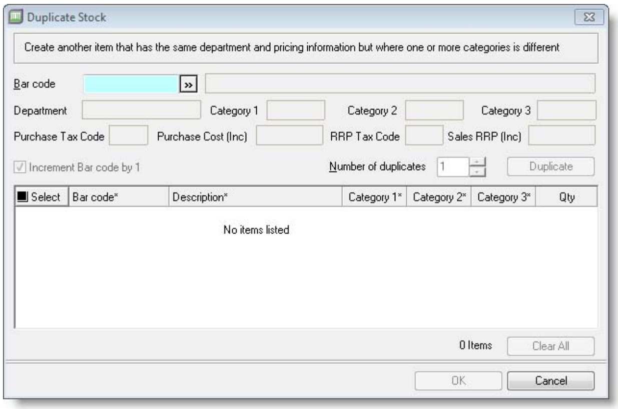
2 Enter the details of the stock item. See 'Creating a new stock item' on page 106 for full instructions on completing the fields in this window.

3 Commit the transaction by clicking **Commit - F10** or by pressing F10. If the product description and category combination is the same as the original item, you are prompted to continue with the transaction. Click **Yes**. You are returned to the window that displays the original stock item.

In the **Sales** window, when you scan a bar code which has duplicate stock items attached to it, a pop-up window appears, listing the attached items from which you can make a selection.

To create more than one duplicate stock item

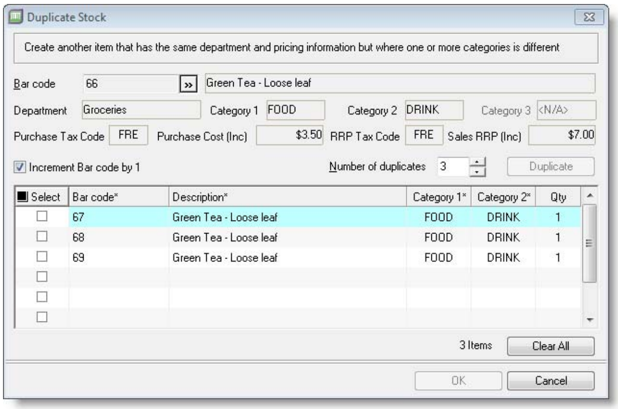
1 If you chose to create more than one duplicate in step 4 on page 112, the **Duplicate Stock** window appears. The item details appear in the top part of the window.



If you want to enter your own bar code for the item or you want to retain the *same* bar code for all the duplicates, deselect the **Increment Bar code by 1** option. If the option is left selected, a new bar code will be generated automatically by incrementing the original item's bar code by 1.

2 In the **Number of duplicates** field, enter the number of duplicates you want to create.

3 Click **Duplicate**. The duplicate items appear in the list.



4 If necessary, you can assign different category values or modify the **Bar code** and **Description** for each item. Click in the field you want to modify and change the value.

5 Select the **Select** option next to each of the duplicates you want to create. To select all items in the list, click the **Select** column heading.

6 Click **OK** to duplicate the selected items. You are returned to the **Stock** window.

In the **Sales** window, when you scan a bar code which has duplicate stock items attached to it, a pop-up window appears, listing the attached items from which you can make a selection.

Setting up a freight item

MYOB RetailManager allows you to set up a stock item as a freight item. If your business charges freight on sales, you will need to create one or more 'stock items' for freight in the **Stock** window. Freight stock items can be 'purchased' and 'sold'. RetailManager does not differentiate between income from normal sales of stock items and income from freight items.

When performing an accounting export, however, the income collected from freight items is separated from normal sales income and the cost of selling the freight item is also separated from the normal cost of sales. See 'Setting up RetailManager to export to your business management software' on page 42.

You may or may not know the cost of freight at the point of sale. If you do know the cost—for example, your courier has given you the rates for different package sizes and weights—you can set up multiple freight items for each size or weight and 'sell' the freight item appropriate for the sale.

If you intend to charge freight on goods returned to suppliers, you will need to set up a freight item and 'return' this item to the supplier.

Example

A business purchases Express Post envelopes that they use to send goods to their customers. They charge their customers $10.00 postage when an envelope is used. The business would record a goods received entry for these envelopes at the purchase value of the envelopes. When they record a sale that requires postage they 'sell' the envelope to the customer as a separate item on the invoice.

NOTE: Cost price on freight If you don't enter a cost price for freight, your gross profit on freight will appear as 100 per cent.

Note about the GST Since freight attracts GST, you need to set the freight sale tax code to GST 10%. Freight charged for goods returned is considered a returned purchase; therefore, if you are returning goods to a supplier, you will need to set the freight *purchase* tax code to GST 10%.

Freight is GST-free for the overseas component of export sales. If your business sells goods overseas, you may need to set up a separate freight item to be used in these instances, and assign it a GST-free tax code. For more information, see 'Creating tax codes' on page 57.

To create a freight item

1 Go to the **Information** menu and choose **Stock**, or press CTRL+O. The **Stock** window appears.

2 Enter a descriptive code such as 'Freight' in the **Bar code** field. A message appears stating that no matching bar codes were found.

3 In the message window, click **Create** to create the new item.

4 Complete the **Description**, **Department** and **Category** fields as required.

5 Select the **Freight Item** option.

6 Select the **Static Quantity** option if freight has no quantity (for example, courier charges). Do not select this option if you want to track freight quantity (for example, prepaid envelopes).

7 If applicable, enter the purchase tax code and sale tax code in the appropriate fields.

8 Enter the cost price if known in the **Ex Tax** field of the **Purchases** window.

9 Enter the amount you charge for freight in the **Ex Tax** field of the **Sales** window. You can override this amount in the **Sales** window.

10 Click **Commit - F10** or press F10 to commit the information.

Packages

In MYOB RetailManager you have the flexibility to sell a product as a single item, and as part of a package. A package consists of several stock items that are grouped together and sold as a single unit.

For example, a confectionery store wants to sell a multipack of several kinds of chocolate which they also sell as individual items. The multipack consists of two packets of Almond Crunch, one box of Nougat, two bars of Raspberry Riot, and six ChocMint Swirls. In RetailManager a stock item called Variety Pack is created in the **Stock** window and flagged as a package. Then the individual stock items—Almond Crunch, Nougat, Raspberry Riot and ChocMint—are added as components of this package.

Setting the package sell price In RetailManager, the sell price of a package is the total of the sell price of each of its components. If you want to adjust the price of the package, you need to do so at the component level by adjusting the price of one or more of the components.

Assigning a tax code You must either assign a tax code to the package or specify that tax will be charged at the component rate. An example of when you would charge GST at the component rate would be when selling a food hamper where some items in the hamper, such as fresh fruit, are free of GST, while other items, such as bottles of wine, attract GST.

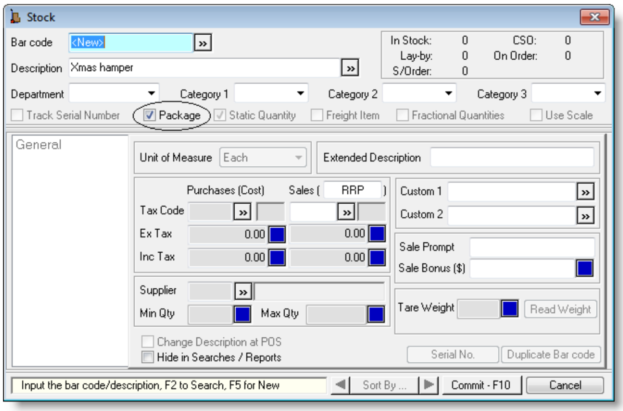
To create a package

1 Go to the **Information** menu and choose **Stock**, or press CTRL+O. The **Stock** window appears.

2 Enter the bar code you want to use for the package in the **Bar code** field and press ENTER. Alternatively, press F5 in the **Bar code** field if you want RetailManager to assign a bar code.

3 Enter a description, department, categories and extended description for the package.

4 Select the **Package** option to flag this item as a package.



5 Enter the Sales tax code in the **Tax Code** field.

6 Complete the remaining fields as required and click **Commit - F10** or press F10 to commit the information. See 'Creating a new stock item' on page 106 for more information on completing these fields.

NOTE: Adding components to a package To add components to the package, open the **Stock** window by pressing CTRL+O and enter the bar code of the package you just created in the **Bar code** field.

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7 Click **Components** in the views list. (You may need to choose the stock item again by entering the bar code or searching for the item.)

8 Enter component details.

NOTE: Package components must exist The components you want to add to the package must already exist in the system. You cannot create a new stock item in the **Components** window.

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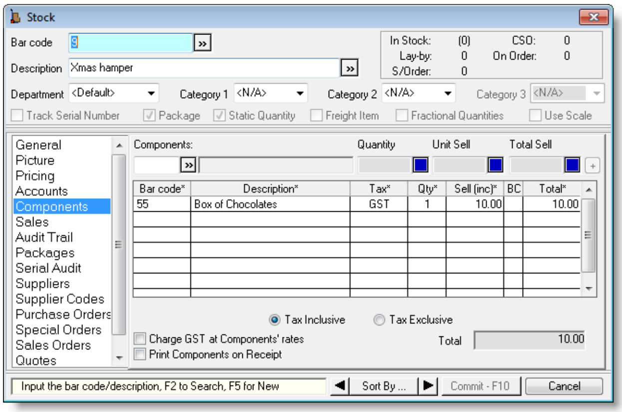
a Enter the bar code or search for the stock item that you want to add to the package, in the **Component** field.

b Enter the quantity of this item you want in the package in the **Quantity** field.

c Adjust the unit sell price as required.

d Click the add icon ( ) to add the component to the package. The component appears in the grid.



9 Repeat from step 7 to add the rest of the components to the package.

The **Total** field displays the package sell price (which is the total sum of the component sell prices). If you want to adjust the package sell price, you need to do so by adjusting the price of one or more of the components.

If the unit sell price you entered for a component is below cost, RetailManager alerts you to that by displaying an asterisk in the **BC** column.

10 Select the **Charge GST at Components' rates** option if you want RetailManager to use the components' tax code when selling the package, and not the tax code you specified for the package in step 5.

11 Select **Print Components on Receipt** if you want the components of the package to be listed on receipts.

NOTE: Docket Printer You must have a docket printer set up before selecting this option. If you do not have a docket printer set up, you will not be able to commit your changes. See 'Docket printer' on page 32 for more information about setting up your docket printer.

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12 Click **Commit - F10** or press F10 to commit the information.

To update package details

You can add a component to a package, or edit or delete an existing component from a package in the **Stock** window.

1 Go to the **Information** menu and choose **Stock**, or press CTRL+O. The **Stock** window appears.

2 Enter the bar code of the package in the **Bar code** field.

3 Click **Components** in the views list. A list of components contained in the package appears in the grid.

- **To add a component**, enter the bar code of the component in the **Components** field, enter the quantity of the item you want to include in the package and click the close icon ( ).
- **To edit a component**, select it in the grid. The component details are removed from the grid and displayed in the **Components** fields line above the grid. Edit the line as required and click the close icon ( ).

- **To delete a component**, select it in the grid. The component details are removed from the grid and displayed in the **Components** fields line above the grid. Press DELETE then click the close icon ( ).
  Note that the sell price of the package changes automatically to reflect any changes you have made at the component level.

> NOTE: **Add, edit or delete in an existing package** When you add, edit or delete in an existing package, any changes you make are automatically saved to your shopfront database, so the **Commit - F10** button is inactive. Click the close icon ( ) to leave the window.

For information about viewing component and package details for a stock item, see 'Viewing component details' on page 120 and 'Viewing package details' on page 120.

Updating stock item details

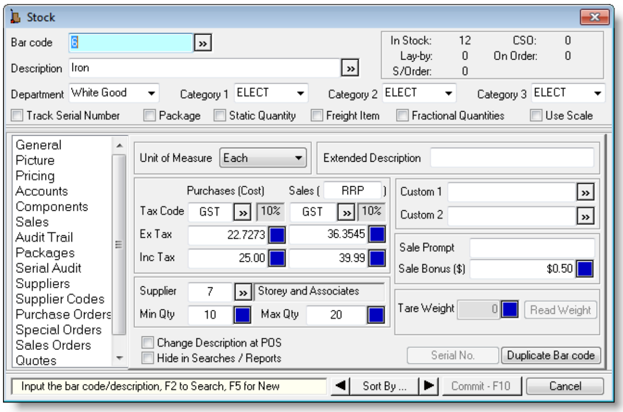
Stock item details are updated in the **Stock** window. The following instructions are for updating general stock item details.

- To add a picture to a stock item, 'Adding pictures to stock items' on page 111.
- To update components in a package, see 'Packages' on page 115.
- To update stock item level pricing, see 'Single-item pricing' on page 142.

To update stock item details

1 Go to the **Information** menu and choose **Stock**, or press CTRL+O. The **Stock** window appears.

2 Enter the bar code of the product in the **Bar code** field. The details of the stock item are displayed. The cursor is positioned in the **Description** field.



3 Update the product details as required. See 'Creating a new stock item' on page 106 for full instructions on how to complete the fields in the **Stock** window.

> NOTE: **Purchases (Costs) fields** The **Purchases (Costs)** fields may not be displayed if you belong to a staff group with restricted access privileges. For more details about setting up access privileges, see 'Security' on page 285.

4 Click **Commit - F10** or press F10 to commit the information.

Viewing stock item details

MYOB RetailManager maintains a detailed record of stock items, including:

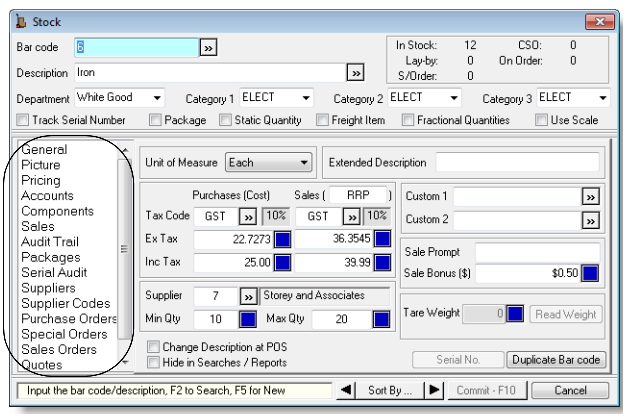
- general details (see below)
- picture details (see page 120)
- pricing details (see page 120)
- account details (see page 120)
- component details (see page 120)
- sales details (see page 120)
- audit trail (see page 120)
- package details (see page 120)
- serial numbers (see page 120)
- supplier details (see page 121)
- supplier codes (see page 121)
- order details (see page 121)
- customer special order details (see page 121)
- sales orders (see page 121)
- quote details (see page 121).

To view stock item details

1 Go to the **Information** menu and choose **Stock**, or press CTRL+O to display the **Stock** window.

2 Enter the bar code of the required item in the **Bar code** field.

3 Notice the fourteen views in the list in the **Stock** window. The name indicates the type of information each view contains about the stock item. The information in the **General**, **Picture**, **Pricing** and **Components** views can be edited; the other views are display only.



Viewing general details The **Stock** window defaults to the **General** view, which displays general information about the stock item such as pricing and stock holding quantities. The five fields at the top tell you at a glance the quantity of the item in stock, on lay-by, on order, on customer special order and on sales order. See ‘Updating stock item details’ on page 118 for instructions on how to update general stock item details.

NOTE: Purchases (Costs) fields In the **General** view, the **Purchases (Costs)** fields may not be displayed if you belong to a staff group with restricted access privileges. For more details about setting up access privileges, see ‘Security’ on page 285.

Viewing picture details Click **Picture** to view a picture of the stock item. For information about adding or deleting a picture to a stock item, see ‘Adding pictures to stock items’ on page 111.

Viewing pricing details Click **Pricing** to view your global, category, and single-item pricing levels. Single-item pricing levels are set in this window. See ‘Pricing grades’ on page 137 for more information.

Viewing accounts details Click **Accounts** to enter or view the income account and cost of goods sold account for this item. You can set different accounts for different items. If you don’t set an account for the item, the default accounts you set in your accounting options tab will be used to record income and cost of sales (see ‘Accounting options’ on page 41).

Viewing component details If the stock item is a package, click **Components** to view a list of components contained in the package. See ‘Packages’ on page 115 for instructions on how to update components.

Viewing sales details Click **Sales** to view sales of the product for a specific period—hourly daily, weekly, or monthly. Select the period by clicking the appropriate button at the bottom of the window. The number of sales, the average sell price and estimated gross profit percentage for the specified period appear in the grid on the right. The bar graph displays the number of sales for the selected period.

NOTE: eGP% column The **eGP%** column may not be displayed if you belong to a staff group with restricted access privileges. For more details about setting up access privileges, see ‘Security’ on page 285.

Viewing audit details The **Audit Trail** view displays the full transaction history of the stock item, including receiving new stock from suppliers, sales, lay-bys, sales orders, a change in sell price, a change in cost, and so on. The date, type of transaction, transaction code, and the quantity moved in or out of stock are listed for each transaction.

To view the original transaction, click a transaction or use the arrow keys to highlight the transaction and then press ENTER.

NOTE: Variance column The **Variance** column may not be displayed if you belong to a staff group with restricted access privileges. For more details about setting up access privileges, see ‘Security’ on page 285.

Viewing package details Click **Packages** to view a list of the packages in which this stock item is a component. For each package, you can view the package sell price, the component sell price and the quantity of the stock item in the package. See ‘Packages’ on page 115 for more information.

Viewing serial numbers If you are tracking the serial number for this stock item, the **Serial Audit** view displays the audit date, the serial number, warranty date, the transactions on the item, the transaction ID (docket number) and the movement of the item (for example, from Lay-by to Sold). You can view the record by clicking a transaction or by highlighting it using the arrow keys and pressing ENTER.

Viewing supplier details Click **Suppliers** to view a list of suppliers you received this stock item from, the date you received the product and the unit cost. You can use this window to compare the cost of the product by supplier.

NOTE: Cost column The **Cost** column may not be displayed if you belong to a staff group with restricted access privileges. For more details about setting up access privileges, see 'Security' on page 285.

Viewing supplier codes Click **Supplier Codes** to view the supplier codes for this stock item. RetailManager obtains this information from the **Purchase Orders** window, where you are required to enter the supplier's code for the product.

View the cost tax inclusive or tax exclusive by selecting the appropriate option at the bottom of the window.

Viewing purchase order details Click **Purchase Orders** to view purchase order details for this stock item. The date, order number, suffix, supplier, cost, quantity on order and status of the order are listed.

To view the original purchase order, click a transaction, or highlight it using the arrow keys and press ENTER. For more information on creating purchase orders, see 'To create a purchase order' on page 127.

NOTE: Cost column The **Cost** column may not be displayed if you belong to a staff group with restricted access privileges. For more details about setting up access privileges, see 'Security' on page 285.

Viewing customer special order details Click **Special Orders** to view customer special order details for this stock item. The date, customer, sell price, quantity on order and status of the order are listed.

To view the original customer special order, click a transaction or highlight it using the arrow keys and press ENTER.

NOTE: Creating customer special orders For more information on creating customer special orders, see 'Customer special orders' on page 203.

Viewing sales orders and quotes Click **Sales Orders** to view sales order details or **Quote** to view quotes details for this stock item. Sales order or quote information such as the date, customer quantity type and status is displayed.

View the cost tax inclusive or tax exclusive by selecting the appropriate option at the bottom of the window.

Merging stock items

Merging stock items is a useful way to correct the accidental duplication of stock items, and to merge a new bar code with an old bar code to maintain the same stock item record.

Merge stock items when you have two existing stock item records. If you want to change the bar code of a stock item to a new bar code, you need to reallocate the bar code. See 'Bar codes' on page 152 for more information.

Before you begin merging stock items, note the following:

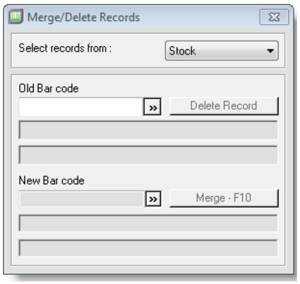
- You cannot merge two stock items if only one of them has the serial number tracking feature enabled.
- You cannot merge two stock items if the unit of measure is not the same.

CAUTION: Merging records will close your shopfront Once you have completed the merger, RetailManager closes your shopfront to complete the operation. Ensure that all other connections to your shopfront are closed before merging records.

To merge stock items

1 Go to **Admin** menu and choose **Merge/Delete Records**. The **Merge/Delete Records** window appears.

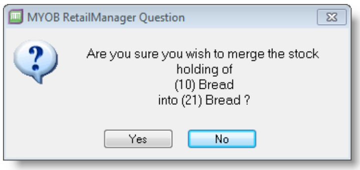
2 Click the **Select records from** drop-down arrow and choose **Stock** from the list.



3 Enter the old bar code in the **Old Bar code** field.

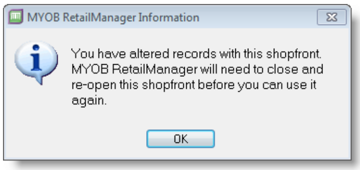
4 Enter the new bar code in the **New Bar code** field.

5 Click **Merge - F10** or press F10. A confirmation message appears.



6 To continue, click **Yes** to the confirmation message. Or, if you do not want to continue, click **No**.

7 Continue to merge other records, or click the close icon ( ) or press Esc to close the **Merge/Delete Records** window. An information window appears, informing you that RetailManager will close and reopen your shopfront.



8 Ensure that no other terminals are connected to the shopfront and click **OK**. Your shopfront closes and the staff or customer records are merged from RetailManager.

If you have a single shopfront, RetailManager will reopen your shopfront. If you have multiple shopfronts, select the shopfront you want to open.

Once you have merged the stock items, the old bar code is cleared and can be used again for a new stock item.

Deleting stock items

The **Delete Records** function is useful for deleting stock items that have been entered in MYOB RetailManager by mistake or items that you no longer require in the system. If you have more than one stock item to delete, you can use the **Bulk Delete** feature (see 'To delete stock items in bulk' on page 124).

NOTE: Track Serial Numbers You cannot delete a stock item that has the serial number tracking feature enabled.

RetailManager creates an 'item' called **<Deleted>** the first time you delete a stock item and merges your stock item record into this item. All stock items that you delete subsequently are merged into the **<Deleted>** item.

You cannot delete the following:

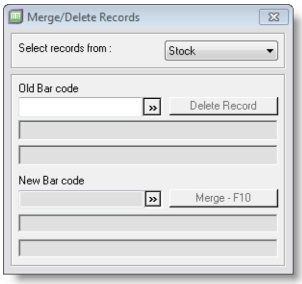
- an item that is currently in stock, or that has a negative quantity (only items with zero quantity can be deleted)
- an item on order.

Before you delete items Once an item is deleted, you will **not** be able to access the item record. Make sure you are deleting the correct item. Consider doing a backup before you delete any records. See 'Performing a backup' on page 278 for more information about backing up your database.

To delete a stock item

1 Go to the **Admin** menu and choose **Merge/Delete Records**.

2 Click the **Select records from** drop-down arrow and choose **Stock** from the list of available options.

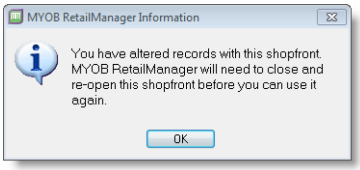


3 Enter the bar code of the item you want to delete in the **Old Bar code** field.

4 Click **Delete Record**. You are asked if you want to merge the item with the **<Deleted>** item. Choose **Yes**.

5 Continue to delete other records, or click the close icon ( ) or press Esc to close the **Merge/Delete Records** window.

An information window appears, informing you that RetailManager will close and reopen your shopfront.



6 Ensure that no other terminals are connected to the shopfront.

7 Click **OK**.

Your shopfront closes and the stock records are merged from RetailManager. If you have a single shopfront, RetailManager will reopen your shopfront. If you have multiple shopfronts, select the shopfront you want to open.

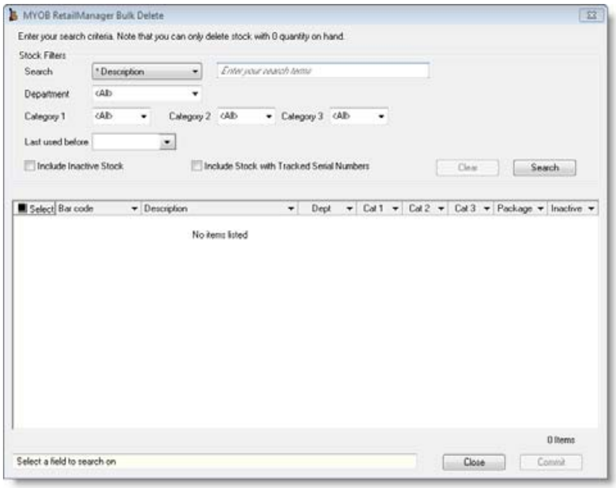
Once you have deleted the stock items, the old bar code is cleared and can be used again for a new stock item.

To delete stock items in bulk

1 Go to the **Stock Management** menu and choose **Bulk Delete Records**. A message appears informing you that you must close all connections to your current shopfront.

NOTE: Ensure no other terminals are connected to your shopfront if you are using RetailManager on a network.

2 Click **Yes**. The shopfront closes and the **MYOB RetailManager Bulk Delete** window appears.



3 In **Stock Filters**, select your search criteria for the items you want to delete. Use the **Search** field to search by classification (such as stock description or bar code).

You can filter the items list according to department, category or date the item was last used (not including stocktakes), or use a combination of filters to narrow down a search. For example, if you want to find out what stock hasn't been sold for over a year, so you could filter by date last used, then further refine your search by selecting a category or department.

4 Select **Include Inactive Stock** to include inactive stock in your search.

5 Select **Stock with Tracked Serial Numbers** to include stock with a serial number that you track. When you select this option, a warning message appears regarding warranty on items with tracked serial numbers. Click **OK**.

6 Click **Search**. The stock items matching your criteria appear.

7 Select the items you want to delete by clicking in the **Select** column next to the item. If you want to delete all items, click the **Select** column heading.

8 Click **Commit**. A confirmation message appears.

9 Click **Yes**. The items are deleted.

10 Click **Close** to close the **MYOB RetailManager Bulk Delete** window, or set new search criteria to delete more items.

Purchase orders

Unless you manufacture your products on site using your own raw materials, you probably purchase your stock items or raw materials regularly from your suppliers. You can use the Purchase Orders function to create purchase orders for each supplier, listing the stock items and quantity you require and the price you expect to pay.

The following topics are included in this section.

- 'Creating purchase orders' below
- 'Editing and cancelling purchase orders' on page 130.

Creating purchase orders

When you create a purchase order, MYOB RetailManager keeps track of the status of the order. The order remains outstanding until you receive the items and enter them in the **Goods Received** window. You can enquire into purchase orders by supplier in the **Suppliers** window or by stock item in the **Stock** window.

The **What's On Order** report lists all the products on order for each supplier and the expected date of the order. The report can be filtered by supplier, department, category or expected date. The **Indent Order** report lists all your pending orders for the next twelve months.

It is not mandatory that you create purchase orders in RetailManager. You have the option of ordering your items separately and entering them in RetailManager using the **Goods Received** window when you receive them.

Standard shop orders When you create a stock item, you have the option to set the threshold quantity for that item (see 'Creating a new stock item' on page 106 for more information). Before you create a purchase order, you can run the **What Needs Ordering** report to find out which items are below the threshold quantity and need to be reordered.

If a stock item that is below threshold quantity has been assigned a default supplier, entering that supplier's number in the **Purchase Orders** window will cause a prompt window to be displayed, asking if you want to load standard orders. Click **Yes** to populate the **Purchase Orders** window with standard order stock.

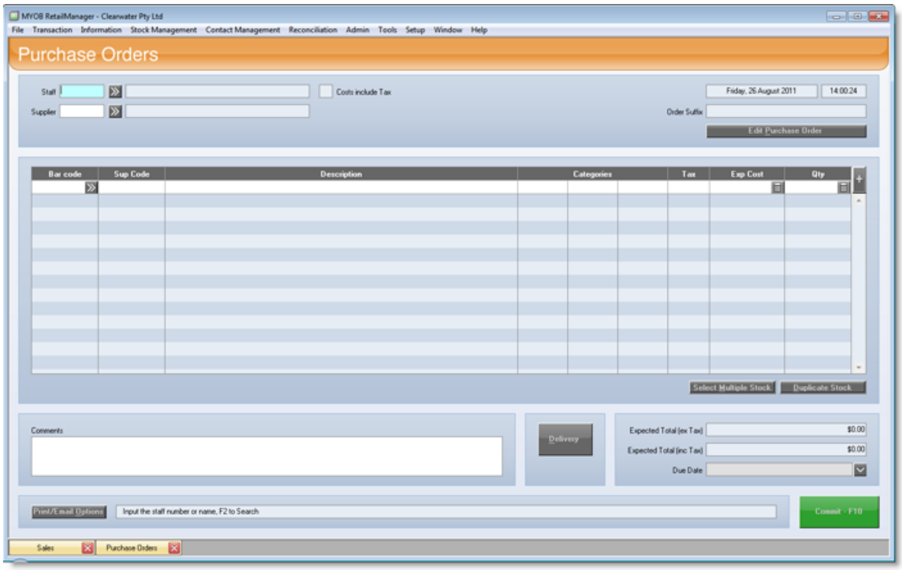
Customer special orders You can use the Purchase Orders function to place a one-time customer special order. If you have allocated a supplier for the special order, entering that supplier's number in the **Purchase Orders** window will automatically prompt you to load shop orders. Click **Yes** and the shop orders are loaded.

Supplier codes In the **Purchase Orders** window you are prompted to enter a supplier code for a product the first time you order it from a supplier. RetailManager will remember this code and insert it automatically in the **Supplier Code** field the next time you order the product from this supplier. (If a supplier code has not been entered previously for a product, RetailManager displays the product's bar code in the **Supplier Code** field.)

RetailManager allows for different supplier codes. If you subsequently order the product from another supplier, you will need to enter their code in the purchase order. The **Codes** tab in the **Stock** window lists all the supplier codes for a product.

To create a purchase order

1. Go to the **Transaction** menu and choose **Purchase Orders**, or press F9. The **Purchase Orders** window appears.



2. Enter your staff number in the **Staff** field. If you have outstanding customer orders you will be prompted to process them.

NOTE: Tax inclusive/exclusive The **Costs include tax** option is selected if you selected this option in the **General Options** window. If you want the cost to be tax exclusive, deselect this option before you enter any item details.

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3. Enter the supplier number in the **Supplier** field or, to create a new supplier record, press F5 (for more information, see 'Maintaining supplier details' on page 90).

4. If a stock item from this supplier needs reordering or if you have allocated a customer order to this supplier, a message appears asking you if you want to populate the window with that order.
   - Click **Yes** if you want to place either a standard shop order or a customer special order. The product details are displayed in the **Purchase Orders** window. Check the order and edit it if required.
   - Click **No** if you want to order other products.

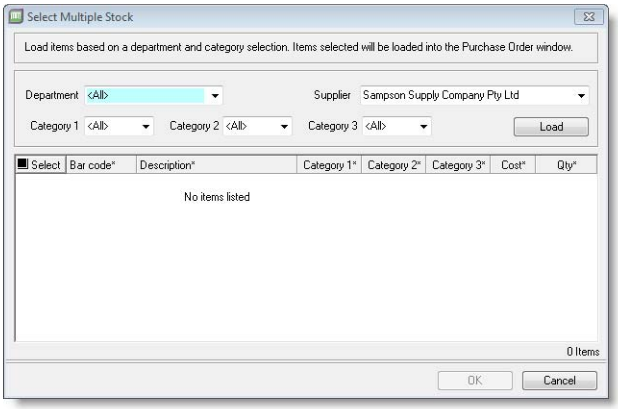
5. To add an individual item to the order:
   a. Enter the bar code of the product in the **Bar code** field and press ENTER. If the product is assigned to another supplier, an alert message appears displaying the name of the default supplier.
   b. Tab through each of the item fields, and change any information if required. When you tab out of the **Qty** field, this product line is moved into the list, and the cursor is positioned at the beginning of a new line.

      To create a new item:
   c. Enter a new bar code and press ENTER. A message appears stating that no matching bar codes were found.

- d Click **Create** to create the item. The **Create New Stock Item** window appears. See ‘Creating a new stock item’ on page 106 for full instructions on how to complete the fields in this window. When you commit the transaction, you are returned to the **Purchase Orders** window, with the product you just created displayed in the entered items list.
- e In the **Purchase Orders** window, enter the supplier’s code, expected cost and required quantity for this new item. When you tab out of the **Qty** field, this product line is moved into the list, and the cursor is positioned at the beginning of a new line.

6 To add multiple stock items to the order:

- a Click **Select Multiple Stock**. The **Select Multiple Stock** window appears.



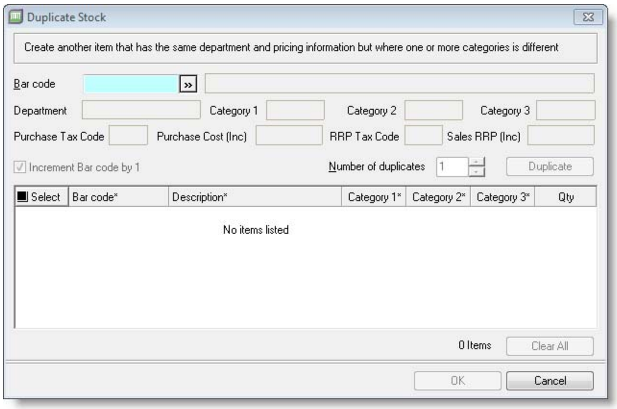
- b Select the **Department** that you want to load stocks from. If you want to see stock items from all departments, select **<All>**. The Category fields associated with the selected department will appear. Select any category values you want to use or use the default **<All>**.
- c If required, select a different **Supplier** (the default is the Supplier you are ordering from). If you want to see stock items of all suppliers, select **<All>**.
- d Click **Load** to see the stock items. The stock items are displayed in the grid.
- e Click the **Select** option next to each item you want to order. To select all items in the list, click the **Select** column heading.
- f Click **OK** to add the selected items to the order. If the default supplier for these items is different, a window appears asking you to reselect the items. Select the items again and click **OK**.

  You are returned to the **Purchase Orders** window, with the products displayed in the items list.

7 You can also add stock items that are duplicates of another item—duplicate items have the same department and pricing information but can belong to different categories or have different bar codes and descriptions. For example, you could make duplicates of a shirt, with only the size and colour being different.

To create one or duplicates of an item:

a Click **Duplicate Stock**. The **Duplicate Stock** window appears.

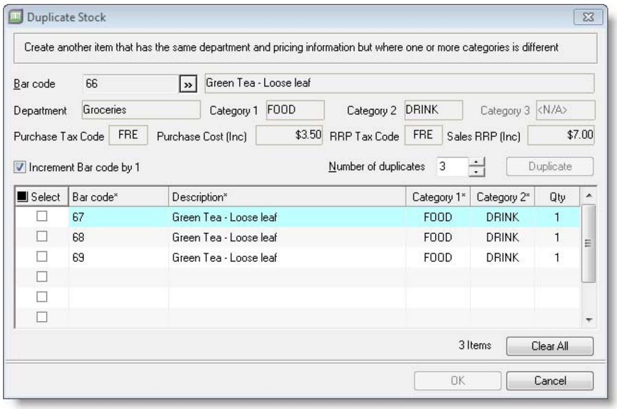


b Enter the **Bar Code** of the item or click F2 to search for it. The item details appear in the top part of the window.

c If you want to enter your own bar code for the item or you want to retain the *same* bar code for all the duplicates, deselect the **Increment Bar code by 1** option. If the option is left selected, a new bar code will be generated automatically by incrementing the original items bar code by 1.

d In the **Number of duplicates** field, enter the number of duplicates you want to create.

e Click **Duplicate**. The duplicate items appear in the list.



f If necessary, you can assign different category values or modify the **Bar code** and **Description** for each item. Click in the field you want to modify and enter or select the value.

g Select the **Select** option next to each of the duplicates you want to use. To select all items in the list, click the **Select** column heading.

h Click **OK** to duplicate and add the selected items to the order. You are returned to the **Purchase Orders** window.

8 When you have finished adding all the items to the order, tab to the **Order Suffix** field and enter a code—for example, a reference number or your name—that will help you identify the purchase order. What you enter here will appear in the **Order No.** field in the **Goods Received** window when you display this order.

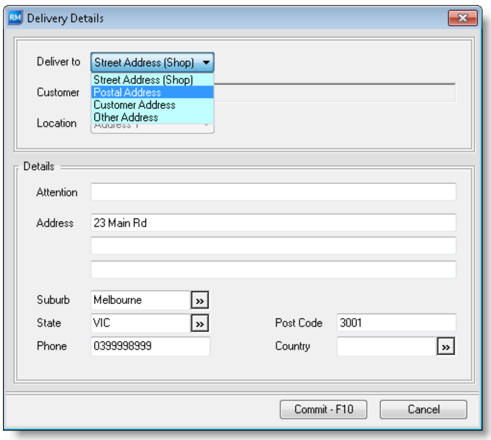
NOTE: Expected Total and Due Date fields The **Expected Total** fields display the expected total for the order including and excluding tax.

If you recorded the number of delivery days for the supplier in the **Suppliers** window, the **Due Date** field displays the date you can expect the goods from the supplier. You can change this date if you want.

9 To change the delivery address:

a Click **Delivery**. The **Delivery Details** window appears.

b In the **Deliver to** field, select where you want your goods delivered.



c If you are delivering the items directly to a customer, select the customer and their location.

d Click **Commit - F10** to return to the purchase order.

10 Click **Commit - F10** or press F10 to commit the purchase order information.

Purchase orders are printed to the printer you specified.

Editing and cancelling purchase orders

You can edit a purchase order in MYOB RetailManager. You might do this if, for example, you notice an error in the order after you print it out, or the supplier informs you that some items on order are out of stock. You can edit the supplier code, expected cost, tax code, and quantity of a product on order, and change the suffix and due date if required.

You can also cancel an outstanding purchase order.

To edit a purchase order

1 Go to the **Transaction** menu and choose **Purchase Orders**, or press F9. The **Purchase Orders** window appears.

2 Enter the Staff number and the Supplier number in the appropriate fields.

3 Click **Edit Purchase Order**. A list of purchase orders for this supplier is displayed.

4 Select the required purchase order. The products on order appear in the grid.

5 Select the product line you want to edit by highlighting it and pressing ENTER. The product details shift to the first line.

6 Edit the order as required and click **Commit - F10** or press F10 to commit the information.

When you print out the purchase order, a revision number will appear on the order.

To cancel an outstanding purchase order

See 'Cancelling orders' on page 272 for full instructions on how to cancel an entire purchase order or an individual item on order.

Receiving goods

The **Goods Received** window is used to receive goods into stock from a supplier's invoice. New suppliers and new stock items can also be quickly created from this window.

NOTE: Troubleshooting See 'Goods received and returned goods' on page 365 for troubleshooting information about receiving goods in RetailManager.

When you are receiving goods in the **Goods Received** window, you have two methods for creating new stock items. You can either create the new stock item:

- in the **Goods Received** window, which only requires the minimum amount of information about the product, or
- in the **Create a New Stock Item** window (accessed from the **Goods Received** window), which is used to add more detail about the stock item and set your stock levels.

You can also create duplicates of a stock item from the **Goods Received** window—duplicate items have the same department and pricing information but can belong to different categories or have different bar codes and descriptions.

Before you create a new item, see 'Naming your stock items' on page 109 for important information about how to name your stock items in RetailManager. Also see 'Maintaining stock items' on page 93 for important information about defining product categories.

NOTE: Record supplier's ABN If the supplier from whom you are receiving goods is registered for GST, select the **Supplier Registered for GST** option in the **Suppliers** window. Then, record the supplier's ABN. Otherwise, RetailManager will assume that the supplier is not registered for GST and assign the GNR (GST Non-Registered) tax code to all items you receive from this supplier. Note that you must quote the supplier's ABN in order to claim GST from the ATO on your purchases.

The following topics are included in this section.

- 'Receiving goods on order' on page 132
- 'Printing bar codes for goods received' on page 137
- 'Calculating discounts' on page 137.

Receiving goods on order

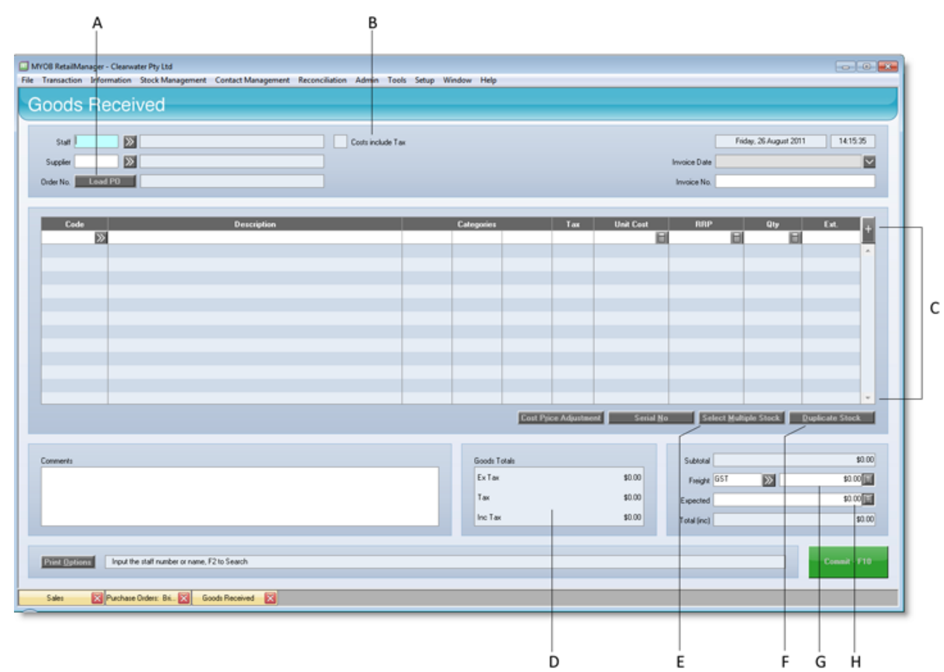
When you place a purchase order in RetailManager and receive the goods, you can display the order in the **Goods Received** window. Each product on the order is displayed, saving you having to enter the received products manually. If there is a discrepancy between your purchase order and the supplier's invoice, for example, you expected to pay $20 for a product but the supplier charged you $22, you can adjust the expected cost for the stock item as required in the **Goods Received** window.

NOTE : Assigning serial numbers on receipt of goods You can use the **Serial Number** option in the **Goods Received** window to assign serial numbers to stock. For more information, see 'Serial numbers' on page 160.

Receiving part of an order If you received only part of an order, for example, you ordered 6 squash racquets and 50 pairs of running shoes, but the supplier sent you only 30 pairs of shoes and no racquets, you can delete the squash racquets line in the **Goods Received** window and change the quantity of shoes to 30. The purchase order will be outstanding until you receive the remaining 20 pairs of shoes and the squash racquets. However, if you have selected to automatically reject backorders from this supplier (see 'Maintaining supplier details' on page 90), the outstanding items will be deleted from the purchase order and the order will be cancelled.

To receive goods into stock

1 Go to the **Transaction** menu and choose **Goods Received**, or press F7. The **Goods Received** window appears.



A	Load PO	Click to load the purchase order. Load order first before entering other goods.
B	Costs include Tax	If selected, the cost is tax inclusive. Select or deselect this box before receiving goods.

C	Stock grid	Enter goods received here.
D	Goods Totals	Displays tax information for the selected line or for the total transaction.
E	Select Multiple Stock	Click to add multiple stock items at one time. For more details on this feature, see 'To add multiple stock items in the Goods Received window' on page 135.
F	Duplicate Stock	Click to create and add duplicates of a stock item. For more details on this feature, see 'To add duplicate stock items in the Goods Received window' on page 136.
G	Freight	Enter freight tax code here.
H	Expected	Enter the supplier's invoice total here.

2 Enter the staff number in the **Staff** field.

NOTE: The date field The date in the **Date** field defaults to the current date, and can't be changed.

3 Enter the supplier number in the **Supplier** field. If this is a new supplier, press F5 to create a new supplier. Refer to 'Maintaining supplier details' on page 90 for more information.

CAUTION: IMPORTANT The Invoice date (not the Goods Received date) is used if you export your information to MYOB business management software. See 'Accounting options' on page 41 for details.

4 If you have any outstanding orders for this supplier, a window appears, asking you if you want to select one. Click **Yes** if you have a purchase order for the received goods and choose the order from the displayed list. Alternatively, click **Load PO**. The products on order are displayed in the grid. Edit the product details if required.

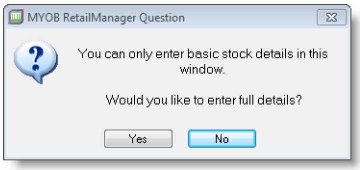
5 Enter the invoice date and invoice number in the appropriate fields.

6 Scan the bar code or enter the product code of the item you are receiving into stock in the **Code** field and press ENTER.

- If you are receiving **a product that you have had in stock before**, the product details are displayed. The cursor is positioned in the **Unit Cost** field, ready to enter any change in unit cost. Go to step 8.

  NOTE: Use Average Costs If you have selected the **Use Average Costs** option in the **General Options** window, the average cost will already be displayed in the **Unit Cost** field, calculated from the unit costs entered when receiving the stock item into stock.

- If you are receiving **a new product**, a question window appears. Click **Create**. A question window appears.



  NOTE: Serial numbers require full details to be entered If you want to enable serial numbers for a new stock item, you must choose to enter full details by clicking **Yes**.

- Click **No** if you want to record the minimum amount of information about the product. Go to step 7.
- Click **Yes** to enter detailed information about the product. The **Create New Stock Item** window appears. See 'Creating a new stock item' on page 106 for full instructions on completing the fields in this window. When you commit the stock information, you are returned to the **Goods Received** window. The details of the product you have just created are displayed. The cursor is positioned in the **Unit Cost** field. Go to step 8.

You can also add items by clicking **Select Multiple Stock** and **Duplicate Stock**. For details, see 'To add multiple stock items in the Goods Received window' on page 135 and 'To add duplicate stock items in the Goods Received window' on page 136.

7 Enter the product details:
- Enter a product description in the **Description** field. This is a mandatory field.
- Choose the product **Department**.
- Choose the values for the product **Categories** in the field.
- Enter the correct tax code for the item.

8 Enter the unit cost, the RRP (including tax), and the quantity being received of the product in the respective fields.

You can use the calculator in the **Unit Cost** field to calculate the discount you received for a specific stock item, or enter a formula directly in the **Unit Cost**, **RRP** or **Qty** fields. For example, by entering a quantity of 5, and entering T300 in the **Unit Cost** field, the Unit Cost is automatically calculated as $60 for each item. See 'Calculating discounts' on page 137 for more information. The total cost is automatically calculated and displayed in the **Ext.** field.

9 Press ENTER. Once you have received the product, this stock information line is displayed in the entered items list, and the cursor will return to the **Code** field ready for you to receive the next item.

10 Repeat these steps for each product on the invoice you are receiving into stock. As you receive each product, you will notice that the **Subtotal** and **Total** fields are updated as you go.

When you have entered all the goods received on the invoice, and the cursor is positioned at the beginning of another blank line, press ENTER again to go to the **Freight** field.

NOTE: Freight field If this supplier has been set up as 'freight free' in the **Suppliers** window, a warning will be displayed if you enter an amount in this field.

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11 Enter any freight amount you have been charged in the **Freight** field.

If tax is charged on freight, press **F12** to go to the freight tax field, and enter the correct tax code. (This field displays the default tax code set in the **Set Tax Codes** window. See 'Setting up default tax codes' on page 55 for more information.) Use the up/down arrow keys to find the required tax code or press F2 to view a list of tax codes.

12 Enter the total showing on the supplier's invoice in the **Expected** field. RetailManager will check that the expected total equals the total of the line items (plus freight) in the **Goods Received** window. If there is a discrepancy, you will receive a message informing you of the difference. If the difference appears to be due to rounding, you will be prompted to commit the transaction. However, if there is a significant difference between the invoice total and the line item (and freight) total, you will be required to enter the reason for the discrepancy in the **Comment** field before you can commit the transaction.

NOTE: **Export information** When you export your data to MYOB business management software, goods received appear as purchases. Note that the calculated total (not the expected total) is exported to your MYOB business management software.

13 Enter any comments about the invoice such as damaged stock received in the **Comments** field.

14 If you want to print your goods received prior to committing the transaction, press F4.

The RetailManager report viewer displays the **Goods Received** report. You can print the report from this window. Note that the Goods No. or GR No. (goods received invoice number) is displayed as a negative one (-1). This number only becomes positive and reflects the actual number of goods received in this report once you have committed the goods received transaction.

15 Click **Cost Price Adjustment** to adjust the cost total of goods received.

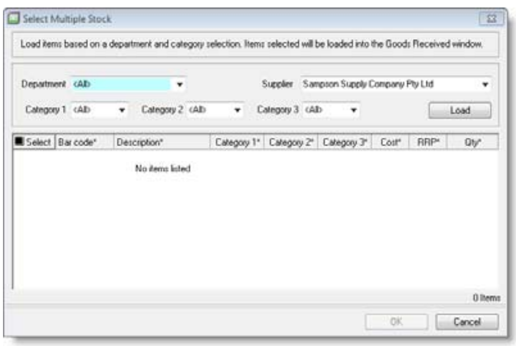
Cost price adjustment evenly apportions an adjustment amount across product lines, entered in the **Goods Received** window. This can be used for freight and other surcharges and can also be used for negative adjustments for early settlement discounts and other discounts.

16 Click **Commit - F10** or press F10 to commit the information.

To add multiple stock items in the Goods Received window

This procedure describes how to add multiple stock items in the **Goods Received** window.

1 In the **Goods Received** window, click **Select Multiple Stock**. The **Select Multiple Stock** window appears.



2 Select the **Department** that you want to load stocks from. If you want to see stock items from all departments, select **<All>**. The Category fields associated with the selected department will appear. Select any category values you want to use or use the default **<All>**.

3 If required, select a different **Supplier** (the default is the Supplier you are receiving from). If you want to see stock items of all suppliers, select **<All>**.

4 Click **Load** to see the stock items. The stock items are displayed in the grid.

5 Select the **Select** option next to each item you want to receive. To select all items in the list, click the **Select** column heading.

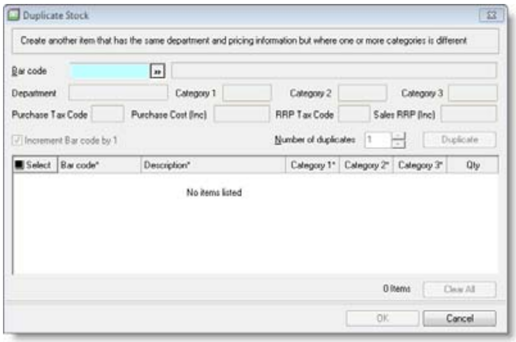
6 Click **OK** to add the selected items. If the default supplier for these items is different, a window appears asking you to reselect the items. Select the items again and click **OK**.

7 You are returned to the **Goods Received** window, with the products displayed in the items list.

To add duplicate stock items in the Goods Received window

This procedure describes how to add duplicate stock items in the **Goods Received** window. Duplicate items have the same department and pricing information but can belong to different categories or have different bar codes and descriptions. For example, you could make duplicates of a shirt, with only the size and colour being different.

1 Click **Duplicate Stock**. The **Duplicate Stock** window appears.

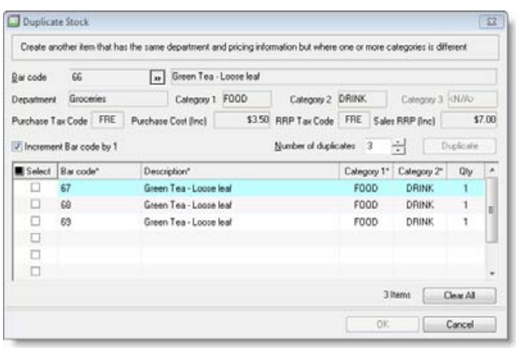


2 Enter the **Bar Code** of the item or click F2 to search for it. The item details appear in the top part of the window.

3 If you want to enter your own bar code for the item or you want to retain the *same* bar code for all the duplicates, deselect the **Increment Bar code by 1** option. If the option is left selected, a new bar code will be generated automatically by incrementing the original items bar code by 1.

4 In the **Number of duplicates** field, enter the number of duplicates you want to create.

5 Click **Duplicate**. The duplicate items appear in the list.



6 If necessary, you can assign different category values or modify the **Bar code** and **Description** for each item. Click in the field you want to modify and enter or select the value.

7 Select the **Select** option next to each of the duplicates you want to use. To select all items in the list, click the **Select** column heading.

8 Click **OK** to duplicate and add the selected items to the order. You are returned to the **Goods Received** window.

Printing bar codes for goods received

If you want to print bar code stickers for the products you receive into stock, you need to select the **Print Custom Bar codes with Goods Received** option in the **General** options, **Other** tab. See 'General options' on page 22 for more information.

Use the **Load Options** button to display and print bar codes for goods received. For more information about printing bar codes for goods received, see 'To load multiple goods received bar codes for printing' on page 156. Alternatively, after each Goods Received entry, CTRL+TAB back to the **Goods Received** window, leaving the **Print Custom Bar codes** window in the background. The bar code printing grid will keep accumulating items until you either print them or close the window.

Calculating discounts

RetailManager uses formulae to calculate any discount you receive on an individual item for an invoice.

Discounts for any individual item on the invoice are entered as part of the unit cost of the product in the **Unit Cost** field. For example, if you received a discount of 7% on a coffee machine with a unit cost of $499, type '499*0.93' and press **Tab**. The Unit Cost is automatically calculated as $464.07. You can also press the assist icon ( ) in the **Unit Cost** field to use the RetailManager calculator.

See 'MYOB RetailManager calculator' on page 68 for more information on using the RetailManager calculator.

Pricing grades

The **Pricing Grades** function enables you to set different default pricing. You can allocate discount levels to different *grades* of customers and then make exceptions to these discounts at either category or stock item level.

This means that staff members do not need to know which customers should receive a discount; these customers can be pre-defined in RetailManager as receiving a certain pricing level. At the time of sale, the staff member can also select a grade for each line item.

Using pricing grades

The price that a customer pays depends both on the grade you allocate them and the product they are purchasing.

Grades are used as a means of giving differing levels of discount to customers, for whatever reasons you might have. You can determine what price you want to apply to customers who have a Default grade, for example full retail price, and then set further discount levels, from Grade A to Grade D.

There are three **levels** at which grades work. Within each of these levels you can set up your grade prices.

- **Global level**. This level applies to all the products in your store. These discounts should be based on your overall average margins.

  For more information see 'Setting global pricing rules' on page 139.

- **Category level**. This level applies to the specified department and category and overrides the global prices for all the products of this category.

  For more information see 'Category pricing' on page 140.

- **Single-item level**. This level applies to a specific stock item only and overrides the category or global prices. You can specify a stock item price without specifying prices for its category, making this a one-off exception to the global pricing structure.

  For more information see 'Single-item pricing' on page 142.

The three levels work in a hierarchy: the pricing for a **single item** will override the pricing for a **category**, which will again override **global** pricing.

For example, a hardware store might want to give a 10% discount on all products to their Grade A customers and a 5% discount to all their Grade B customers. So the owner creates **global** pricing rules for Grade A and Grade B. Assume that the store also imports a particular brand of tools called Tuff Tools. Because the store does not make too much of a margin on the tools made by Tuff Tools, the owner decides to reduce the discount on this brand of tools to 5% for Grade A customers and 2.5% for Grade B customers. This is the **category** pricing grade.

The owner can also decide that Grade B customers should get an even lower discount for one of the Tuff Tools products, a drilling machine. So the owner sets the pricing for this particular item to 1.5% for Grade B customers only. This is the **single-item** pricing grade.

What happens at the time of sale? When a new sale is created, RetailManager will first check if the customer or item has been allocated a grade.

Once a pricing grade is found (for example Grade A), RetailManager will do the following:

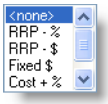
a Check if there is a Grade A rule set for the **single-item** level. If one is found, it is immediately applied and all other rules are ignored.

b If no **single-item** rule is found, RetailManager then checks if there is a Grade A rule set for the **category** level. If one is found, it is immediately applied and the **global** rule is ignored.

c If no **category** rule is found, RetailManager then checks if there is a Grade A rule set for the **global** level.

Where do I set pricing grades? Global and category level pricing are set in the **Pricing Grades** window. Single-item pricing is set (for a specific stock item) in the **Stock** window.

Formulae you can use for pricing grades When setting up global, category and single-item level pricing rules for each grade, you need to use one of the available formulae provided by RetailManager.



Example

If you wanted to sell an item for five per cent less than the retail price to Grade A customers, you would select the RRP - % formula from the list and set the percentage to 5 so that the pricing rule is displayed as RRP - 5.00%.

To sell an item for three dollars more than cost, you would select the Cost + $ formula and set the amount to 3 so that the rule is displayed as Cost + $3.00.

NOTE: GST calculation The cost price in the Cost + % and Cost + $ formulae is calculated exclusive of GST. GST is calculated after the margin is added.

NOTE: Setting no discount Choose **<none>** if you do not want to offer a discount.

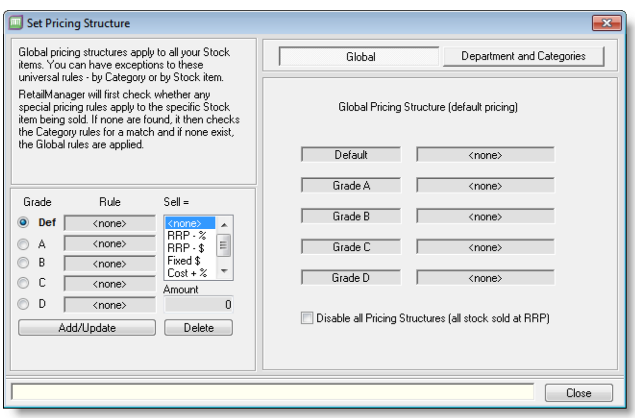
Prices By Grade report The **Prices By Grade** report displays your stock item prices and estimated gross profit percentage for each grade for which you have defined pricing.

Setting global pricing rules

Global pricing applies to all the products in your store. These rules should be based on your overall average margins.

To set global pricing rules

1 Go to the **Stock Management** menu and choose **Pricing Grades**. The **Set Pricing Structure** window appears with **Global** pricing details selected by default.



2 Choose the grade of customer for which you want to define the pricing. Start with the **Def** (Default) grade. This option is already selected. Use the arrow keys to select the required rule from the **Sell =** list, and then enter the amount or percentage in the **Amount** field.

CAUTION: Rules and cost price Be careful that you don't enter a rule which could result in your selling a product for less than cost price.

3 Press ENTER. The **Grade A** option is selected. Select the required rule, and enter the amount or percentage in the **Amount** field.

4 Press ENTER. The **Grade B** option is now selected. Repeat the procedure described in step 3 for each of the grades you want to set up.

NOTE: Setting grades You can set up to five grades.

5 When you have finished entering your grades, click **Add/Update**. The global pricing structure you have set up is displayed in the **Global Pricing Structure** frame to the right. To quickly make all pricing structures default to retail price, select the **Disable all Pricing Structures (all stock sold at RRP)** option.

You can now allocate the grades you have set up to customers.

To edit global pricing rules

1 Click the radio button of the grade you want to change.

2 Using the above procedure, change the pricing rule for the grade.

3 Once you have entered your changes, click **Add/Update**. Your edits are displayed in the **Global Pricing Structure** frame.

To delete global pricing rules

If you want to delete the global pricing rules for all grades, simply click **Delete**.

To delete a single grade rule, select **<none>** as the rule for that grade.

Category pricing

You set category level pricing by clicking **Department and Categories** in the **Set Pricing Structure** window.

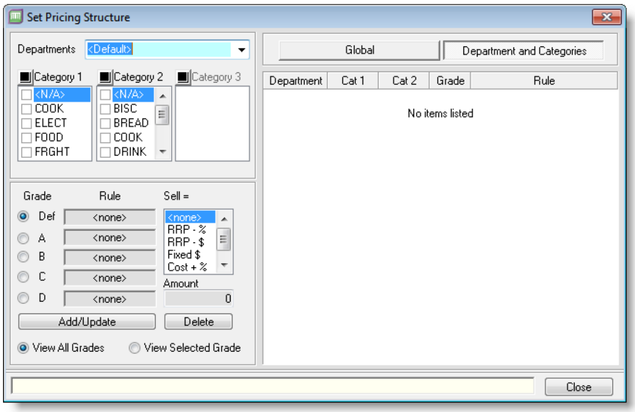
For more information on departments and categories, see 'Maintaining stock items' on page 93.

To set category pricing

NOTE: Remember Category pricing overrides global pricing for the specified category.

1 Go to the **Stock Management** menu and choose **Pricing Grades**. The **Set Pricing Structure** window appears with **Global** pricing details selected by default.

2 Click **Department and Categories** at the top of the window.



3 Click the **Departments** drop-down arrow and choose the department for which you want to define pricing.

4 Select the checkbox of the **Category 1** option(s) for which you want to define pricing or click the checkbox above the list to select all Category 1 options.

5 Repeat step 4 for the **Category 2** and **Category 3** options.

6 Choose the grade of customer for which you want to define the pricing. Start with the **Def** (Default) grade. This option is already selected. Use the arrow keys to select the required rule from the **Sell =** list, and then enter the amount or percentage in the **Amount** field.

CAUTION: Rules and cost price Be careful that you don't enter a rule which could result in you selling a product for less than cost price.

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7 Press ENTER. The **Grade A** option is selected. Select the required rule, and enter the amount or percentage in the **Amount** field.

8 Press ENTER. The **Grade B** option is now selected. Repeat the procedure described in step 6 for each of the grades you want to set up.

CAUTION: Setting grades You can set up to five grades.

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9 When you have finished entering your grades, click **Add/Update**. The list of your category pricing rules is displayed in the frame to the right.

You can now allocate the grades you have set up to customers.

TIP: Viewing all pricing rules set for a specific grade To view all pricing rules that have been set for a specific grade, select the **View Selected Grade** option. The details displayed in the right frame will display only the selected grade's pricing rules for each category.

To edit category pricing

If you want to edit an existing category pricing structure, click the department or category in the frame to the right, and then click the grade for which you want to change the pricing rule. Change the pricing rule as required and click **Add/Update**. The edited price will be displayed in the frame to the right.

If you make a selection that has multiple rules for a particular grade, the existing rules for the grade will not be updated when you click **Add/Update**.

To delete an existing category pricing

If you want to remove an existing category pricing, select the required category in the frame to the right and then click **Delete**.

Single-item pricing

NOTE: Remember Single-item pricing overrides category pricing and global pricing, for the specified stock item.

Single-item pricing is set in the **Stock** window.

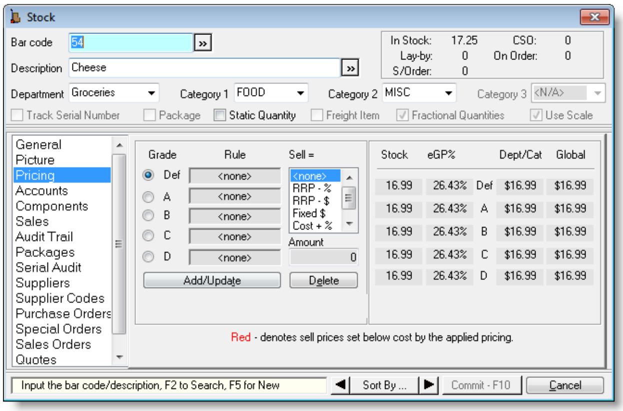
NOTE: Cost price If you enter a rule for a stock item which results in you selling the product for less than cost price, the selling price of the product is displayed in red.

To set single-item pricing for a stock item

1 Go to the **Information** menu and choose **Stock**, or press CTRL+O. The **Stock** window appears.

2 Enter the bar code of the stock item for which you want to set up a pricing structure, and press ENTER. The product details are displayed.

3 Select **Pricing** from the list at the left of the window. The **Pricing** view appears.



4 If you have set global or category level pricing, the **Global** column on the right displays the retail price of this stock item (at global level), and the **Category** column displays the retail price of the item (at category level) for each grade for which you have defined the pricing. (If pricing has not

been defined, the item's RRP is displayed.) The **eGP%** column shows the estimated gross profit percentage on the sale at category level, or at global level if no category level pricing has been set.

NOTE: eGP% column The **eGP%** column may not be displayed if you belong to a staff group with restricted access privileges. For more details about setting up access privileges, see 'Security' on page 285.

5 Choose the grade of customer for which you want to define the pricing. Start with the **Def** (default) grade. This option is already selected. Use the arrow keys to select the required rule from the **Sell =** list, and then enter the amount or percentage in the **Amount** field.

NOTE: Restricted access privileges You may not be able to set single-item pricing if you belong to a staff group with restricted access privileges. For more details about setting up access privileges, see 'Security' on page 285.

6 Press ENTER. The **Grade A** option is selected. Select the required rule, and enter the amount or percentage in the **Amount** field.

7 Press ENTER. The **Grade B** option is now selected. Repeat the procedure described in step 5 and step 6 for each of the grades for which you want to define pricing.

8 When you have finished entering your grades, click **Add/Update**. The **Stock** column on the right displays the new retail price and new estimated gross profit percentage on the sale for each grade for which you have defined the pricing.

To edit single-item pricing

NOTE: Restricted access privileges You may not be able to edit single-item pricing if you belong to a staff group with restricted access privileges. For more details about setting up access privileges, see 'Security' on page 285.

1 Choose the grade for which you want to change the pricing.

2 Select the required rule from the **Sell =** list, and then enter the amount or percentage in the **Amount** field.

3 Press ENTER, and repeat the procedure for each of the grades for which you want to edit the pricing.

4 Click **Add/Update** when you have finished editing your grades. The edited pricing for the stock item is displayed in the **Stock** column in the frame to the right.

To delete single-item pricing

1 Choose the grade for which you want to delete pricing.

2 Click **Delete**.

To delete a single grade rule, select **<none>** as the rule that applies to that grade.

Promotional pricing

The promotional pricing feature allows you to add a mark-up or mark-down to a range of stock items that only applies for a certain period of time. You can set the start and end dates and times of each promotion, allowing you to prepare promotions for future use. Information about sales made during a promotion is provided via a special **Promotions Performance Activity** report.

Using promotional pricing you can:

- create new promotions (see 'To create a promotion' below)
- edit existing promotions (see 'To edit a promotion' on page 148)
- view existing promotions (see 'To view a promotion' on page 149)
- delete existing promotions (see 'To delete a promotion' on page 149)
- view and print the **Promotions Performance Activity** report (see 'To view or print a Promotions Performance Activity report' on page 150).

> **NOTE : Indicators that a stock item is in a promotion** Stock items that are included in a promotion are highlighted when displayed as part of a transaction for Sales, Lay-bys, Sales Order payments and Quotes. A promotional stock item will also be noted with a '#' symbol when a docket is printed.

Different variations in promotional pricing RetailManager promotional pricing allows one pricing variation for each promotion. In some circumstances you might want to have a number of different pricing variations for stock that is all part of one promotion.

For example, you might want to discount all food items by 10% and all hardware items by 20%. A simple solution is to create a new promotion for each different pricing variation, and run the promotions at the same time.

To create a promotion

When creating a promotion, you add details, such as a name, the type of pricing variation you want to apply and the start and end times and dates for the promotion.

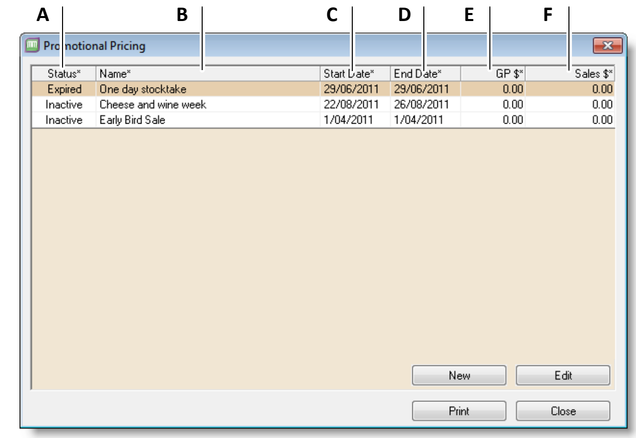
When you have completed the promotion details, you then select the stock you want to include in the promotion. The recommended retail price of the stock that you include in a promotion will be adjusted to reflect the pricing variation that you have applied.

Adding details of the promotion

1. Go to the **Stock Management** menu and choose **Promotional Pricing**. The **Promotional Pricing** window appears.

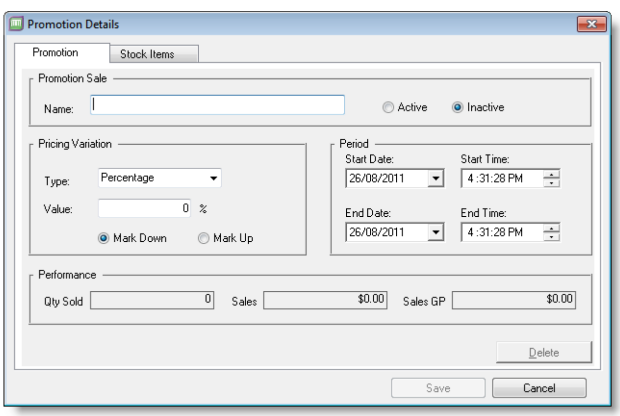
   If you have previously created any promotions, they will appear in this list. If not, the list will be empty.

You can click the column headings to sort the information.



A	Status	Can be Pending, Current, Inactive or Expired.
B	Name	Up to 50 characters long.
C	Start Date	Date in dd/mm/yyyy format.
D	End Date	Date in dd/mm/yyyy format.
E	GP $	Gross profit from the promotion.
F	Sales $	Total sales to date during the promotion.

2 Click **New**. The **Promotion** view of the **Promotion Details** window appears.



3 Enter the name for this promotion in the **Name** field, for example, Cheese and Wine Week.

If you want this promotion to be activated, select **Active**. The promotion must be activated for it to run.

4 In the **Pricing Variation** group, click the drop-down arrow beside **Type**, and select Percentage, Dollar or Replacement.

- **Percentage** allows you to record the promotional price as a percentage variation from the recommended retail price.
- **Dollar** allows you to record the promotional price as a variation from the recommended retail price.
- **Replacement** allows you to replace the current recommended retail price with a one-off replacement price.

5 Select **Mark Down** if you want to record the variation as a decrease in price from the recommended retail price. Select **Mark Up** If you want to record the variation as an increase in price from the recommended retail price.

6 Set the start and end dates and times for the promotion.

You can set up promotions in advance, ready for you to activate on the start date.

Selecting stock to be included in the promotion

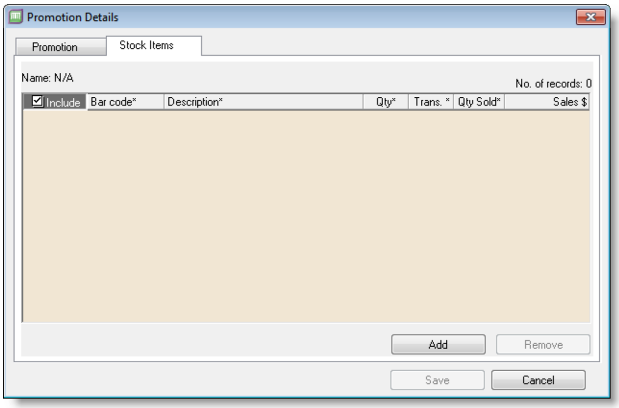
You select stock from the **Promotion Details - Stock Items** view.

7 If you already have the **Promotional Details** window open, continue with step 9.

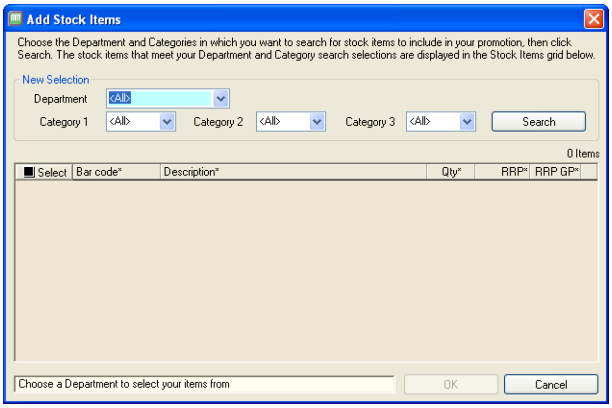
Otherwise, go to the **Admin** menu and choose **Stock Management** and then choose **Promotional Pricing**. The **Promotional Pricing** window appears.

8 Select the promotion to which you want to add stock items and click **Edit**. The **Promotion Details** window appears.

9 Click the **Stock Items** tab. The **Stock Items** view appears.



10 Click **Add**. The **Add Stock Items** window appears.

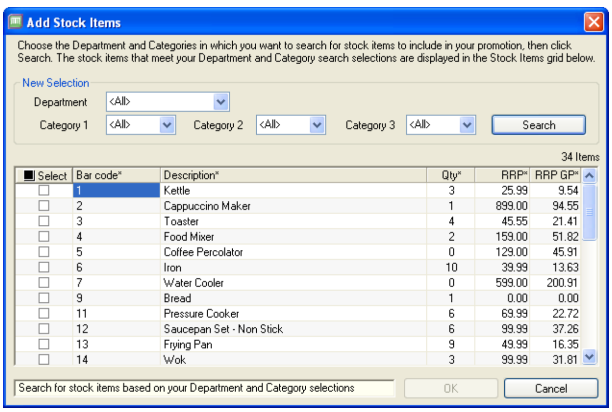


Use the **Department** list box and the three **Category** list boxes to search for and display stock items to be included in this promotion.

11 Click the drop-down arrow beside the **Department** list box and select the department in which you want to search.

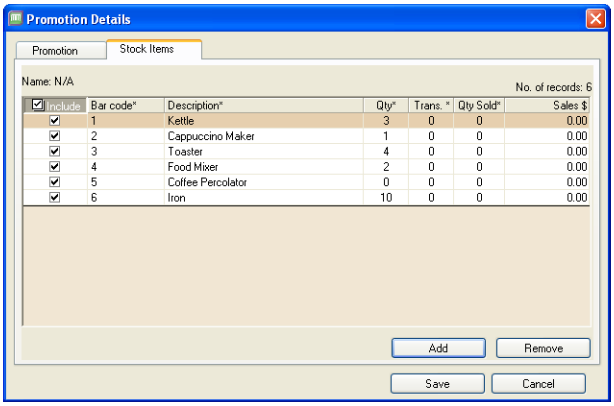
12 Click the drop-down arrow beside any **Category** list boxes associated with the department.

13 Click **Search**. A list of stock items that meet your search criteria appears.



14 Select the option in the **Select** column for each item you want to include in the promotion. To select all items, click the title of the **Select** column (Select).

15 Click **OK**. The **Stock Items** view appears with the stock you selected previously.



- If you choose not to include some or all of the selected stock in the promotion, deselect the **Include** option beside an individual stock item, or click the **Include** column title to deselect all stock items. When a stock item is listed in the **Stock Item** view but is not included, MYOB RetailManager applies the normal recommended retail price when a transaction is made that includes this item.
- If you want to remove a stock item from the promotion, highlight the stock item and click **Remove**.
- If you want to add more stock items to this promotion, perhaps using different search criteria, click **Add** to return to the **Add Stock Items** window.

16 Click **Save** to save your changes. The **Promotional Pricing** window appears.

Running concurrent promotions

You cannot have two separate promotions running at the same time with the same stock items.

For example, StickyFingers Confectionery have a one-off promotion running that includes the stock item ‘box of chocolates’. The proprietor now wants to create and run a new coffee promotion that includes all coffee and chocolate products. The stock item ‘box of chocolates’ cannot be added to the new coffee promotion because it is already part of a promotion that will run at the same time.

When you attempt to add a stock item which is already in a promotion, a warning message appears and the stock item is highlighted with a mark in the left column of the stock item line in the **Promotion Details -Stock Items** view. You must deselect the tick in the **Include** option for this item to continue with adding other stock items to the promotion.

If you want to include this stock item in the new promotion, you must remove the stock item from the overlapping promotion first.

❖ Select the overlapping promotion and locate the stock item. (See ‘To view a promotion’ below for information on locating stock items in a promotion.) Then, deselect the **Include** option alongside the stock item. You can now go back to your new promotion and include the stock item.

To edit a promotion

1 From the list of promotions in the **Promotional Pricing** window, highlight the promotion you want to edit.

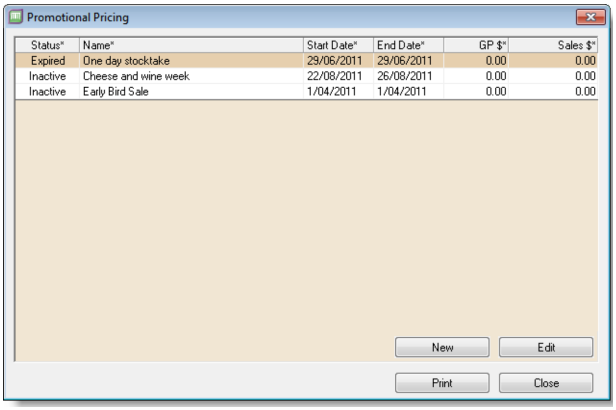
2 Click **Edit**. The **Promotion** view of the **Promotion Details** window appears.

3 Make your required changes to the promotion. For more about the information contained within a promotion, see 'To create a promotion' on page 144.

To view a promotion

To view promotions that are already set up in RetailManager:

1 Go the **Stock Management** menu and choose **Promotional Pricing**. The **Promotional Pricing** window appears.

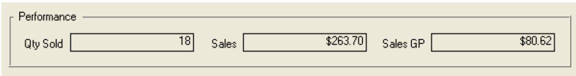


2 Select a promotion you want to view in detail.

3 Click **Edit**. The **Promotion** view of the **Promotion Details** window appears.

Review this screen for the start and end dates and times, the promotion's name and information about the promotion price variation (mark-down or mark-up).

The **Performance** group at the bottom of the **Promotion** view provides information about the quantity sold, the total sales figure, and the total sales gross profit (Sales GP) for stock items in the displayed promotion.



4 Click the **Stock Items** tab to view the stock items included in the promotion you are viewing.

To delete a promotion

You can only delete a promotion if no sales have been made to stock items that are part of that promotion.

1 From the list of promotions in the **Promotional Pricing** window, highlight the promotion you want to delete.

2 Click **Edit**. The **Promotion** view of the **Promotion Details** window appears.

3 Click **Delete**. A message appears.

4 Click **Yes** to confirm you want to delete the promotion. The promotion is deleted and the **Promotional Pricing** window reappears.

To view or print a Promotions Performance Activity report

You can view or print a **Promotions Performance Activity** report from the **Promotional Pricing** window.

If you already have the **Promotional Pricing** window open, continue with step 2.

1 Go to the **Stock Management** menu and choose **Promotional Pricing**. The promotional **Pricing Window** appears.

2 Select the promotion that you want to view or print. Hold the CTRL key when you want to select multiple promotions.

3 Click **Print**. The **Promotions Performance Activity** report is displayed.

RetailManager V 11.0 **Clearwater** 09/01/2009

A.B.N.: 45-6-7-89--090 25 Spring Street Blackburn VIC 3130 Phone: (03) 1234-5678 Fax: (03) 1234-5679

Promotions Performance Activity

Name: One day stocktake **Pricing Type:** Percentage **Created:** 9/01/2009
Period: 9/01/2009 11:43:37 AM To 16/01/2009 11:43:37 AM **Pricing Value:** 10.00 (Mark Down) **Status:** Current

No. of Items	Qty Sold	Sales $	GP $	RRP $	RRP GP $	Disc. $	Disc. GP $
3	10	727.13	195.57	807.92	269.02	80.79	73.45

Bar code	Description	Trans. #	Qty Sold	GP $	Sales $	Avg. RRP $	Disc. $
13	Frying Pan	5	5	59.05	224.96	49.99	25.00
14	Wok	3	3	68.16	269.97	99.99	30.00
5	Coffee Percolator	2	2	68.36	232.20	129.00	25.80
Sub-totals:	Items: (3)	10	10	195.57	727.13	80.79	80.79

Summary

No. Of Promotions	1	
No. Of Items	3	
No. Of Items Sold	10	
No. Of Transactions	10	GP $
Sales $	727.13	195.57
RRP $	807.92	269.02
Discount $	80.79	73.45

The **Promotions Performance Activity** report includes complete information about promotion details, and sales information in both summary and detailed form.

Click the print icon to print the report or click the close icon to close the report viewer and return to RetailManager.

Bulk price updates

Bulk price updates enable you to apply a price adjustment to multiple stock items. You select the stock items by category, then apply price updates either as a complete new price or as an adjustment to the current price.

You can apply bulk price adjustments either as a percentage of expected gross profit or as an amount.

If you want to make changes to other stock item details such as bar code, description or quantity held, see 'Updating stock item details' on page 118 for more information.

To apply bulk price updates

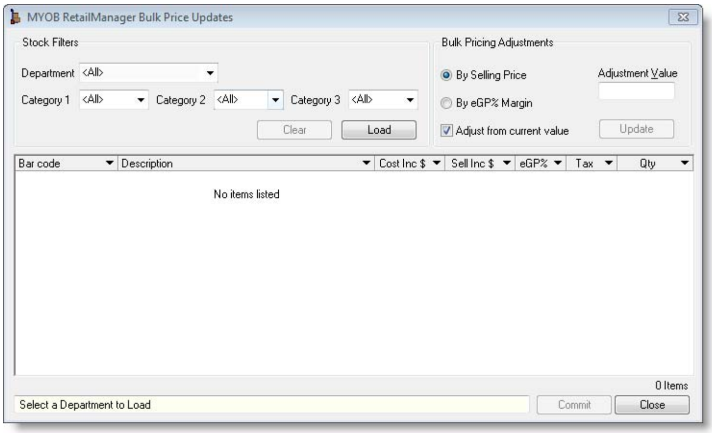
1 Go to the **Stock Management** menu and choose **Bulk Price Updates**.

> CAUTION : **Exclusive access to your shopfront is required** When you make bulk price adjustments, you need exclusive access to your shopfront while you make changes to your stock.

A message appears informing you that you must close all connections to your current shopfront.

2 Ensure no other terminals are connected to your shopfront if you are using RetailManager on a network.

3 Click **Yes**. The shopfront closes and the **MYOB RetailManager Bulk Price Updates** window appears.



4 In the **Stock Filters** group, select the department and categories of the required stock items.

5 Click **Load**. The stock items that match the selected department and categories are displayed.

Ensure the items selected are the items to which you want to make updates before you proceed.

6 If you want to adjust your prices by an amount:

a In the **Bulk Price Adjustments** group, click **By Selling Price**.

- If you want to **add or subtract** an amount to or from the current price (for example, you might want to add $2.00 to each stock item), select the **Adjust from current value** option.
- If you want to assign a **new** price (for example, you might want to price all listed stock at $10.00) deselect the **Adjust from current value** option.

b In the **Adjustment Value** field, enter the value that you either want to apply as an adjustment or as a price.

7 If you want to adjust your prices by expected gross profit (eGP%):

a In the **Bulk Price Adjustments** group, click **eGP% Margin**.

- If you want to adjust the **current** margin, select the **Adjust from current value** option.
- If you want to assign a **new** margin, deselect the **Adjust from current value** option.

b In the **Adjustment Value** field, enter the value that you either want to apply as a new margin or as an adjustment.

8 Click **Update**. The updated prices appear.

9 Check the results of your pricing adjustments to ensure they are correct.

NOTE: Adjusting a price or margin for a single stock item Click either the **Sell Inc** or **eGP%** column of a selected stock item line in the **MYOB RetailManager Bulk Price Updates** window and enter the adjustment.

10 Click **Commit**. The results of your pricing adjustments are saved to the RetailManager stock database.

11 Go to the **File** menu and choose **Open Shopfront** to continue using RetailManager.

Stock at other shops

Look up Stock At Other Shops is an MYOB RetailManager feature that works in combination with MYOB RetailEnterprise and enables you to view the stock held at other shops in your RetailManager network.

For more information about using stock at other shops, see your MYOB RetailEnterprise *User Guide* or contact an MYOB RetailManager Professional.

Bar codes

Bar codes enable you to identify an item (or multiple items) by using a bar code scanner. This dramatically reduces the effort required to input information about an item when performing transactions and when performing a stocktake.

This section provides information on the following topics:

- 'Reallocating bar codes' below
- 'Printing custom bar codes' on page 153
- 'Customising bar code labels' on page 156.

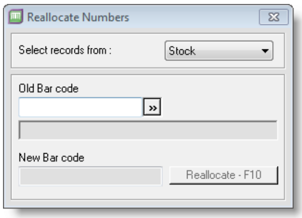
Reallocating bar codes

If you want to change the bar code of a stock item, you can *reallocate* the bar code. This is useful, for example, when a supplier changes the bar code of an item, or a new bar code clashes with that of an existing stock item (and you want to assign a different bar code to the existing item).

You can reallocate a bar code to an existing bar code so that there is more than one product on that bar code. This is useful for example when you have the same product in different colours or sizes, all with the same bar code. See 'Creating duplicate stock items with a single bar code' on page 112 for more information.

To reallocate a bar code

1 Go to the **Admin** menu and choose **Reallocate Numbers**. The **Reallocate Numbers** window appears.



2 Click the **Select records from** drop-down arrow and choose **Stock** from the list of available options.

3 Enter the old bar code in the **Old Bar code** field.

4 Enter the new bar code in the **New Bar code** field. This must be a *new* bar code, i.e. one that has not been assigned to a stock item (otherwise you will have two products on the same bar code). If you want RetailManager to enter a new bar code, press F5.

5 Click **Reallocate - F10** or press F10.

Once you have reallocated the bar code, the old bar code is cleared and can be used again for a new stock item.

Printing custom bar codes

MYOB RetailManager allows you to print bar codes of the type 'Code 128'. This type of bar code looks like any other bar code, except that it does not have to conform to any regulatory body (as is the case with type 'EAN 13'). You can use any number sequence for your bar codes.

NOTE: Printing bar codes See 'Printing bar codes for goods received' on page 137 for more information about printing bar codes when receiving goods into stock.

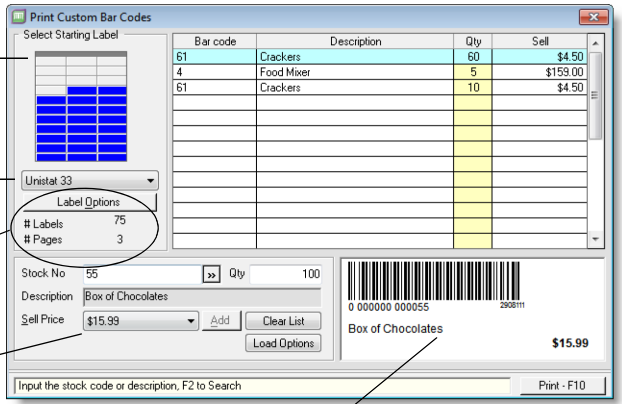
Make sure that your bar code scanner is set to operate with both the 'EAN 13' and 'Code 128' type of labels.

In RetailManager, you can use the following types of bar code labels:

- Unistat 33
- Avery DL33 (33 labels per page)
- Avery 65 (65 labels per page)
- L7651 - Avery Mini Address
- L7160 - Avery Address
- L7161 - Avery Address
- J8651 - Avery Mini Address
- J8159 - Avery Address
- J8162 - Avery Address.

To print custom bar codes

1 Go to the **Tools** menu and choose **Custom Bar Codes**, or press CTRL+M. The **Print Custom Bar Codes** window appears.



2 Choose the required type of bar code label. The default is Avery 33. See 'Printing options' on page 31 to change the default.

3 Enter the bar code or stock number in the **Stock No.** field and press ENTER.

NOTE: Multiple stock items If the stock number has multiple stock items associated with it, a drop-down list appears. Use the arrow keys to select the required stock item, and press ENTER.

---

4 In the **Qty** field, enter the quantity of bar code labels you want to print for the stock item, and press ENTER or click **Add**. The details of the product appear in the grid.

5 Click the drop-down arrow beside the **Sell Price** field and select how you want the price to appear on the bar code.

A print preview of the selected bar code is displayed in the white frame at the bottom right corner of the window.

NOTE: Modifiable Qty field in bar code grid You can modify the **Qty** (quantity) field directly in the bar code grid.

---

6 Repeat these steps for each stock item for which you want to print bar code labels.

7 Select the starting point for the labels. In the **Select Starting Label** frame, click where on the grid you want the labels to start printing. This is useful when you are using a sheet of labels that only has a few stickers left.

8 When you are done, click **Commit - F10** or press F10 to commit the information. Bar code labels are printed on your A4 printer.

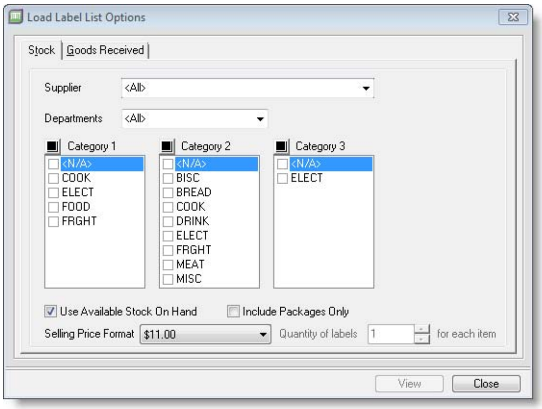
Loading bar codes for printing

You can choose to load multiple bar codes to be printed, either by selecting a group of stock items from your current stock, or by selecting items from Goods Received. You set load options in the **Load Label List Options** window.

To load multiple stock bar codes for printing

1 Click **Load Options** in the bottom frame of the **Print Custom Bar Codes** window. The **Load Label List Options** window appears.

2 Click the **Stock** tab.



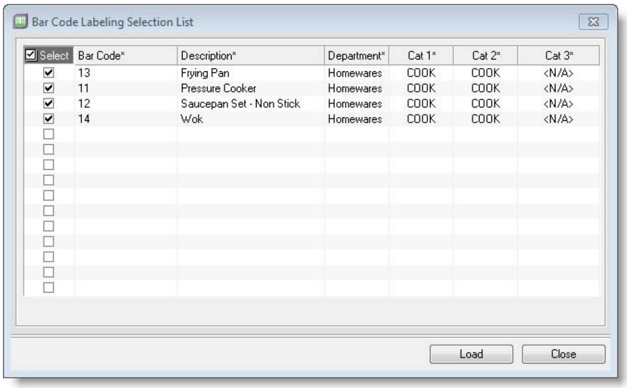
3 Select the supplier, department, categories and category values. Click the select all icon ( ) to select all values in the category, if desired.

4 Select the stock type, either **Use Available Stock On Hand** or **Include Packages Only**.

5 Choose the selling price format.

6 Enter the quantity of labels you want printed for each of the items.

7 Click **View**. The **Bar Code labelling selection list** window appears.



8 Select the items you want to create bar code labels for by clicking in the **Select** column beside each of the item bar codes. A tick is displayed for each of the items selected.

9 Click **Load**.

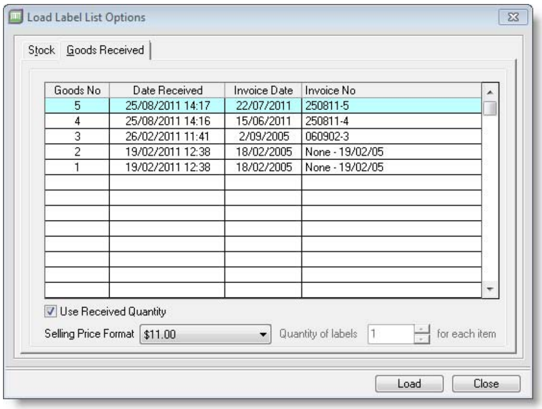
10 Click **Close** to close the **Load Label List Options** window.

11 Click **Print - F10** or press F10 in the **Print Customer Bar Codes** window to print the bar code labels.

To load multiple goods received bar codes for printing

1 Click **Load Options** in the bottom frame of the **Print Custom Bar Codes** window. **The Load Label List Options** window appears.

2 Click the **Goods Received** tab.



3 Select the Goods Received item for which you want to print labels.

4 Select the number of bar codes you want printed in the **Quantity of Labels** frame or select the **Use Received Quantity** option to print out the exact number of labels as goods received.

5 Select the selling price format for the bar codes to be printed from the drop-down in the **Selling Price Format** frame.

6 Click **Load**.

7 Repeat these steps for each lot of goods received for which you want to print bar codes.

8 Click **Close** to close the **Load Label List Options** window.

9 Click **Print - F10** or press F10 in the **Print Custom Bar Codes** window to print the bar code labels.

Customising bar code labels

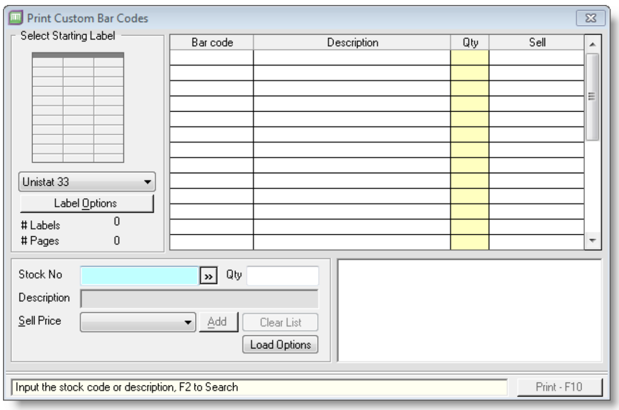
You can modify a number of options that enable you to customise your bar code labels. You can now choose to:

- show or hide the stock item description
- show or hide the price
- move the price from right to left
- select different formats for the date on the label
- show or hide the date

- move the date from right to left
- format for date (taken from regional settings)
- show, hide or change the font of the bar code caption (number).

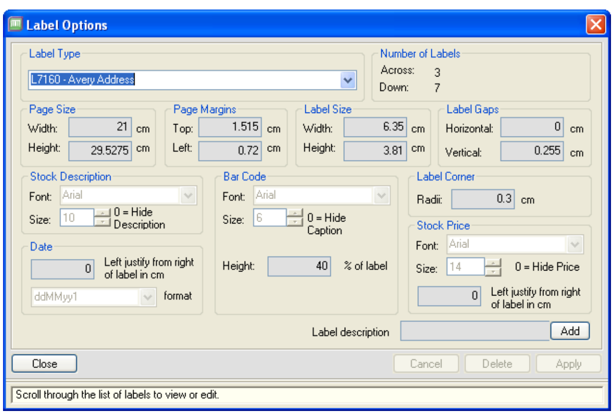
To set custom label options

1 Go to the **Tools** menu and choose **Custom Bar Codes**. The **Print Custom Bar Codes** window appears.



2 Click a label type from the drop-down list in the **Select Starting Label** frame.

3 Click **Label Options**. The **Label Options** window appears.



4 Click **Add** at the bottom of the window.

5 Type your label name in the **Label description** field to the left of the **Add** button.

> **NOTE: Margin setting** When specifying the page margin settings for your bar code labels, you also need to check your printer's margin or unprintable area settings and make sure that they are correct. Your printer's margin settings determine where the printing will start.

6 Alter the settings to customise your own label types.

To...	Do this...
Hide the description	In the **Stock Description Font** frame, enter zero in the **Size** field.
Hide the stock price	In the **Stock Price Font** frame, enter zero in the **Size** field.
Adjust the position of the price on the label	Enter the number of centimetres (from the right corner of the label) that you want the price left justified.
Specify a date format	In the **Date** frame, click the down arrow and choose the required format.
Hide the date	Click the down arrow and select 'Do not display' from the list.
Adjust the position of the date on the label	Enter the number of centimetres by which you want to left justify the date.

7 Click **Apply**.

8 Click **Close**.

Returned goods

NOTE: Processing multiple returns If you are processing a lot of returns together, you can have several Returned Goods windows open at once, and use CTRL+TAB to move between the windows.

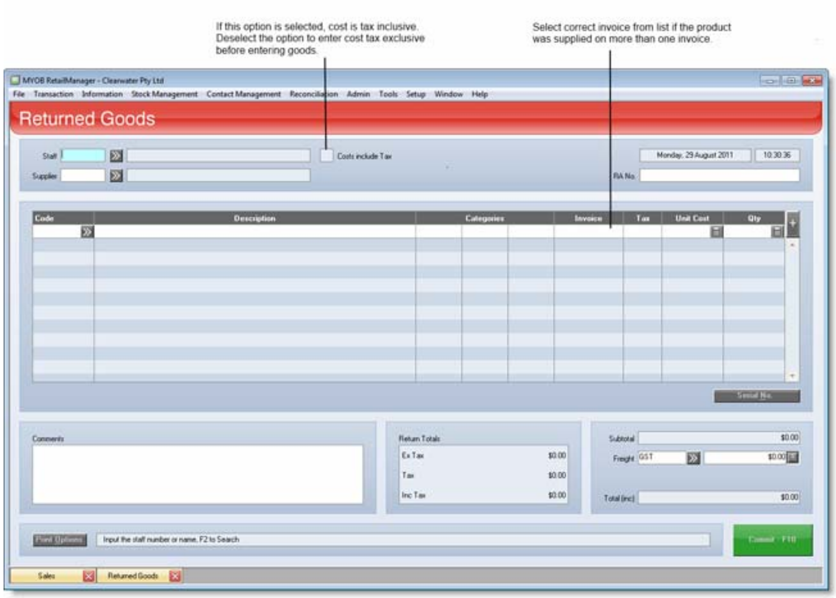
In MYOB RetailManager **'returned goods'** refers to goods you are returning to a supplier. These could be goods you have received damaged from the supplier, faulty goods, goods that you didn't order, and so on.

It is common practice that you need a Returns Authorisation form from your supplier to be able to return goods to that supplier. You may want to check that you have the authorisation before you send the goods back.

NOTE: Tracking serial numbers through returned goods If the goods you are returning have serial numbers you are tracking, ensure you enter the appropriate serial number information. See 'Serial numbers' on page 160 for more information.

To return goods to a supplier

1 Go to the **Transaction** menu, and choose **Returned Goods**, or press F8. The **Returned Goods** window appears.



2 Enter your staff number in the **Staff** field, and then enter the supplier number in the **Supplier** field.

3 Enter the supplier's **Return Authorisation** number in the **RA No.** field.

4 Scan or type the bar code of the product you want to return to the supplier in the **Code** field and press ENTER.

5 Select the invoice. If there is a record of you having been supplied this product from this supplier, the invoice number(s) will be displayed in the **Invoice** field. If the product has been supplied to you on more than one invoice, the most recent invoice number is displayed by default. Use the arrow keys to scroll back through the invoice numbers to select the required invoice. You can also choose to leave this field blank.

As you scroll through the invoice numbers, the invoice unit cost of the product for each invoice is displayed in the **Unit Cost** field. You can change the unit cost that you are claiming for the returned product.

NOTE: Check invoice If no invoice number is displayed in the **Invoice** field, then this product has never been recorded as supplied to you by this supplier.

6 Make sure that the tax code displayed in the **Tax** field is the same one used by the supplier when this item was supplied.

7 Enter the quantity of the product you are returning in the **Qty** field.

NOTE: Editing a line To edit a line in the grid, select it and press ENTER. This brings the item to the product details line, ready for editing.

8 Enter an explanation of why you are returning the product, or any other comments about the return in the **Comments** field.

9 Press ENTER again and commit the transaction.

A **Returned Goods Advice Note** is printed, unless you have selected not to print one in the **Printing Options** window. If you want to print more than one copy of every Returned Goods advice note, for example to send one to the supplier and keep a hard copy on file, choose **Reprint – Returned Goods** from the **Tools** menu, or set RetailManager to print two copies of the Returned Goods docket.

NOTE: **Exporting to your MYOB business management software** If you are exporting your data to your MYOB business management software, returned goods will appear as journal entries in 'Settle Returns & Debits' in your MYOB business management software.

Serial numbers

RetailManager serial numbers can be processed when you create a stock item (See 'Creating a new stock item' on page 106) or at any time during your inventory lifecycle, up to and including the time of sale.

RetailManager's serial numbers help you to:

- retain online records of serial numbers for post-sale warranty servicing
- enforce unique serial numbers for tighter stock control
- process serial numbers by supplier or product.

You set options that apply to all your serial numbers using the **Serial Number Options** window. See 'Serial number options' on page 51 for more information.

You access serial number functionality using the **Serial No.** button in the **Goods Received**, **Returned Goods**, **Stock**, **Sales**, **Sales Order Payment**, **Lay by Payment** and **Quote Converter** windows.

You can create and process a serial number for an actual item at the time of a transaction (Receipt of Goods, Sale, Sales Order Payment, Lay by Payment or Quote Conversion).

The following sections provide information on how to work with serial numbers from the windows within RetailManager that have serial number functionality.

To enable serial numbers for a stock item

You enable serial numbers for an existing stock item by selecting the **Track Serial Numbers** option in the **Stock** window.

You enable serial numbers for a new stock item by selecting the **Track Serial Numbers** check box when you are creating an item either in the **Stock** window or the **Create New Stock** window.

Assigning serial numbers through transaction windows

When you make a transaction that includes a stock item that has serial numbers enabled, you assign the serial number before you commit the transaction.

You can assign serial numbers through the following windows:

- Sales
- Lay-by Payments
- Sales Order Payments
- Quote Conversion
- Lookup Serial Number.

To process a serial number during a transaction

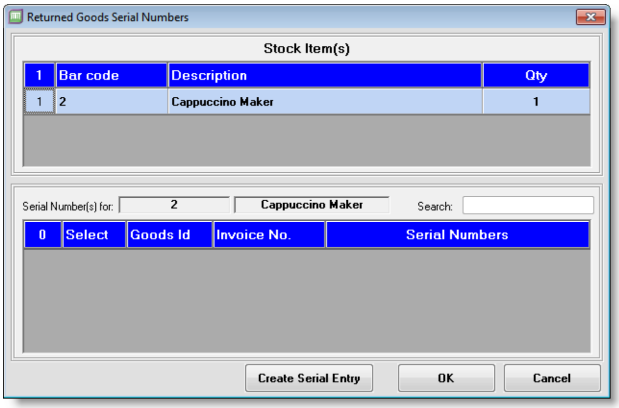
Serial number entries should be processed for a stock item before you complete and commit a transaction.

1. Begin a transaction, such as a sale, by completing the appropriate fields in the transaction window and by entering the product details of the item in the item selection line.
2. Press TAB, ENTER or click **+** to move the item to the entered item list of the transaction window.

   If you have **Prompt for Serial Number Entry** set in your **Serial Number** options, the appropriate **Serial Numbers** window appears.

   If you do not have **Prompt for Serial Number Entry** set in your **Serial Number** options, locate and click **Serial No.** in the transaction window. The appropriate **Serial Numbers** window appears. For more information about serial number options, see 'Serial number options' on page 51.

   The **Sales Serial Numbers** window is displayed as an example below.



   The top frame of the **Serial Number** window displays all the stock items in the entered item list of the transaction window that have serial numbers enabled.

   The bottom frame contains a list of the serial numbers that apply to the stock item highlighted in the top frame.

   Each serial number entry includes the time in days (Age) since the serial number was created, either through the **Goods Received** window or through the **Stock** window. See 'Assigning serial numbers from the Goods Received window' on page 162 and 'Assigning and creating serial numbers from the Stock window' on page 163 for more information.

3 Select the serial number that applies to your item by selecting the option in the select column on the same line as the serial number.

If the serial number is not in the list, you can create a serial number entry. See 'To create a serial number entry at the time of a transaction' below for more information.

4 If you want to enter warranty information, click the **Warranty Expires** column. A down arrow is displayed.

5 Click the down arrow. A calendar appears.

6 Select the warranty expiry date for this item.

7 When you have completed assigning serial numbers and setting serial number information, click **OK**.

8 The **Serial Numbers** window closes, and the original transaction window appears.

9 Continue with the transaction.

To create a serial number entry at the time of a transaction

1 From the transaction window, locate and click **Serial No.** The **Serial Number** window appears.

2 Select the stock item for which you want to create a serial number entry in the top frame. The bottom frame of the **Serial Number** window displays all current serial numbers available for the selected stock item.

3 Click **Create Serial Entry**. A new serial entry is added to the lower frame, with a tick already applied to the **Select** option.

NOTE: Number of new serial entries You can only create as many new serial entries as the quantity of the stock item selected in the current transaction. The quantity is displayed in the last column of the top frame of the **Serial Number** window.

---

4 Select the serial entry line in the **Serial Numbers** column and enter the serial number.

5 If you want to enter warranty information, click the **Warranty Expires** column. A down arrow appears.

6 Click the down arrow. A calendar appears.

7 Select the warranty expiry date for this item.

8 Click **OK.** The **Serial Number** window closes and the original transaction window appears.

Assigning serial numbers

When the **Track Serial Number** option is selected for a stock item, the **Serial No.** button becomes active in the **Goods Received**, **Returned Goods**, **Stock**, **Sales**, **Sales Order Payment, Lay-by Payment** and **Quote Converter** windows. This allows you to create, assign, reassign and view serial numbers from the relevant windows.

Assigning serial numbers from the Goods Received window

When you assign serial numbers to your goods as you receive them, and you record the invoice number from your supplier as part of the goods received process (see 'To receive goods into stock' on page 132 for more information) the invoice number and goods ID recorded by RetailManager are included with the serial number entry. You can access this extra information later through the **Stock** window.

The process of recording a serial number entry for a stock item is the same as that for other transaction windows. See ‘Assigning serial numbers through transaction windows’ on page 161 for more information.

Assigning and creating serial numbers from the Stock window

You use the same procedure to create and assign serial numbers using the stock window as you do for transaction windows. See ‘Assigning serial numbers through transaction windows’ on page 161 for more information.

When you create serial number entries using the stock window you can create as many serial number you want.

To reassign serial numbers through a refunded sale

When a customer returns a stock item with a previously tracked serial number, perhaps for warranty work or a refund, you perform a refund using the **Sales** window to bring the stock item back into your inventory, enabling you to reassign the original serial number. See ‘To refund a sale’ on page 199 for the complete procedure you perform for refunding a sale.

1 Go to the **Sales** window either by pressing F6, or by choosing **Sales** from the **Transaction** menu.

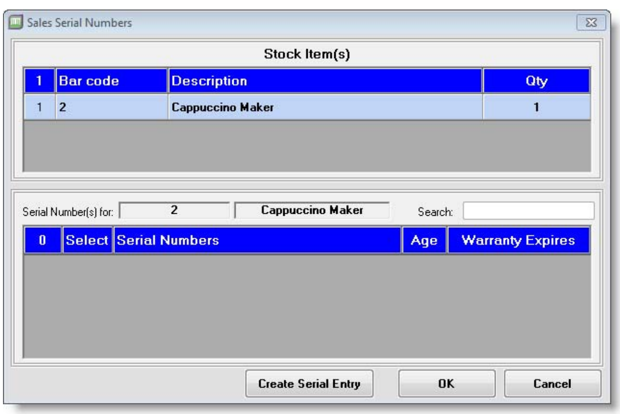
2 Scan or enter the bar code for the product being refunded, and enter a negative quantity in the **Qty** field, to indicate that it is being refunded.

3 Press TAB, ENTER or click **+** to move the item to the entered item list of the transaction window.

   If you have **Prompt for Serial Number Entry** set in your **Serial Number** options, the appropriate **Serial Numbers** window appears.

   If you do not have **Prompt for Serial Number Entry** set in your **Serial Number** options, locate and click **Serial No.** in the transaction window.

   The appropriate **Serial Numbers** window appears.



   The stock item is displayed in the top frame of the **Sales Serial Numbers** window with the **Qty** field highlighted and **Rtn(x)** displayed (where x represents the number of items returned).

4 Click **Create Serial Entry** and enter the serial number that was previously applied to this stock item.

   If you are not sure as to the original serial number for this stock item, use the **Lookup Serial Numbers** window to view the serial number audit trail for this item. You can search on serial number transactions based on bar code, customer number, supplier number and the serial number itself. See 'The Lookup Serial Numbers window' on page 165 for more information.

5 Click **OK.** The **Serial Number** window closes and the **Sales** window appears.

6 Continue with the refund transaction.

Viewing detailed serial number information

You can view detailed information from the **Stock Information Serial Numbers** window, accessed through the **Stock** window.

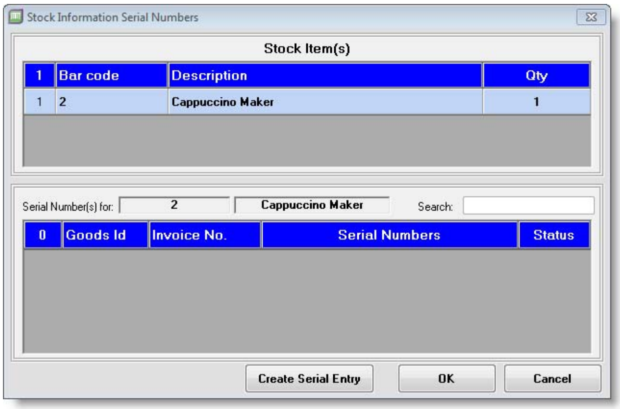
The **Stock Information Serial Numbers** window displays comprehensive information about serial number entries, including (where applicable) the RetailManager created goods ID and a supplier's invoice number entered through the goods received window. You can also view the inventory status of the stock item associated with a serial number entry.

To view detailed serial number information

You view detailed information about serial number entries for a stock item through the **Stock** window.

1 Go to the **Stock** window and scan or enter the bar code of the item. The **Serial No**. button becomes active.

2 Click **Serial No**. The **Stock Information Serial Numbers** window appears.



Information about the serial numbers assigned to stock items with the bar code you entered is displayed in the lower frame of the **Stock Information Serial Numbers** window.

The **Status** column indicates the inventory status of the stock item associated with a particular serial number. **IN** indicates the item is in stock, **LB** indicates the item is held on lay-by, **SO** indicates the item is on sales order.

While a stock item has the status of **IN** you can edit the serial number, you cannot edit a serial number with the status of LB or SO.

3 Click **OK** to return to the **Stock** window.

The Lookup Serial Numbers window

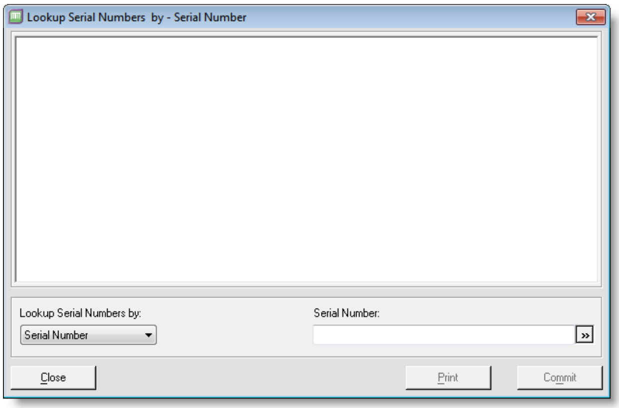
The **Lookup Serial Numbers** window allows you to follow a serial number's audit trail. This means you can view all the transactions committed with a particular stock item that has a recorded serial number.

You access the **Lookup Serial Numbers** window through the **Admin** menu. You can choose to look up serial numbers by serial number, by bar code, by supplier number and by customer number.

You can also use the **Lookup Serial Numbers** window to edit serial numbers that belong to items that have been sold, or stock items that have been returned to a supplier. This allows you to edit serial numbers when the stock item is no longer physically in your inventory. Serial numbers of items no longer in your inventory can only be found using the **Lookup Serial Numbers by: Serial Number** selection.

To use the Lookup Serial Numbers window

1 Go to the **Admin** menu and choose **Lookup Serial Numbers.** The **Lookup Serial Numbers** window appears.



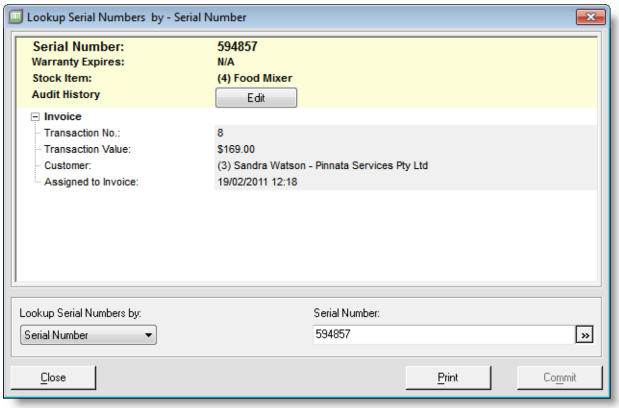
2 Click the down arrow beside the **Lookup Serial Number by:** field.

3 Select the classification by which you want to search (serial number, bar code, supplier number or customer number).

4 Either enter the appropriate number, or click the search icon (») and select the entry from the list.

An audit trail is shown in the top portion of the **Lookup Serial Numbers** window, displaying all the serial number transactions relevant to your initial search criteria.

For example, if you choose to look up serial numbers by a specific customer number, a list of all transactions that involved serial numbers and that customer is displayed. If you choose to look up serial numbers by a specific serial number, a list of all committed transactions against that serial number is displayed.



5 Click **Commit** to finalise your changes.

6 Click **Print** to print the audit trail to your report printer. Click **Close** to finish viewing the audit trail and to return to RetailManager.

To edit serial numbers after a sale or returned goods transaction

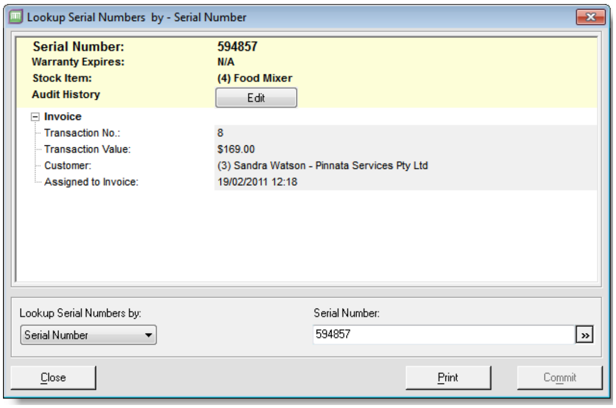
NOTE: Finding the right serial number If you are uncertain of the serial number you are looking for, see 'To use the Lookup Serial Numbers window' on page 165 to find the serial number by searching by customer number or supplier number.

1 Go to the **Admin** menu and choose **Lookup Serial Numbers.** The **Lookup Serial Numbers** window appears.

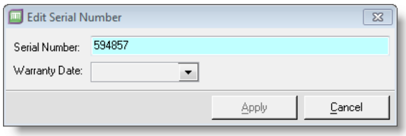
2 Click the down arrow beside the **Lookup Serial Number by:** field and select **Serial Number** as the classification by which you want to search.

3 Either enter the serial number, or click the search icon (») and select the entry from the displayed list.

The serial number audit trail is displayed in the top part of the **Lookup Serial Numbers** window, and an **Edit** button appears.



4 Click **Edit**. The **Edit Serial Number** window appears.



5 Edit the serial number, add or change the warranty date as required.

6 Click **Apply** to record your changes. The **Edit Serial Number** window closes.

7 Click **Commit** to finalise your changes.

8 In the **Lookup Serial Number** window, click **Print** to print the audit trail to your report printer. Click **Close** to finish viewing the audit trail and to return to RetailManager.

Stocktaking and stock adjustment

Traditionally, stock adjustment procedures have consisted of the annual stocktake; this is the one time of the year when a retailer would synchronise actual with recorded inventory levels.

The MYOB RetailManager stock adjustment procedures offer several more options, which allow a busy retailer to adjust stock levels for an individual stock item or any department or category of stock items, in addition to the complete stocktake. This gives the retailer the flexibility to run a partial stocktake of a company’s goods for a representative’s visit, or adjust the stock level of a single stock item because additional stock has been found in the storeroom.

The annual stocktake is still an important and major undertaking. You can use your computers and scan your stock directly into RetailManager, or you can print out stocktake sheets in RetailManager for a manual stocktake. You can then run the **Discrepancy** report to identify discrepancies.

The What's In Stock reports

The **What's In Stock** report and **What's In Stock Detailed** report can be a useful alternative to performing a stocktake. You can run these reports for your entire inventory, or for any department or category. You can run the reports for a specific supplier in preparation for a representative's visit.

There are several primary and secondary sort criteria (by bar code, description, available quantity, and so on) for these reports, which can then be sorted in ascending or descending order. You can also choose to group the stock items by supplier.

The following is an example of the **What's in Stock** report.

RetailManager V8.0 **Clearwater** 08/03/2005

ABN: 12-345-678-910 25 Spring Street Blackburn VIC 3130 Phone: (03) 1234-5678 Fax: (03) 1234-5679

What's In Stock

Name Like:	All
Department:	Homeware
Category 1:	<All>
Category 2:	<All>
Custom 1:	<All>
Custom 2:	<All>
Primary Sort:	None
Secondary Sort:	None
Grouped By :	Department

Note: P = Package item. F = Fractional quantities are accepted. A= Allows renaming of the item at point of sale.

Description		Brand	Type	P	F	A	Cost $	Avail Qty	S/O Qty	L/B Qty	Total Qty	Ext Cost $
Homeware												
Frying Pan		Scarpi	Nstick	_	_	_	29.09	9	0	0	9	261.82
Pressure Cooker		KChef	Steel	_	_	_	40.91	6	0	0	6	245.45
Saucepan Set		KChef	Nstick	_	_	_	53.64	6	0	0	6	321.82
GroupTotals for :	Homeware							21	0	0	21	829.09
		Quantities value breakdown:						829	0	0		

Report Totals :

	Quantities	Value
Available:	21	829.09
Sales Order:	0	0.00
Lay-by:	0	0.00
Total:	21	829.09

The complete stocktake

A complete stocktake is a major undertaking, which usually involves a lot of extra staff, organisation and time. While some retailers may only do a complete stocktake annually, many retailers are now stocktaking monthly, bi-monthly or quarterly.

In MYOB RetailManager you can either printing out stocktake sheets in RetailManager and run a manual stocktake, or use your bar code scanner and computer(s) and count your stock directly into RetailManager, which will improve the accuracy and speed of your stocktake. RetailManager allows you to continue to make sales and receive goods during the stocktake. See 'Making sales and receiving goods during stocktake' on page 171 for more information.

NOTE: Scanning If you are using a scanner, it's a good idea to have one person scanning bar codes and another person stationed at the computer to pick up on any potential errors, such as incorrect bar codes.

Important note Only perform a complete stocktake if you intend to count **every** item of inventory. You must include **all** items of stock in your count, including items set aside for lay-by and sales order.

NOTE: Stocktaking packages You cannot stocktake packages. You must count their components individually.

Performing a stocktake using a bar code scanner

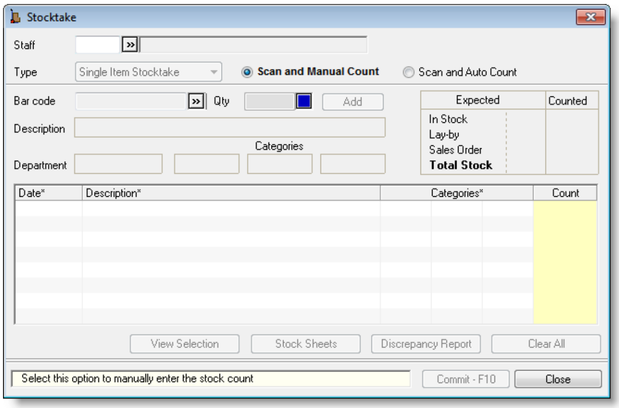
Use your bar code scanner and computer(s) to assist you in data entry for your stocktake. Alternatively, you can perform a manual stocktake. See 'Performing a manual stocktake' on page 171 for more information.

To run a complete stocktake using a bar code scanner

1 Go to the **Stock Management** menu and choose **Stocktake**, or press SHIFT+F11.

2 If you have any RetailManager windows open (such as a **Sales** window), a further message appears informing you that RetailManager will close all windows.

3 Click **OK** to close any open windows. The **Stocktake** window appears.



4 Enter your staff number in the **Staff** field, and press ENTER. You can also press F2 to search for your number.

5 Select **Full Stocktake** from the **Type** drop-down list.

6 Specify how you intend to count the items:

- If you are counting multiple quantities of the same product, select the **Scan and Manual Count** option. This means that you will need to manually count the products. You scan the first product and then enter the quantity of the product counted.
- If you want to count only single quantities of each stock item at a time, select the **Scan and Auto Count** option. This means that a quantity of one will be assumed for every product scanned. If you are counting multiple quantities of the same stock item, don't select this option.

NOTE: Clearing the stocktake grid Click **Clear All** to clear the grid of any existing stocktake counts if this is not your first RetailManager stocktake.

7 Scan the product's bar code, or manually enter it in the **Bar code** field and press ENTER. You can also use the search icon (») to locate the product. When you enter the bar code/stock number, the product description, supplier, cost, price, and quantity in stock are displayed for the product.

If you chose to do an auto count in step 6, the product is added to the grid.

8 If you chose to do a manual count in step 6, enter the quantity of the product in the **Qty** field and click **Add**.

NOTE: Quantity displayed in red The quantity value is displayed in red if the quantity you entered does not match the stock level in RetailManager.

9 Repeat step 7 and, in case of a manual count, also step 8, for the rest of the stock items.

The grid displays each scanned/counted product. You can use the scroll bar or arrow keys to view the list. For each product entered, the date the count was entered, the product description and the count are displayed in the grid.

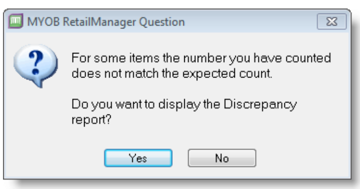
Click the **Date** header in the grid to sort the stock items by date, **Description** to sort by stock item description, or **Count** to sort by number counted of the stock item. Right-click the header to sort the column in descending order.

NOTE: Changing the count of a product There are two methods to change the count of a product: either change the count directly by entering a number in the **Count** column in the stocktake grid, or highlight the product line in the grid and press ENTER. The product details appear in the top half of the window. Change the count and press ENTER.

10 If you want to continue the stocktake later, click the close icon (**not** the **Commit - F10** button). RetailManager saves the items and quantities you have entered so far. When you open the **Stocktake** window again, you can continue from where you stopped.

11 When you have finished the stocktake, click **Commit - F10** or press F10 to commit the information.

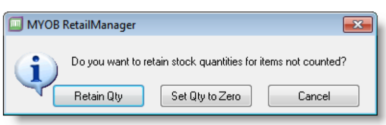
12 If there is a discrepancy in the amount and you have not previously viewed the **Discrepancy** report, a message appears asking if you want to view this report.



Do one of the following:

- To view the report, click **Yes.**
- To proceed to complete the stocktake, click **No**.

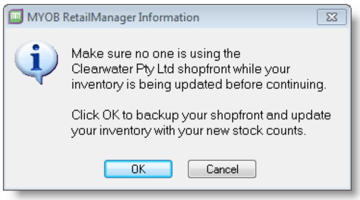
13 If there are items you have not counted, a message appears asking if you want to retain the stock quantities for these items.



Do one of the following:

- To retain the current quantities of the items, click **Retain Qty**.
- To set the quantities of the items to zero, click **Set Qty to Zero**.
- To return to the **Stocktake** window, which you may want to do if you want to include these items in the stocktake, click **Cancel**.

A warning message appears asking you to ensure that no one else is using your shopfront at this time.



14 Click **OK** to commit the stocktake. When the stocktake is completed, a confirmation message appears.

Making sales and receiving goods during stocktake With many businesses trading seven days a week, it is common for retailers to still be trading at least during part of the stocktake. RetailManager allows you to make sales and receive goods during stocktake. This means that your till(s) can be free to make sales in the middle of a stocktake. If you have the **Stocktake** window open on a computer, you can simply open the **Sales** window and make a sale.

Once you have made the sale, return to the **Stocktake** window and manually adjust the count for the sold stock items that have already been counted. This ensures the integrity of the stocktake.

To make a sale during stocktake

1 With the **Stocktake** window open, open the **Sales** window and make the sale to the customer in the usual way.

2 When the sale has been made, display the sale again in the **Sales** window.

3 Return to the **Stocktake** window, and check whether the stock item sold has already been counted in the stocktake. If the stock item:
- **hasn't** been counted, you don't need to adjust the stocktake at all.
- **has** already been counted, change the count to reflect the quantity sold by either directly changing the number in the **Count** column in the stocktake grid, or by highlighting the product line in the grid and pressing ENTER, then changing the count number in the count field of the product details (in the top half of the window) and pressing ENTER.

4 Repeat step 3 for each stock item sold in the sale, and close the **Sales** window when finished.

Performing a manual stocktake

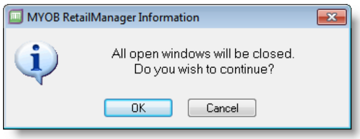
If you are running a manual stocktake, RetailManager has a versatile facility for printing out stocktake sheets. Stock sheets can be printed listing all your stock items or only stock items for a selected department, category or custom fields, with spaces to enter your count and any comments.

You can also filter manual stocktake sheets by supplier. This is useful if you need to perform regular stocktakes for different suppliers. Before a representative's visit, you can run a stocktake for the supplier so that you know exactly what you currently have in stock and what you need to order from the representative.

To print stock sheets

1 Go to the **Stock Management** menu and choose **Stocktake**, or press SHIFT+F11.

2 If you have any RetailManager windows open (such as a **Sales** window), a further message appears informing you that RetailManager will close all windows.



3 Click **OK** to close all windows and continue. The **Stocktake** window appears.

4 Enter your staff number in the **Staff** field, and press ENTER. You can also press F2 to search for your number.

5 From the **Type** list, select the kind of stocktake you want to perform—**Single Item Stocktake**, **Partial Stocktake** or **Full Stocktake**.

6 Click **Stock Sheets**.

7 If you selected **Single Item Stocktake** or **Full Stocktake** in step 5, a window appears asking you to select the departments and categories for which you want to print stocksheets. Follow these steps:

   a Select the department from the drop-down list.

   b Select the categories and category values by selecting the appropriate options.

   If you want to print stocktake sheets for all your category values, click the select all/none icon at the top of the lists.

   c Click **OK**.

8 A window appears asking you to choose whether to show the quantity on hand. Select either **Do NOT show current quantity on hand** or **Show current quantity on hand** and click **OK**. A window appears asking you to select the suppliers to report on.

9 If you want to print stocktake sheets listing only products received from a specific supplier(s), select the appropriate option(s). Otherwise, click **Select All** and then click **Next**. A window appears asking you to select the field to group the information on.

10 Select the field to group information on and click **OK**. A window appears asking you to select the primary and secondary fields to sort the information by.

11 Select the primary and secondary criteria by which the products will be ordered in the stocktake sheets. Click the **Descending Order** option if you want to sort the products in descending order, either alphabetically or numerically.

12 The stock sheets are displayed in the RetailManager report viewer. See 'Using the MYOB RetailManager report viewer' on page 268 for more information.

13 Click the print icon (). The **Print** window appears. Specify the page range, required number of copies, etc. and click **OK**.

   The stock sheets are printed to your report printer.

Entering manual stocktake results into RetailManager Once you have completed your manual stocktake, you will have a number of stocktake sheets which have to be entered into RetailManager. These results are entered into RetailManager using the **Stocktake** window.

This is the same process as is described in 'Performing a stocktake using a bar code scanner' on page 169 except that you will be entering the bar codes manually instead of scanning them.

Performing a partial stocktake

You may also want to do a stocktake on particular ranges of products within your store. This means that you can check your stock levels for any product department or category in MYOB RetailManager. For more information, see ‘Partial stocktake for a department or category’ on page 96.

NOTE: Preparing for a sales representative’s visit You can also do a manual stocktake before a sales representative’s visit. The manual stocktake sheets can be filtered by both category and supplier. See ‘Performing a manual stocktake’ on page 171 for more information.

The effectiveness of doing a partial stocktake depends on how you have set up your product departments and categories. For example, if you have set up your categories by supplier, you could regularly do a partial stocktake when the supplier’s representatives come in. This is why it is so important to set up your departments and categories carefully when you set up RetailManager.

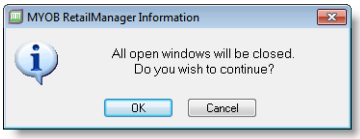
You can also use the **Custom 1** and **Custom 2** fields in the same manner, and perform a partial stocktake based on the information in these fields.

If you counted stock items that are not part of the partial stocktake Custom 1, Custom 2, or category, these new quantities will not be adjusted when you commit the stocktake.

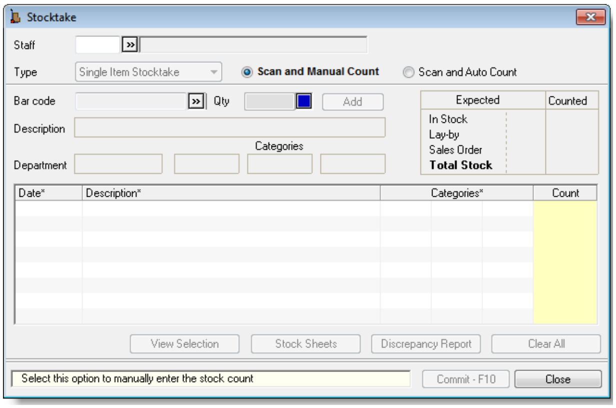
To run a partial stocktake

1 Go to the **Stock Management** menu and choose **Stocktake**, or press SHIFT+F11.

2 If you have any RetailManager windows open (such as a **Sales** window), a message appears informing you that RetailManager will close all windows.



3 Click **OK** to close all windows and continue. The **Stocktake** window appears.



4 Enter your staff number in the **Staff** field, and press ENTER. You can also press F2 to search for your number.

5 Select **Partial Stocktake** from the **Type** drop-down list, if you want to stocktake a specific part of your stock.

6 Specify how you intend to count the items:

- If you are counting multiple quantities of the same item, select the **Scan and Manual Count** option. This means that you will need to manually count the items. You scan the first item and then enter the quantity counted.
- If you want to count only single quantities of each stock item at a time, select the **Scan and Auto Count** option. This means that a quantity of one will be assumed for every item scanned. If you are counting multiple quantities of the same stock item, don't select this option.

NOTE: Clearing the stocktake grid Click **Clear All** to clear the grid of any existing stocktake counts if this is not your first RetailManager stocktake.

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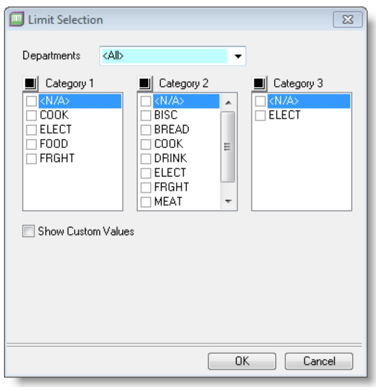
7 Click **View Selection** to limit the stocktake to specific departments and categories. The **Limit Selection** window appears.



8 Select the product **Department** from the list. The related categories appear.

9 Select the category values you want to stocktake by selecting the options under each of the category lists. If you want to select all categories, click the select all icon (■) next to the category heading. To deselect all categories, click this icon again.

NOTE: Using Custom fields If you want to do a partial stocktake using the custom fields as parameters, select the **Show Custom Values** option. The **Custom 1** and **Custom 2** lists appear. Select the appropriate Custom1 or Custom 2 field, in the same way as you used categories above.

---

10 When you have finished selecting the department, category and custom fields, click **OK**.

A message appears asking if you want to print out stock sheets listing the items that belong to your selection. If you want to print out stock sheets, click **Yes**. For more details, see 'To print stock sheets' on page 172.

11 Scan the product's bar code, or manually enter it in the **Bar code** field and press ENTER. You can also use the search icon (») to locate the product. When you enter the bar code/stock number, the product description, supplier, cost, price, and quantity in stock are displayed for the product.

If you chose to do an auto count, the product is added to the grid.

NOTE: Items selected for the stocktake You will only be able to add items that match the criteria you set in the **Limit Selection** window.

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12 If you chose to do a manual count in step 6, enter the quantity of the product in the **Qty** field and click **Add**.

NOTE: Quantity displayed in red The quantity value is displayed in red if the quantity you entered does not match the stock level in RetailManager.

13 Repeat step 11 and, in case of a manual count, also step 12, for the rest of the stock items.

The grid displays each scanned/counted item. You can use the scroll bar or arrow keys to view the list. For each item entered, the grid displays the date the count was entered, the item description and the count.

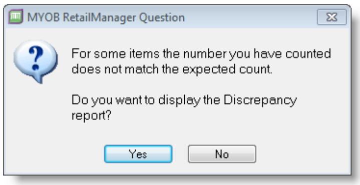
Click the **Date** header in the grid to sort the stock items by date, **Description** to sort by stock item description, or **Count** to sort by number counted of the stock item. Right-click the header to sort the column in descending order.

NOTE: Changing the count of a product There are two methods to change the count of a product: Either change the count directly by entering a number in the **Count** column in the stocktake grid, or highlight the product line in the grid and press ENTER. The product details appear in the top half of the window. Change the count and press ENTER.

14 If you want to continue the stocktake later, click the close icon (**not** the **Commit - F10** button**).** RetailManager saves the items and quantities you have entered so far. When you open the **Stocktake** window again, you can continue from where you stopped.

15 When you have finished the stocktake, click **Commit - F10** or press F10 to commit the information.

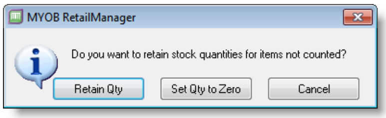
16 If there is a discrepancy in the amount and you have not previously viewed the **Discrepancy** report, a message appears asking if you want to view this report.



Do one of the following:

- To view the report, click **Yes.**
- To proceed to complete the stocktake, click **No**.

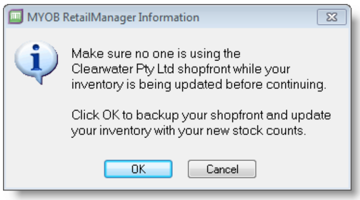
17 If there are items you have not counted, a message appears asking if you want to retain the stock quantities for these items.



Do one of the following:

- To retain the current quantities of the items, click **Retain Qty**.
- To set the quantities of the items to zero, click **Set Qty to Zero**.
- To return to the Stocktake window, which you may want to do if you want to include these items in the stocktake, click **Cancel**.

18 A warning message appears asking you to ensure that no-one else is using your shopfront at this time.



19 Click **OK** to commit the stocktake. When the stocktake is completed, a confirmation message appears.

Completing a stocktake

When you have finished counting and entering your results, run the stocktake **Discrepancy** report. This report lists any stock items for which the stock level recorded in MYOB RetailManager is at variance with the stocktake quantity. This is a good way of checking for and fixing any discrepancies.

NOTE: **Run the Discrepancy report before you commit the stocktake** **You must run this report before you commit the stocktake**, or the initial RetailManager stock level for the products will be overwritten with the new stocktake quantity, and no comparison will be available.

It is also important to fix discrepancies if you are going to export your data to business management software.

To run the stocktake Discrepancy report

1 In the **Stocktake** window, when you have entered some counted quantities for items, click **Discrepancy Report**.

2 Set the filters for the report.

- Click **Display only stocktake outages** or **Display all items**.
- Select the field to group on and the sort order.

The report is displayed on screen, listing the bar code and description, department and category, counted quantity, expected quantity, and the value and quantity shortage for each item. Where you have not entered a count quantity for a product, the quantity of the product that RetailManager indicates you have in stock is displayed (as a negative value) as the shortage quantity.

3 Click **Print** to print out the report, or click **Export** to export the report to an application or save the report to disk. See 'To export a report' on page 268 for more information.

Committing a stocktake

When you are satisfied that you have an accurate count of your entire (or partial) stock, you can commit the stocktake. Committing the stocktake will transfer the new stock quantities to your stock file and update your existing stock levels, so you need to be quite sure that are you are ready to commit the stocktake.

To commit the stocktake

1 In the **Stocktake** window, click **Commit - F10** or press F10 to commit the information.

2 Click **Yes** for the various windows that are displayed. RetailManager backs up the database automatically and displays the location of the backup files.

Adjusting stock levels of a single item

You can adjust a single item of your stocktake using the **Single Item Stocktake** function.

You can use the single item adjustment procedure to adjust the quantity of a stock item after you have committed a stocktake, for example if you find that something has been left out. You can, however, do a single item adjustment at any time, as required. For example, do single item adjustments to account for breakages, damages or known thefts.

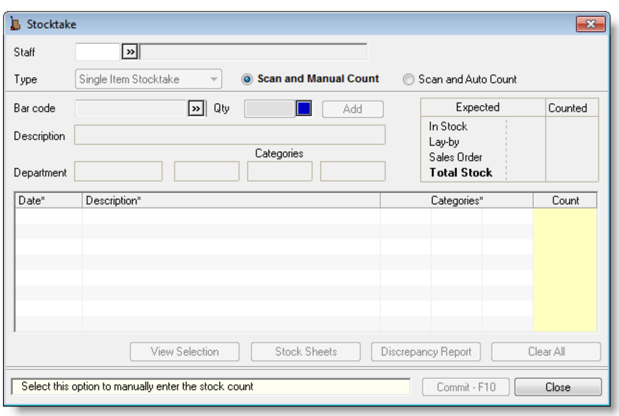
All single item adjustments are included in the **Audit** tab in the **Stock** window.

Making single item adjustments when required results in RetailManager's inventory levels more accurately reflecting your actual stock levels.

Note that the single item adjustment only affects the stock item in question, and will not affect the quantity of any other stock items.

To adjust the stock level of a single item

1 Go to the **Stock Management** menu and choose **Stocktake.** The **Stocktake** window appears.



2 Enter your staff number in the **Staff** field, and press ENTER. You can also press F2 to search for your number.

3 Select **Single Item Stocktake** from the **Type** drop-down list.

4 Specify how you intend to count the item:
   - If you are counting multiple quantities of the same item, select the **Scan and Manual Count** option. This means that you will need to manually count the items. You scan the item and then enter the quantity counted.
   - If you want to count only a single quantity of a stock item, select the **Scan and Auto Count** option. This means that a quantity of one will be assumed for the scanned item. If you are counting multiple quantities of the same stock item, don't select this option.

5 Scan the item's bar code, or manually enter it in the **Bar code** field and press ENTER. You can also use the search icon (») to locate the item. When you enter the bar code/stock number, the item description, supplier, cost, price, and quantity in stock are displayed for the item.

   If you chose to do an auto count, the item is added to the grid.

6 If you chose to do a manual count in step 4, enter the quantity of the item in the **Qty** field and press ENTER or TAB.

   If you are using RetailManager on a touch screen, you can click the add icon to add the quantity.

   NOTE: Matching actual with recorded stock levels The value is displayed in red if the quantity you entered does not match the stock level in RetailManager.

7 Click **Commit - F10** or press F10 to commit the information.

8 A warning message appears asking whether you want to back up your shopfront data before the stocktake quantity for the selected item is changed.

   Do one of the following:
   - To make a backup, click **Yes**
   - To proceed to complete the stocktake, click **No**.

9 When the stocktake is completed, a confirmation message appears. Click **OK** and then click **Close**.

Centralised updates

NOTE: The centralised updates feature is only available to MYOB RetailEnterprise users.

You can perform centralised stock updates by sending stock information from your RetailEnterprise Central site to your Shop sites. RetailEnterprise Shop must be installed on the same computer on which you run RetailManager.

To access the centralised updates feature, go to the **Stock Management** menu and choose **Centralised Updates**.

For more information about centralised updates, see your RetailEnterprise Central and Shop user guides. For more information about MYOB RetailEnterprise, go to myob.com.au/retail.

5 Sales

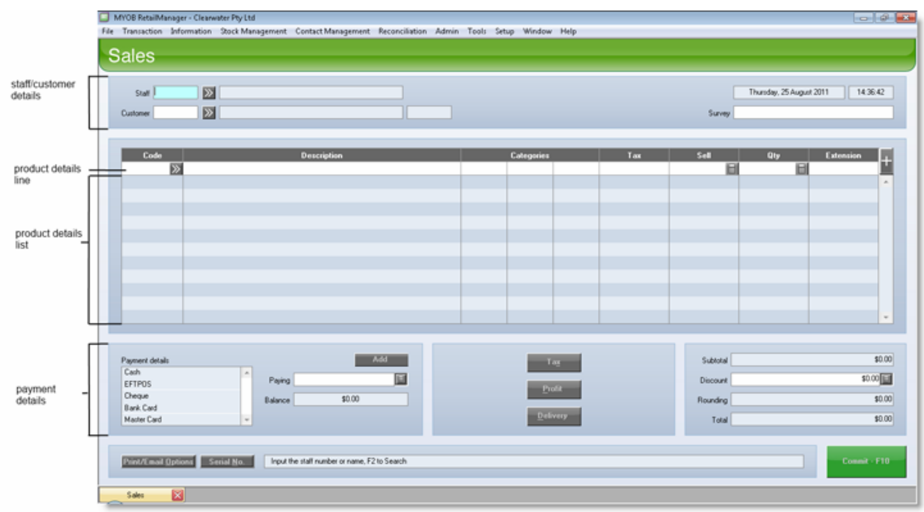
In MYOB RetailManager, you can perform many of the sales procedures required for your daily operations from a single window. In addition to handling sale transactions, RetailManager can also manage customer account sales, credit notes, customer special orders, lay-bys and quotes. You can convert quotes to sales and lay-bys, and record and manage lay-by payments, cancellations and refunds.

RetailManager also records and manages operational information such as stock levels, accumulated sales to different payment types, and customer information automatically.

Overview

The **Sales** window is used to make sales transactions. Each sale is processed and recorded, and adjustments to stock are made. The **Sales** window can be divided into three sections: retailer/customer details, product details, and payment details.

NOTE: Frequently asked questions See 'Sales, lay-bys, credit notes, and gift vouchers' on page 358 for troubleshooting questions and answers for sales in RetailManager.



Each RetailManager sale transaction shares a set of characteristics:

- **Staff member**. You need to define at least one staff member. If you do not want to identify a particular staff member, use a generic staff member such as 'sales' or 'staff'.

- **Customer**. If no customer is entered, customer information is not printed on the sales docket. You must enter a customer number if you are making an account sale, sales order, quote, a lay-by sale, a customer special order, or issuing a credit note, deposit or gift voucher.
- **Items sold**. The items to be sold are entered in the Product Details area. You can adjust the price and quantity as required. Note that if you want to edit an item's description in the **Sales** window, you need to select the **Allow description change at POS** option for that item in the **Stock** window.
- **Tax Code**. Each stock item sold must have a tax code. If required, you can change an item's tax code at the point of sale.
- **Discount**. This field is available for every sale, if required.
- **Payment types and payment options**. The payment of the sale is allocated to one or more of the available payment types. See 'Payment Type options' on page 28 for more information.

Sale Quantity Retail Manager supports both whole number and partial number selling quantities, making it suitable for both retail operations that sell only whole quantities and those that deal with fractions and decimals. With RetailManager you have the flexibility to sell, for example, 3 pizzas, 1 slice of pizza or even $12 worth of pizza if you want.

By default, RetailManager displays items as whole quantities in transaction windows. To sell partial quantities of a product, select the **Allow Fractional Quantities** option for that product in the **Stock** window (see 'Creating a new stock item' on page 106). You can then enter a partial quantity in the **Sales** window as a decimal value or as a fraction. For example, a half kilogram of peaches can be entered as '1/2' or '.5'. The quantity is displayed in decimals.

TIP: **Scan individual units for fractional quantities** If you have selected the **Scan Individual Units** option in the **Tools** menu, you can also set the default selling quantity for items that can be sold in fractional quantities to one. To do this, select the **Scan Individual units for Fractional Quantities** option in the **General (Sales tab)** view of the **Options** window (see 'General options' on page 22 for more information). If this option is not checked, you will need to manually enter the quantity each time you select an item that can be sold in fractional quantities.

To sell an amount worth of a product, for example, six dollars worth of lollies, you would enter 'T6' in the **Qty** field. The number of lollies that can be bought for $6 (tax inclusive) is automatically calculated and entered into the **Qty** field.

When the Product Details line is empty, and there are items in the Product Details list (refer to the diagram on page 179 to identify these areas of the **Sales** window), the **Qty** field displays the sum of all items entered in the **Product** list.

Tax The **Sell** field in the **Sales** window displays an item's sell price including tax. The **Tax** field displays the tax code for each line item. You can change an item's tax code at the point of sale.

You have the option to lock the **Tax** field in the **Sales** window to prevent users from editing this field. If required, you can hide the **Tax** field in transaction windows. (See 'General options' on page 22, for more information on locking or hiding the **Tax** field.)

Freight Freight is treated as a stock item in RetailManager. If your business charges freight on sales, you will need to create one or more stock items for freight (depending on the needs of your business) in the **Stock** window. See 'Creating a new stock item' on page 106 for more information. To charge freight on a sale, simply enter the Freight item in the **Sales** window, and key in the freight amount (and quantity if applicable) in the **Sell** field.

Rounding You have the option to select the rounding rule you want to use when calculating the total of a sale. You set the rounding rule for each payment type. (See 'Payment Type options' on page 28 for more information.) If you choose to round to the nearest 5 cents, 10 cents, or dollar, when you make a sale, the rounding amount is automatically entered in the **Rounding** field. This gives you the option to change the rounding amount if you want. For example, you may decide to round to 5 cents for a cash transaction, but not for an account transaction.

Calculations You can enter formulae directly in the **Sell** field to calculate a discount for a specific stock item. 'C' stands for the cost price of a stock item, and 'S' for the sell price.

NOTE: Disabled Cost key If you have password protected **Cost Pricing** in the **Security Options** window, the **Cost** key in the calculator will be greyed out; you will not be able to enter any formulae with 'C' (cost) in the **Sell** field.

For example, if you want to sell a lawnmower for $10.00 more than the cost price, you would enter 'C+10' (cost price + $10) in the **Sell** field, and press ENTER. (You can use the calculator to enter formulae in this field. For more information, see 'MYOB RetailManager calculator' on page 68.) The sell price is automatically calculated and displayed in the **Sell** and **Extension** fields.

When applying percentage discounts or mark-ups, you can enter the discount formula directly in the **Sell** field. To calculate a per cent discount on an item, either enter the formula using the calculator, or enter the formula directly in the Sell field. For example, to give a 10% discount on a microwave oven which is usually sold for $300, either enter 'Sell-10%' in the calculator, or enter 'S-10%' directly in the **Sell** field. The sell price $270 is displayed in the **Sell** and **Extension** fields.

When entering a formula, remember that the cost of an item is calculated tax *exclusive*, and that the sell price is tax *inclusive*.

Multiple sales windows You can have multiple sales windows open at the same time. This allows for those situations when half-way through making a sale, the customer wants something else. You don't have to cancel your sale—another sales person can simply open a new sales window and make another sale.

NOTE: Alternating between windows Use the shortcut CTRL+TAB to alternate between open windows, or press ALT+W to view a list of open windows, and type the number of the required window.

Setting up the Sales window

MYOB RetailManager can be configured in a number of ways so that you can make sales the way your retail business requires. You can use the RetailManager options to skip specific fields in the **Sales** window. So for example, if your business doesn't usually give discounts on products, the **Discount** field in the **Sales** window will be skipped each time you make a sale.

Also, the use of a bar code scanner or programmable keyboard will affect the way a sale is processed. See 'Setting up a bar code scanner' on page 383 and 'Working with programmable keyboard devices' on page 393 for more information.

Example There are several fields in the **Sales** window that a coffee shop for example might not require, including: **Customer**, **Selling price**, **Qty**, **Discount** and **Custom** fields. If you turn on the **Skip Field** options for these in the **General Options** windows, and select the **Scan Individual Units** function from the **Tools** menu, when you make a sale, you reduce the number of individual keystrokes required. The procedure for making this sale would be as follows:

1. Enter the staff number in the **Staff** field and press ENTER.
2. Enter the product code for a long espresso and press ENTER. The description, category, tax, selling price, quantity, and total for the line are displayed. The cursor is positioned in the **Code** field for a new line ready for a second item to be sold.
3. Press ENTER. The cursor is positioned in the **Payment Details** frame highlighting the first payment method, which for a coffee shop should be cash.
4. Enter the amount of cash they are paying and press ENTER.
5. Click **Yes**, to accept the amount, commit the transaction and confirm the change. Press any key to clear the **Cash Change** window.

Hidden Sales window features

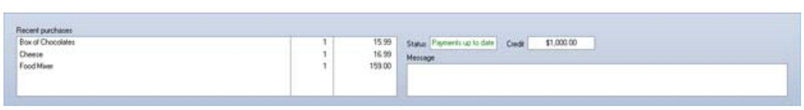
There are a number of hidden fields or frames in the **Sales** window. These fields or frames are accessed from certain fields in the window by pressing a shortcut key combination or by clicking on a button, and give additional options relating to the fields.

The following hidden fields or frames are described in this section.

- 'Customer information' below
- 'Grade information' on page 183
- 'Profit information' on page 183
- 'Tax information' on page 184
- 'Sales comments' on page 184
- 'Scanning individual units' on page 184
- 'Delivery address' on page 185
- 'Serial numbers' on page 185.

Customer information

When you tab through the **Customer** field after entering a customer, if you have not disabled the **Sales Window Customer History** options in the **General Options** window, customer and/or account information is displayed over the **Payment Details** frame.



NOTE: Sales Window Customer History options See 'Sales Window Customer History' on page 25 for more information about the **Sales Window Customer History** options.

This information can be used to inform the customer of their account situation, give the customer any promotional information, or create add-on sales based on the customer's recent purchases. You can update the customer message from the **Customers** window.

NOTE: Customer information F11 shortcut key You can also view customer information when you are in a transaction window by pressing the F11 shortcut key, if you have not disabled the **Sales Window Customer History** options, mentioned above.

Prices displayed in the **Recent Purchases** frame are GST inclusive. When you tab through the **Custom** field, the **Recent Purchases** frame disappears and the **Payment Details** frame appears.

Grade information

When the cursor is in the **Sell** field you can press the up/down arrow keys to display the **Grade** field. This field lists the various grades you can give the customer for the item. Use the arrow keys to scroll through the list; when the required grade is displayed, press ENTER to select it. The sell price is automatically adjusted according to the grade, and the cursor moves to the **Qty** field.

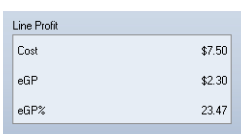
NOTE: Setting grades For more information on setting grades, see 'Pricing grades' on page 137.

Profit information

You can view profit information for a line item or for the total sale in the **Sales** window.

NOTE: Estimated gross profit The **Sales** window only displays the **estimated** gross profit on a sale. If a customer makes an account payment and you give them a discount, the gross profit in the original **Sales** window will not be recalculated to reflect this discount. You will need to run the current **Profit** reports to get the accurate gross profit figures.

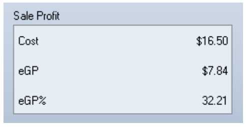
Line profit information When the cursor is in the **Sell** field, press F3 or click **Profit** to view the profit information for the item. The **Line Profit** frame displays the cost of the item and the estimated gross profit amount and as a percentage.



This is a very useful feature if, for example, a customer asks for a discount on a product and you want to find out quickly how a discount affects your profit margin on the sale.

You can adjust the selling price while the **Sell** field is still highlighted, and the estimated gross profit is automatically recalculated and displayed.

Sale profit information After you enter all the items in the product details area, you can view the profit information for the *total sale*, by pressing F3 when the cursor is in the **Discount** field or by clicking **Profit** twice. The **Sale Profit** frame displays the total cost of the sale, and the estimated gross profit amount and as a percentage. You can take this information into account when giving a discount on the total sale.

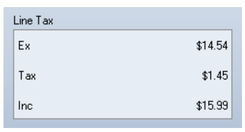


NOTE: Profit details Profit details are calculated based on GST-exclusive figures.

Tax information

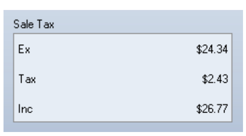
You can view tax information for a line item or for the total sale in the **Sales** window.

Line tax After you enter the selling quantity of an item in the **Qty** field, press Ctrl+T twice or click **Tax** to display the **Line Tax** frame. The tax exclusive price, the tax inclusive price and the tax amount are displayed for the currently selected line.



If you change the sale quantity in the **Qty** field, the tax information will be recalculated automatically to reflect this change.

Sale tax After you enter the items in the product details area, and any discounts in the **Discount** field, press Ctrl+T or click **Tax** twice to display the **Sale Tax** frame. The **Sale Tax** frame displays the tax amount, and the tax exclusive and tax inclusive price of the total sale.



Sales comments

When the cursor is in the payment methods list or the **Paying** field, press F3 to display the **Comments** field. You can enter any miscellaneous comments about the sale here.

Scanning individual units

If you only ever sell a quantity of one of a product at a time, or scan each product individually (such as in a supermarket) go to the **Tools** menu and choose **Scan Individual Units**. Then when you scan a product or enter the code in the **Code** field, you only need to confirm the price—a quantity of one is automatically displayed in the **Qty** field.

If you sell items in fractional quantities, you can also choose to set their default selling quantity to one by checking the **Scan Individual units for Fractional Quantities** option in the **General (Sales tab)** view of the **Options** window. See 'General options' on page 22 for more information.

NOTE: Editing Qty field You can click the **Qty** field to change the quantity of an item.

To select or deselect the **Scan Individual Units** option, press CTRL+I when in a sale.

Delivery address

If your business delivers goods to customers, you can record or edit the customer's delivery address during a sale in the **Sales** window. Press CTRL+D or click **Delivery**. By default, the **Delivery Details** window displays the address that you selected as the default in the customer's record. If the customer requires the items to be delivered to a different address, select another location from their records, or enter the address. If it is relevant, use the **Delivery Date** field to specify the date. Click **Commit - F10** or press F10 to commit the address and to return to the **Sales** window. The delivery address will be printed on the docket or invoice for the sale.

You may want to print two copies of a sales docket or invoice if you are delivering the goods to the customer: one for the customer to take away, the other for the person delivering the goods to the customer. You can either reprint the last sales docket or invoice (from the **Tools** menu) or specify as a rule that you want to print two copies of every docket or invoice in the **Printing Options** window.

Serial numbers

When you commit a sale that includes a stock item for which you are tracking serial numbers, you need to record the serial number at the time of the transaction. See 'To process a serial number during a transaction' on page 161 for more information.

NOTE: Tracking serial numbers See 'Serial numbers' on page 160 for more information about using serial numbers.

Print and Email Options window

The **Print and Email Options** window is available from any transaction window. You can use this window to change whether you print or email your transaction documents. You can also use this window to change the printer you want to print your transaction documents to. For example, you may want to print a transaction document to your A4 printer instead of your docket printer.

For transactions made in the **Sales**, **Invoice** and **Lay-by Payment** windows, you can also use this window to print packing slips.

Printer settings The printer settings in this window default to the selections you made in your setup options (see 'Printing options' on page 31). If you change these settings, the changes only apply to the current transaction. If you create a new transaction, the window will display your default settings.

Print and email settings The print and email settings in this window default to the selections you made in the customer or supplier record. If you change these settings, the changes only apply to the current transaction. If you create a new transaction, the window will display the default settings.

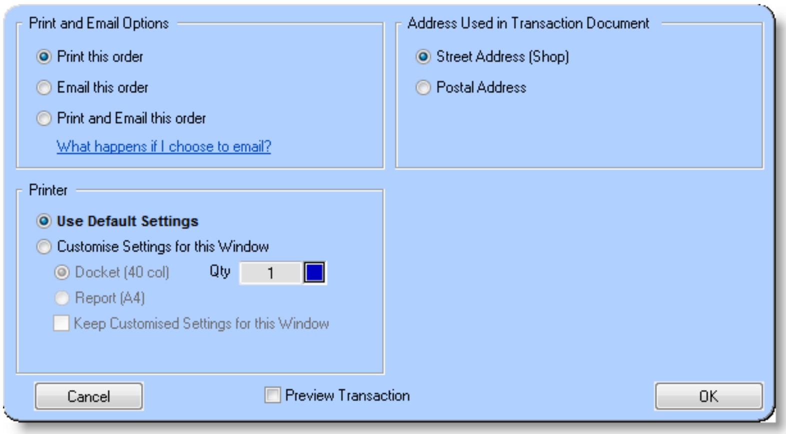
For cash customers, the default setting is to print transaction documents.

Addresses Used in Transaction Document settings The Address setting in this window defaults to the selection you made in your setup options (see 'Printing options' on page 31). If you change these settings, the changes only apply to the current transaction.

Emailing transaction documents When you select to email a transaction document, the email is placed in the **Emailing Transactions** tab of the **Email Contacts** window. You then need to send the email from this window. For more information, see 'Emailing transactions' on page 263.

To change your print and email options from a transaction window

1 While in the transaction window, click **Print/Email Options**. The **Print and Email Options** window appears.



2 Select whether you want to print, email, or print and email the transaction document.

3 If required, change any settings in the **Printer** section.

Use Default Settings	Select this option if you want to print transaction documents to the printer you set in the **Printing** view of the **Options** window (accessed from the **Setup** menu).
Customise Settings for this Window:	Select this option if you want to change any of the print settings listed below.
• Docket (40 col)	Select this option to print the transaction document to the docket printer.
• Report (A4)	Select this option to print the transaction document to the report printer.
• Keep Customised Settings for this Window	Select this option if you want to use the printer you have specified for all future transactions from this window.
• Qty	Type the number of transaction documents you want to print. If you want, click the box alongside this field and select the number from the virtual keypad.

4 If required, select your packing slip options. This option only appears for **Sales**, **Invoices** and **Lay-by Payment** transactions.

Use Default Settings	Select this option if you want to print a packing slip to the printer you specified in the **Printing** view of the **Options** window (accessed from the **Setup** menu).
Customise Settings for this Window:	Select this option if you want to change any of the packing slip options listed below.
• Do NOT Print Packing Slip	Select this option if you don't want to print a packing slip.
• Only Print Packing Slip	Select this option if you want to print a packing slip but not a receipt.
• Print Packing Slip with Receipt	Select this option if you want to print a packing slip and a receipt.
• Keep Customised Settings for this Window	Select this option if you want to use these packing slip options for all future transactions from this window.

5 If you want to preview the transaction document, select the **Preview Transaction** option.

6 Click **OK**.

When you commit the transaction:

- If you selected to print the transaction document, the document is printed to the printer you specified.
- If you selected to email the transaction document, the email is placed in the **Email Transactions** tab in the **Email Contacts** window. You then need to send the email from the **Email Contacts** window. See 'Emailing transactions' on page 263.

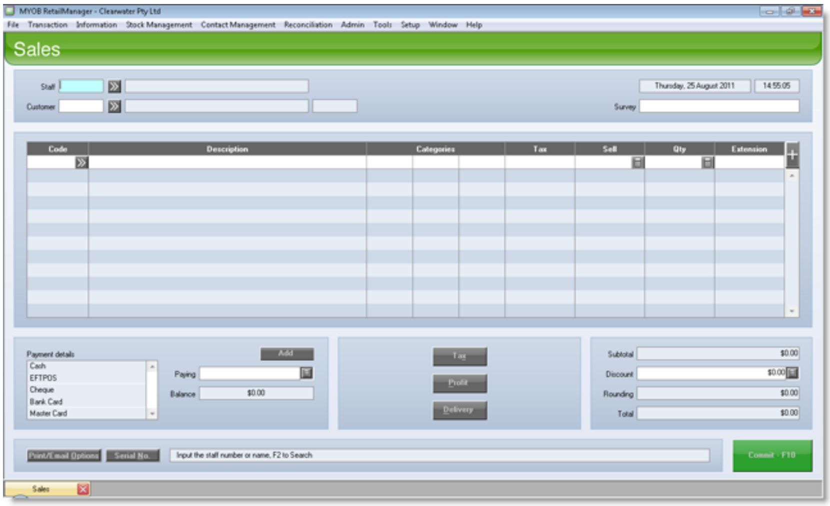
Making a sale

Before you make a sale for the first time, make sure you refer to the following sections:

- 'Overview' on page 179
- 'Setting up the Sales window' on page 181
- 'Hidden Sales window features' on page 182.

To make a sale

1 Go to the **Transaction** menu and choose **Sales** or press F6. The **Sales** window appears.



NOTE: Sales window always displayed You can choose to have the **Sales** window always displayed. See 'General options' on page 22 for more information.

2 Enter your staff number in the **Staff** field, and press ENTER. If you have set a default staff number, this number will automatically appear in the field (see 'The Sales tab' on page 24).

3 Enter the customer number in the **Cust** field. If you want to create a new customer here, press F5. See 'Maintaining customer details' on page 224.

When you enter the customer number, the customer's grade is also displayed. See 'Maintaining customer details' on page 224 for instructions on how to allocate a grade to a customer.

You can press TAB to move to the next field if you are making a simple sale and do not require customer information in this field.

NOTE: Skipping fields See 'To set up default tax codes' on page 56 to skip certain fields in this window.

4 Fill in the **Custom** field as required. See 'Custom options' on page 39 for more information on customising fields.

You can press TAB to move to the next field if you are making a simple sale and do not require information entered into this field.

5 Scan or manually enter the product's bar code in the **Code** field. If the bar code has more than one product associated with it, select the required product from the window that appears. You can also click the search icon ( ) to search for stock.

The code, description, categories, tax, selling price, and extension price are displayed for the product.

NOTE: Stock Quantity figures Notice there are three figures after the description of the product, in parentheses, separated by a comma. The first figure is your current stock level, the second the quantity of the product you have on lay-by, and the third is the quantity of the product you have on sales order. See 'General options' on page 22 for more information about displaying these quantities.

You can create a new stock item while making a sale by pressing F5 in the **Code** field. See 'Creating a new stock item' on page 106 for more information.

6 Make sure that the correct tax code is displayed in the **Tax** field. If you want to change the tax code, place the cursor in the **Tax** field, and press the up/down arrow keys to scroll through the tax codes list; when the required code is displayed, press ENTER to select it.

NOTE: Navigation Remember that F12 or SHIFT+TAB will take you back a field.

7 Change the product selling price in the **Sell** field if required. Note that the **Sell** field displays the tax inclusive price. A warning is displayed if you enter a selling price that is equal to or less than the cost price of the product.

Press F3 twice if you want to check if your margins allow you to give a discount on this item. See 'Profit information' on page 183.

You can also enter formulae directly in the **Sell** field to calculate a discount for a specific stock item. See 'Calculations' on page 181.

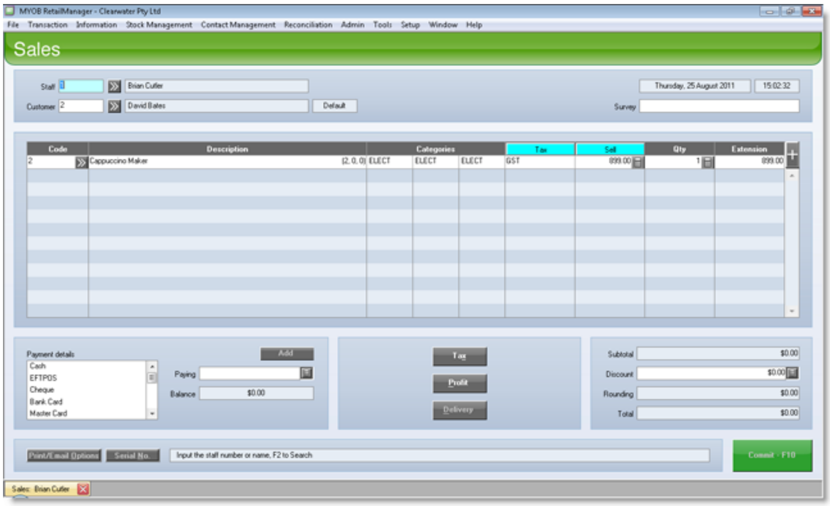
8 Enter the quantity of the product you are selling in the **Qty** field. The quantity defaults to '1'. When you enter the quantity, the total amount for this line is displayed in the **Extension** field.

When you tab out of the **Qty** field, this product line is moved into the product details list, and the cursor is positioned at the beginning of a new line.

NOTE: Allow fractional quantities Note that before you can enter a partial quantity in the **Qty** field for an item, you need to select the **Allow Fractional Quantities** option in the **Stock** window for that item. See 'Sale Quantity' on page 180.

9 Continue to process all the products that you are selling to the customer. If you have to edit a completed product line, use the arrow key to select the required product line, and press ENTER. The

line is shifted to the top product line and is highlighted ready for editing. When you have entered all the products being sold, press ENTER.



10 To enter delivery address details, press CTRL+D or click **Delivery** and complete the fields. For more information, see 'Delivery address' on page 185.

You can press TAB to move to the next field if you are making a simple sale and do not require information entered into this field.

NOTE: To quit an uncommitted transaction If you want to quit a transaction part-way through, you can either press ESC (and follow the instructions) or click the close icon (❌).

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11 Enter the discount you want to give on the sale in the **Discount** field.

Press TAB to move to the next field if you are making a simple sale and do not require information entered into this field. Press F3 if you want to view the profit details of the sale before giving a discount. See 'Profit information' on page 183.

There are four ways to enter a discount for a sale:

- Enter the discount amount in this field, and press ENTER.
- Enter the discount per cent, making sure that you type the '%', and press ENTER. The discount amount is automatically displayed.
- To bring the sale to a round total amount, type 'T' (or 't') before the amount you want the total to be, and press ENTER. The discount amount is automatically calculated and displayed in this field. For example, if the subtotal is $67.31, and you only want to charge the customer $60, type 'T60' in the **Discount** field and $7.31 is displayed in the **Discount** field, and $60 in the **Total** field.
- To discount the cost (including tax) of all items from the total amount, type 'C' in the **Discount** field. The discount amount is automatically calculated and displayed.
- After you tab off the **Discount** field, press F3 to enter any comments about the sale. See 'Sales comments' on page 184 for more information.

12 Enter the payments details.

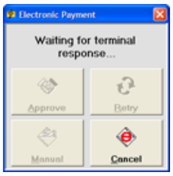
In the **Payment Details** frame, use the arrow keys to highlight the required payment type, or simply type the first letter of the required option. For example, type 'V' and the Visa payment type is highlighted; 'A' and Amex is highlighted; 'A' again and Account is highlighted.

NOTE: Using the TAB key for a simple sale You can press TAB to select the payment type that is on the top of your **Payment Details** list (the default top payment type is cash). Pressing TAB again will populate the **Paying** field, and pressing TAB once more will commit the transaction.

NOTE: Payment details setup Remember that you can add and delete payment types and set up the order in which they are displayed in the **Sales** window. See 'Payment Type options' on page 28.

Press ENTER and enter the amount the customer is paying in the **Paying** field. Press ENTER again or click **Add**.

- If the amount paid by this payment type is the whole payment, the **Commit Transaction?** window is displayed.
- If the amount paid by this payment type is part payment of the total amount, select the second type of payment, enter the amount in the **Paying** field and press ENTER. The **Commit Transaction?** window is displayed.
- If the customer is paying using an electronic payment type, the **Electronic Payment** window appears.



Swipe the card and perform the appropriate tasks as prompted by the EFTPOS terminal. When the EFTPOS terminal indicates the transaction has been approved, click **Approve** (if you use Ingenico PC-EFTPOS, DPS Payment Express - Integrated EFTPOS or Tyro - IP EFTPOS, you will not need to click **Approve**—the transaction will automatically be approved).

If the transaction is not approved or is unsuccessful, you can still approve it by clicking **Manual**. However, since your bank has not accepted the transaction, you must note down the transaction and card details and ensure that you account for the transaction when banking your other sales.

NOTE: If card details cannot be read (Ingenico PC-EFTPOS, DPS Payment Express - Integrated EFTPOS and Tyro - IP EFTPOS terminals only) If the card details cannot be read, for example due to the card being damaged, you will need to use the Ingenico PC-EFTPOS, DPS Payment Express - Integrated EFTPOS or Tyro - IP EFTPOS keypad to enter these details.

13 Type **Y** or press ENTER to commit the transaction. The **Cash Change** window appears. Press any key to clear it.

NOTE: Reprinting last sales docket You can reprint the last sales docket from the **Tools** menu by selecting **Reprint**, and then **Last Sales Docket**. For more information see 'Reprinting the last transaction' on page 220.

Sales transaction examples

The following are examples of payment situations that may occur.

If the customer wants to pay for a $37.95 purchase by cash, and only has a $50 note Select **Cash** from the payment methods list, type '50' in the **Paying** field, and press ENTER. The **Commit Transaction?** and **Cash Change** windows display the amount of change to be given to the customer.

If the customer wants to pay for a $100 purchase by putting $60 on Visa and paying the remaining $40 by cash Select **Visa** from the payment methods list, type '60' in the **Paying** field, and press ENTER. Then select **Cash** from the payment methods list, type '40' in the **Paying** field, and press ENTER. The **Commit Transaction?** window appears.

Getting cash out by EFTPOS

MYOB RetailManager provides two options for EFTPOS. You can have either an EFTPOS terminal that is connected to the computer you use for RetailManager, or an EFTPOS terminal that is unconnected to RetailManager.

NOTE: **If you are using an EFTPOS terminal that is not connected to RetailManager** If your EFTPOS terminal is not connected to RetailManager, in addition to following the procedure for getting cash out on EFTPOS in RetailManager, you also need to do the transaction on your EFTPOS machine. See 'Setting up a connected EFTPOS terminal' on page 384 for more information about EFTPOS terminals.

To get cash out by EFTPOS during a sale

RetailManager allows customers to withdraw cash from EFTPOS when the customer is paying for a purchase. In the following example, a customer wants to pay for a $60 purchase on EFTPOS and get out $40 cash.

Using an unconnected EFTPOS terminal

1 Select **EFTPOS** in the payment methods list, type '100' in the **Paying** field, and press ENTER.

2 Select **Cash** from the payment methods list and press ENTER.

The balance is displayed in the **Paying** field as a negative amount, in this case '-40'.

3 Press ENTER again, and the **Commit Transaction?** window appears.

4 Commit the transaction.

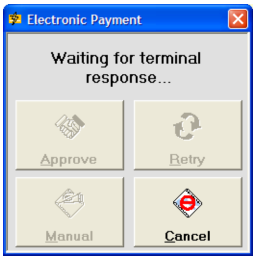
Using a connected EFTPOS terminal

1 Ensure that the **EFTPOS** payment type is active, and **Allow cash out** is selected. See 'Payment Type options' on page 28 for more information about making a payment electronic and available for cash out.

5 Select **EFTPOS** in the payment methods list, type '100' in the **Paying** field, and press ENTER.

A window appears asking if you want to process a cash out of $40 with this transaction.

6. Click **Yes**. The **Electronic Payment** window appears.



7. Swipe the customer's card and perform the appropriate tasks as prompted by the EFTPOS terminal.
8. When the EFTPOS terminal indicates the EFTPOS transaction has been approved, click **Approve** in the **Electronic Payment** window. If you use Ingenico PC-EFTPOS, you will not need to click **Approve.** The transaction will automatically be approved.

   RetailManager then commits the transaction.

To get cash out by EFTPOS without a sale

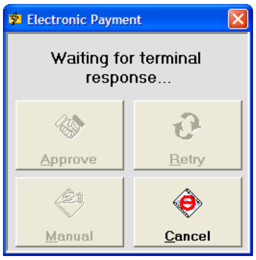
RetailManager allows customers to withdraw cash from EFTPOS without a sale, if your business policy allows it.

Using an unconnected EFTPOS terminal

1. Go to the **Sales** window, enter your staff number and press ENTER to move through all the fields without entering anything until you get to the **Payment Details** frame.
2. Highlight the **EFTPOS** payment type, enter the amount of cash the customer wants to withdraw and press ENTER.
3. Highlight the **Cash** payment type and press ENTER so that the amount entered for the EFTPOS payment type is displayed as a **negative** amount against the **Cash** payment type. Press ENTER once again.
4. Click **Yes** to commit the transaction.

Using a connected EFTPOS terminal

1. Go to the **Sales** window, enter your staff number and press ENTER to move through all the fields without entering anything until you get to the **Payment Details** frame.
5. Highlight the **EFTPOS** payment type, enter the amount of cash the customer wants to withdraw and press ENTER. A window appears asking whether this is a cash out only transaction.
6. Click **Yes**. The **Electronic Payment** window appears.



7 Swipe the customer's card and perform the appropriate tasks as prompted by the EFTPOS terminal.

8 When the EFTPOS terminal indicates the EFTPOS transaction has been approved, click **Approve** in the **Electronic Payment** window. If you use Ingenico PC-EFTPOS, you will not need to click **Approve.** The transaction will automatically be approved.

   RetailManager then commits the transaction.

Account sales

MYOB RetailManager is fully equipped to handle debtors. This includes making account sales and payments, debtors reports, printing statements and extensive enquiry features. Using debtors is optional in RetailManager; it is an essential part of many retail businesses, but not for others. RetailManager can be customised to make account sales unavailable.

Note that customer accounts are additional to customer records and are used to be able to purchase goods on account from your store. You can still use RetailManager's lay-by function without using accounts, as RetailManager only requires that you make the lay-by sale against a customer record.

You must create a customer account before you can make an account sale. See 'To create a customer account' on page 226 for more information.

For information on making account enquiries, see 'Making account enquiries' on page 196.

To make the debtors function inactive

If your business doesn't require debtors, you can make the debtors function inactive by doing the following:

- Go to the **Payment Type** view of the **Options** window, select and edit the **Account** payment type and ensure the **This payment type is active** option is deselected. This will remove the **Account** payment method as an option from the **Sales** window. See 'Payment Type options' on page 28 for more information about editing payment types.
- Go to the **General** view of the **Options** window. Click the **Sales** tab. Select the **Only Disable Account Information** option. This will prevent customer account status from being displayed in the **Sales** window.
- Go to the **Setup** menu and choose **Security**. In the **Security** window, click the **Restrict Staff Group Privileges** tab. Scroll down to the **Miscellaneous** group and set Account Security.

To make an account sale

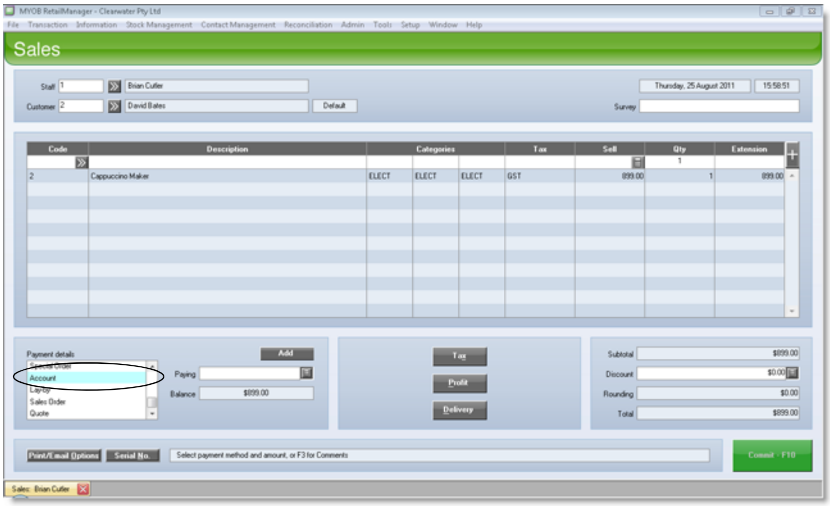
1 Go to the **Sales** window by pressing F6.

2 Enter your staff number in the **Staff** field.

3 Enter the customer number in the **Customer** field. You can create a new customer record by pressing F5, or by typing the customer number you want to use directly in the **Customer** field. See 'Maintaining customer details' on page 224 for more information.

   NOTE: Account owner Note that for customer accounts, the sale is credited to the account owner. If the account owner is not specified, the sale is credited to the staff member making the sale.

4 Complete the other fields in the **Sales** window, and when you get to the **Payment Details** frame, select **Account** as the payment method (you may have to scroll through the payment methods to find **Account**).



5 If the amount the customer is purchasing on account exceeds the customer's credit limit or if the customer has an overdue invoice, a window appears notifying you of the fact. Click **Yes** to continue with the sale. If you have set Account Security in the **Security** window, you will be prompted to enter your password to override the limit.

6 Commit the transaction. An invoice will print out on the printer you specified for invoices.

CAUTION: **Payment on accounts** If the customer wants to pay some of the purchase total by cash and put the balance on account, RetailManager puts the whole amount on account, and treats the cash as a payment on account.
For example, if the customer purchases a product for $89.95 and wants to pay $50 of the purchase by cash, and put the balance on account, RetailManager will process this as an account sale of $89.95 and an invoice payment of $50.

Note that you can reprint the last invoice from the **Tools** menu by selecting **Reprint**, and then **Last Invoice**. For more information see 'Reprinting transactions' on page 220.

Making account enquiries When you're making a sale at the counter, you can also call up a customer's account details and details of all invoices and invoice payments on screen.

Note that if your account security has been turned on, you will be prompted to enter a password before you can view a customer's account details.

NOTE: **Making an enquiry during a sale** If you are currently making a sale at the time of enquiry, leave the sale open, go to the **Customers** window to make your enquiry, and then CTRL+TAB back to the **Sales** window to complete the sale.

To find out a customer's account details

1 Go to the **Customers** window by pressing CTRL+U.

2 Enter the customer number in the **Customer** field and press ENTER to display the customer record.

3 Click **Show Account Details - F3**, or press F3, to view the customer's account details.

The information you require will be displayed in the **Credit Limit**, **Owing** and **Remaining Credit** fields.

Viewing a customer's original invoice If, after informing the customer of their credit situation, the customer queries an invoice, you can quickly call up the original transaction. See 'Viewing invoice details' on page 228 for more information.

Viewing a customer's original invoice payment A customer may also query payments made on the account. For example, the customer may have made a payment yesterday, and wants to check if it's been processed yet. See 'Viewing invoice payment details' on page 228 for more information.

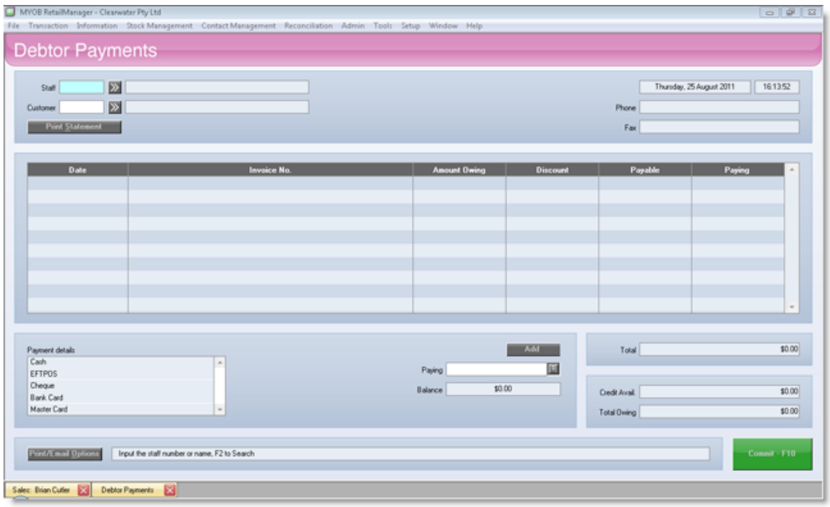
The Account Sales report You can run the **Account Sales** report to view a list of account sales made during a specific period. This report can be sorted by customer. See 'Reports' on page 267 for more information about generating a report.

To make an account payment

The **Debtor Payments** window is used to make account payments.

NOTE: Customer payment history Remember that the history of a customer's payments can be viewed in the **Customers** window. See 'Viewing invoice payment details' on page 228 for more information.

1 Go to the **Transaction** menu and choose **Debtor Payments**, or press SHIFT+F6. The **Debtor Payments** window appears.



2 Enter your staff number in the **Staff** field, and enter the customer number of the customer who is making an account payment.

A list of the customer's outstanding invoices is displayed, listed from the oldest down to the most recent, according to the rule of paying the oldest invoice first. Only outstanding amounts on an invoice are displayed, and not the total invoice amount. The cursor is positioned in the **Discount** column.

3 Enter any discount for early payment in the **Discount** field, if that is your practice. Enter either the amount of the discount or the discount percentage (make sure you type '%' after the number). You can also press F2 to use the calculator to determine the discount or adjustment you want to give the customer.

Discounts given on an invoice payment will show up as a negative gross profit in the Transaction Summary and Sales Summary when you cashup. This will balance the extra gross profit shown on the original sale, which did not show the discount.

4 Enter the amount the customer is paying on this invoice in the **Paying** field. The **Paying** field displays by default the amount displayed in the **Payable** field as outstanding for the invoice. Press F2 to use the calculator for this field if necessary.

5 If the customer is paying:

- the displayed invoice amount, press TAB again
- **less** than the full invoice amount, override this with the payment amount, and press TAB.

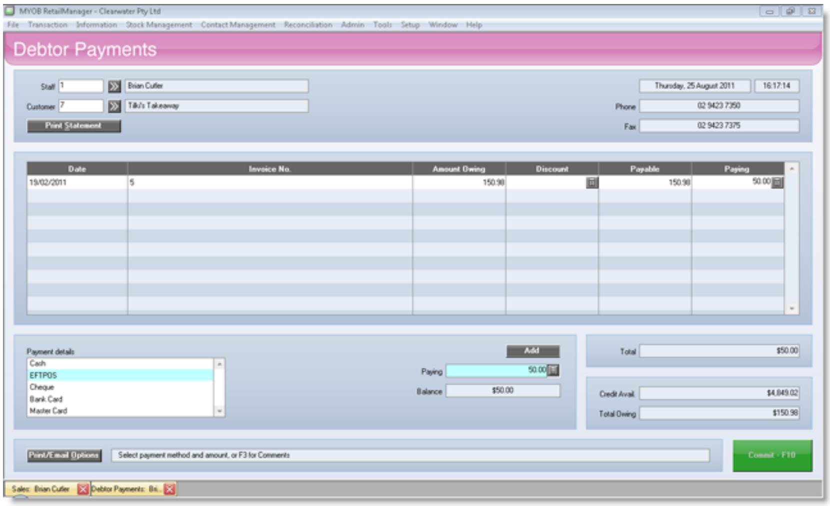
NOTE: You cannot overpay an invoice Note that you cannot pay **more** than the **Payable** amount for an invoice; apply the amount being paid to individual invoices.

6 If the customer is making payments against more than one invoice, repeat steps 3 to 4 for each of the invoices that are being paid. The **Total** field keeps a running total of how much the customer is paying.

For example, if a customer has two outstanding invoices, one for $67 in March, and the other for $54 in April. The customer wants to pay $100 off the account. You would first select the March invoice, and pay the whole amount of that invoice, and then you would select the April invoice, and enter $33 against this invoice in the **Paying** field. The **Total** field will display $100.

7 When you have finished selecting the invoices that are being paid, and the payment amounts, select the method of payment in the **Payment Details** frame, in the same way you would if you were making a sale. See ‘To make a sale’ on page 188 for more information.

8 Enter the amount the customer is paying by the selected method in the **Paying** field and press ENTER or click **Add**. If more than one payment method is required, repeat this in turn for each method.



9 Click **Commit - F10** or press F10 to commit the information.

Reversal of account payments

If you made a mistake entering the account payment, you can reverse the payment in the **Reverse Debtor Payments** window. See ‘Reversing debtor payments’ on page 272 for more information.

Refunding sales

You can refund a sale in the **Sales** window by entering negative quantities of the products refunded in the **Qty** field. A refund should be made using the same payment method as the original sale, or by cash or credit note. Shop policy will determine how refunds are processed.

Sales can also be refunded when you want to reverse or correct a sale. Transactions in RetailManager cannot be deleted and so must be reversed or refunded.

To refund a sale

NOTE : Check the original transaction Before you refund a sale, you should refer to the original transaction, using the **Lookup** window to search for it. See 'Searching in MYOB RetailManager' on page 70 for more information.

Note that if you have selected the **Scan Individual Units** function from the **Tools** menu, you can click the **Qty** field and edit information in this field.

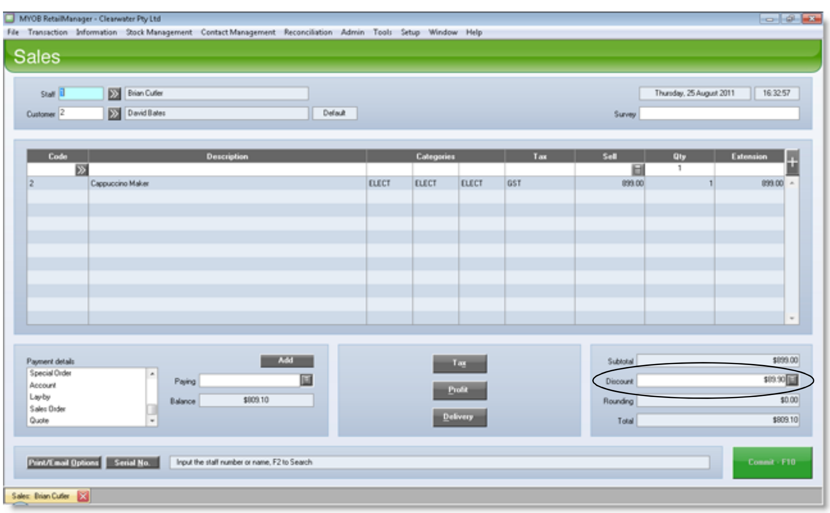
NOTE : Sales window fields For a more detailed explanation of the fields displayed when entering a sale, refer to 'Overview' on page 179.

1 Go to the **Sales** window either by pressing F6, or by choosing **Sales** from the **Transaction** menu.

2 Scan in the products being refunded, and enter a negative quantity in the **Qty** field, to indicate that they are being refunded.

3 To refund any freight charged on the sale, enter the freight item code, enter the amount charged in the **Sell** field, and a negative quantity in the **Qty** field.

4 Enter any discount given on the sale in the **Discount** field. Do **not** enter this as a negative percentage. In the **Sales** window below a discount of 10% was entered in the **Discount** field, which is automatically calculated as a negative amount.



5 In the **Payment Details** frame, select the required payment method for the refund and press ENTER. Make sure that the payment method for the refund is the same as for the sale. For example, don't give a cash refund if the customer originally paid by Visa card.

If you choose a cash refund, the amount of cash to be refunded to the customer is given in the **Commit Transaction?** and **Cash Change** windows that are displayed when you commit the transaction.

> NOTE: **Manual EFTPOS processing** Remember that if you choose a credit card or EFTPOS payment method and your EFTPOS terminal is not connected to RetailManager, you will also need to process the refund on the EFTPOS machine.

If you want to quote an original docket number, or any other details about the original transaction or refund, press F3 while in the payment methods list, and enter the information in the **Comments** field.

6 Commit the transaction.

Credit notes

Credit notes are generally used for refunding goods when you don't want to give a cash refund. Shop policy on refunds will determine how you use the credit note payment method.

MYOB RetailManager tracks all credit notes that are issued and redeemed, and therefore requires that all credit notes be issued against a customer record.

> NOTE: **Credit Notes Outstanding report** You can run the **Credit Notes Outstanding** report for information about your outstanding credit notes, including gift vouchers and deposits. See 'Reports' on page 267 for more information on generating a report.

To refund by credit note

If you are refunding a customer with a credit note, a sale is made for the returned goods in the **Sales** window with a negative quantity for the returned goods and a payment type of **Credit Note**. The credit note can then be used by the customer to purchase anything in your store using the credit note as the payment method.

1 When you are entering the details for the refund in the **Sales** window, make sure you enter a customer number in the **Customer** field. You cannot refund with a credit note without a customer number. This ensures that you have all the details you may need about the customer to keep track of your credit note liabilities.

2 For each stock item scan or key in the stock item bar code in the **Code** field, and enter a negative quantity in the **Qty** column.

3 In the **Payment Details** frame, select **Credit Note** as your payment method.

> NOTE: **Redeeming a credit note** When you redeem a credit note, a positive quantity is entered in the **Qty** column.

4 Press F3 to enter any comments in the **Comments** frame.

5 Complete the credit note sale. A credit note will be printed out, and the credit available to the customer recorded and displayed in the **Sales** window in the **Available Credit** field, whenever a sale is made to the customer.

You can view the credit notes that have been issued to a particular customer in the **Credit** tab of the **Customers** window. See 'Viewing customer transaction details' on page 227 for more information.

NOTE: **Reprinting the last credit note** You can reprint the last credit note from the **Tools** menu by selecting **Reprint** and then **Last Credit Note**.

To redeem a credit note

When a customer wants to pay for a purchase with a credit note, the procedure is basically the same as making a sale.

1 Go to the **Sales** window and enter your staff number in the **Staff** field.

2 Enter the customer's number in the **Customer** field.

3 For each stock item scan or key in the stock item bar code in the **Code** field.

4 Press ENTER to move to the **Qty** field and enter the quantity of each product being purchased as a positive quantity. This is a sale, not a credit.

5 Press ENTER to move to the **Payment Details** frame and select **Credit Note** as the payment method. A window appears listing the outstanding credit notes. Use the Credit ID to find the credit note, highlight it and press the SPACEBAR to select it. A tick appears in the **Selected** column. Click **Commit - F10** or press F10 to commit the information.

Note that the customer must be on record as 'owning' at least one credit note to be able to redeem a credit note.

6 Enter any comments about the credit note/purchase in the **Comments** frame of the **Sales** window using F3.

NOTE: **Partial credit note redemption** Note that the customer does not have to redeem the full credit note amount at once; any change can easily be given as a credit note.

Gift vouchers

Issuing a gift voucher is processed in the **Sales** window, but no actual sale is created; instead a cash transaction and a gift voucher transaction for the same amount are created.

MYOB RetailManager tracks all gift vouchers that are issued and redeemed, and therefore requires that all gift vouchers be issued against a customer record.

If you don't want to set up a customer record, it would be a good idea to create a customer record called 'Gift Voucher' which can be used for all your gift vouchers. All gift vouchers would then be sold to this customer and be redeemed using this customer. Note, however, that if a customer loses their receipt, you will have no way of finding their gift voucher in the system.

The **Credit Notes Outstanding** report lists all outstanding gift vouchers, credit notes and deposits, sorted per customer.

To make the gift voucher payment type inactive

The gift voucher function is optional in RetailManager. By default, the gift voucher payment type is active in RetailManager.

1. Go to the **Options** menu, choose **Payment Type**, select the **Gift Voucher** payment type and click **Edit**.
2. Ensure the **This payment type is active** option is deselected. See 'Payment Type options' on page 28 for more information about editing payment types.

To issue a gift voucher

1. Go to the **Sales** window and enter your staff number in the **Staff** field.
2. Enter the customer number in the **Customer** field.
3. In the **Payment Details** frame, select the **Gift Voucher** payment method, and then press ENTER. Type the amount for the gift voucher in the **Paying** field as a negative amount. Press ENTER to accept the amount.
4. Press ENTER to move back to the **Payment Details** frame. Select the method of payment by which the customer is going to pay for the gift voucher, and then press ENTER to enter the amount of the gift voucher as a positive amount in the **Paying** field.
5. Commit the transaction.

   A gift voucher is printed out. If you are using a pre-printed gift voucher, make sure you record the credit ID and customer number on the gift voucher somewhere so that it can be redeemed.

   If you have a docket printer, and you do not have the printing option **Preview All Transactions** selected, the gift voucher is printed to the docket printer.

   If you have an **A4** printer set as your docket printer, or if you have the printing option **Preview All Transactions** selected, the RetailManager report viewer appears with the gift voucher. See 'Using the MYOB RetailManager report viewer' on page 268 for more information.
6. Click the print icon ( ). The **Print** window appears.
7. Specify the page range, required number of copies, etc. and click **OK**.

   The voucher is printed to your report printer.

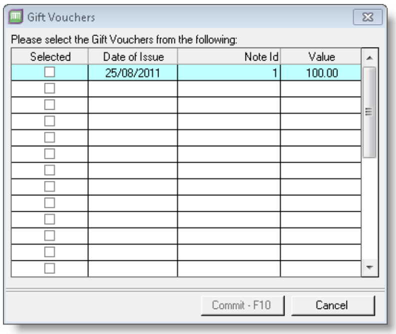
To redeem a gift voucher

Just as gift vouchers must be issued to a customer, so they must be redeemed against a customer.

When a customer redeems a gift voucher and the gift voucher payment method is selected in the **Sales** window, MYOB RetailManager displays the **Gift Vouchers** window, enabling you to select single or multiple gift vouchers.

1. Go to the **Sales** window and enter your staff number in the **Staff** field.
2. Enter the customer number or the generic 'Gift Voucher' customer number appearing on the gift voucher in the **Customer** field.
3. Enter the products being purchased with the gift voucher, and press ENTER to move to the **Payment Details** frame.

4 Select the **Gift Voucher** payment and press ENTER. The amount of the sale is displayed in the **Paying** field. Press ENTER. A window appears listing the outstanding gift vouchers for the customer.



5 Select the gift voucher you want to process the sale against, by highlighting it and pressing the spacebar. Then click **Commit - F10** or press F10 to commit the information.

Note that if the value of the gift voucher being redeemed exceeds the value of the purchase, you can give the customer the difference in cash by doing the following: first enter the difference as a negative amount against the Cash payment method, and then enter the full amount of the gift voucher against the Gift Voucher payment method.

For example, if the customer is making a $17 purchase with a $20 gift voucher, enter '- $3' for the Cash payment method, then enter '$20' for the Gift Voucher payment method and select the gift voucher from the displayed list. The commit transaction window will show '$3' change to be given.

Note that if the purchase exceeds the value of the gift voucher, select the Gift Voucher payment method, and then select the payment method by which the customer wants to pay the balance of the purchase.

NOTE : Cash on Gift Vouchers It is wise to have a stated shop policy on whether you allow cash change on gift voucher purchases.

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6 Press ENTER to commit the sale.

Customer special orders

Customer special orders are one-off orders that you make when a customer requires a rain check, or an item currently not available or not usually sold in your shop, such as an item that you can supply but due to specific customer requirements such as size or colour, you normally order directly from a supplier.

MYOB RetailManager handles and tracks customer special orders separately from standard shop orders.

Special orders are recorded in the **Sales** window. The order is then allocated to a supplier who will supply you this product, and a purchase order is created through the **Purchase Orders** function. If you require the customer to pay a deposit on the order, you can record the deposit against the customer's record in the **Sales** window.

The following topics are included in this section:

- ‘Creating a customer special order’ below
- ‘Receiving a product on special order’ on page 207.

To make the special order payment type inactive

The customer special order function is optional in RetailManager. By default, the Special Order payment type is active.

1. Go to the **Options** menu, choose **Payment Types**, select the **Special Order** payment type and click **Edit**.
2. Ensure the **This payment type is active** option is deselected. See ‘Payment Type options’ on page 28 for more information about editing payment types.

Creating a customer special order

There are four steps to creating a customer special order:

- Step 1: Record the customer special order
- Step 2: Record the customer deposit
- Step 3: Allocate the special order to a supplier
- Step 4: Order the item.

Step 1: Record the customer special order

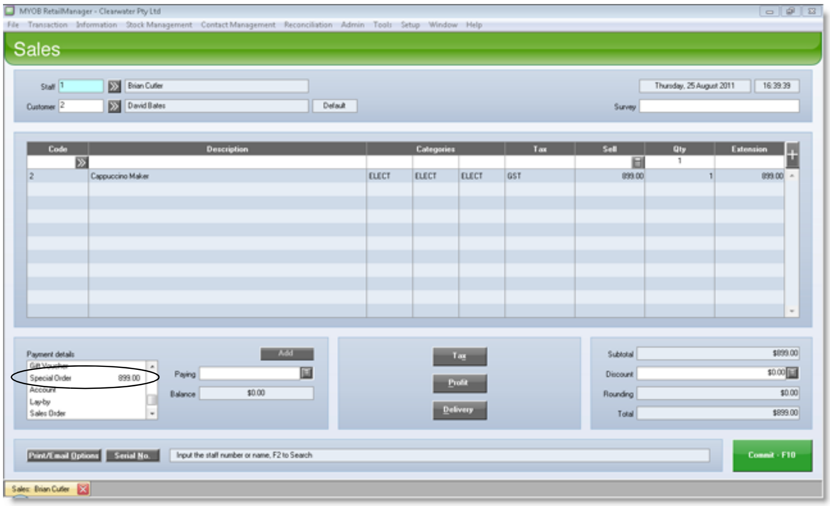
1. Go to the **Sales** window by pressing the shortcut F6 or by choosing **Sales** from the **Transaction** menu. The **Sales** window appears.
2. Enter the staff number in the **Staff** field.
3. Enter the customer number in the **Customer** field.
4. Enter a product code for the required item in the **Code** field.

   If the code does not exist, a window appears. Choose **Create**. The **Create New Stock Item** window appears. (For full instructions on completing the fields in this window, see ‘Creating a new stock item’ on page 106.)

   NOTE: Assigning an item code Assigning the item a code with a prefix such as ‘CSO’ will set it apart from your standard stock items.

5. Enter the description, department, categories and other details for the product and click **Commit - F10** or press F10 to commit the information. You are returned to the **Sales** window and the details of the product are displayed in the grid. Enter the estimated sell price and required quantity in the appropriate fields.

6 Select the **Special Order** payment type in the **Paying Details** frame (you may have to scroll through the list to find this payment type). Press ENTER.



7 Commit the transaction.

Step 2: Record the customer deposit

If your shop takes deposits for special orders, you need to record the deposit against the customer's record.

1 Go to the **Sales** window and enter the staff and customer numbers.

2 Tab to the **Paying Details** frame and select the customer's method of payment. Enter the amount being paid in the **Paying** field and press ENTER.

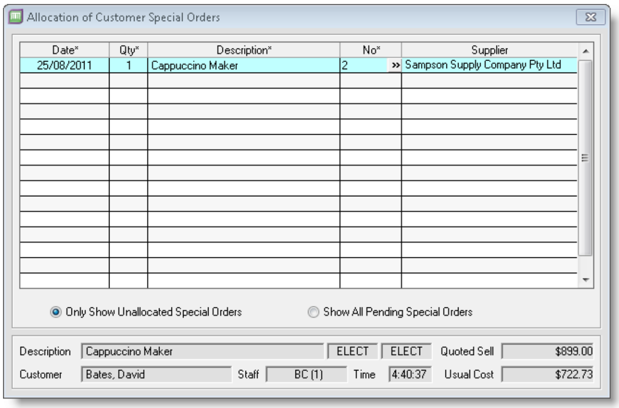
3 Choose **Deposit** in the **Paying Details** frame. The amount appears as a negative in the **Paying** field. Press ENTER.

4 Commit the transaction.

Step 3: Allocate the special order to a supplier

You need to specify the supplier who will supply this item.

1 Go to the **Admin** menu and choose **Allocate Customer Special Orders**. The **Allocation of Customer Special Orders** window appears, listing all the unallocated special orders.



NOTE: Usual Cost field The **Usual Cost** field may not be displayed if you belong to a staff group with restricted access privileges. For more details about setting up access privileges, see 'Security' on page 285.

2 Highlight the required special order, and in the **No** field enter the supplier number of the supplier to whom you are allocating the special order. If you have a default supplier for this item, that supplier number will automatically appear in this field.

3 Press ENTER. The product disappears from the unallocated special orders list. It is now in the pending orders list and can be viewed by clicking the **Show All Pending Special Orders** option.

Step 4: Order the item

Once the order has been allocated to a supplier, use the Purchase Orders function to order the product from the supplier. For full instructions on how to create a purchase order, see 'Creating purchase orders' on page 126.

Receiving a product on special order

A product on special order is received in the normal way through the **Goods Received** window. MYOB RetailManager will print out a docket to be placed with the special ordered item.

Once the product has been received, the **CSO** tab in the **Customers** window will show the status of the order as 'Received'.

To sell a special ordered item

Once you have received the goods on customer special order, you are ready to sell the special ordered item to the customer.

NOTE: Special Order items must be received before you can sell them You must have received the special ordered item(s) and recorded receiving them through the Goods Received process before you can sell them. See 'Receiving goods' on page 131 for more information.

1. Go to the **Sales** window by pressing F6, and enter your staff number.
2. Enter the customer number in the **Cust** field. When RetailManager asks you if you want to load the customer special order, select **Yes**. The item on order appears in the product details area.
3. Enter the payment details.

   If the customer paid you a deposit for the special order, go to the **Payment Details** frame and select **Deposit**. The amount of the sale is displayed in the **Paying** field. Press ENTER. RetailManager displays a **Deposits** selection window which lists all the outstanding deposits for the customer. Use the credit ID to find the deposit from the list. Select the deposit by clicking, or by highlighting it and pressing the SPACEBAR. Click **Commit - F10** or press F10 to commit the information.
4. Select the payment method for the balance, enter the amount in the **Paying** field and press ENTER.
5. Commit the transaction.

To cancel an outstanding special order

For instructions on how to cancel an item on special order, see 'Cancelling orders' on page 272.

Lay-bys

A lay-by sale in RetailManager is created in the same way as a standard sale, except that a deposit is usually made (depending on how you handle lay-bys), and the **Lay-by** payment method is used for the balance of the purchase. You can also charge a service fee on a lay-by by creating a 'service fee' stock item.

The term 'lay-by sale' is used here, but note that RetailManager does not regard a lay-by transaction as a sale until the last payment has been made and the goods have left the store.

The following topics are included in this section.

- 'Creating lay-by sales' below
- 'Recording lay-by payments, cancellations and refunds' on page 210.

NOTE: Setting your lay-by options You can set the due by date and whether you want to print a signature area (required by law in Victoria) on your lay-by receipt, using the **Lay-by Options** group in the **Other** tab of the **General Options** window. See 'Message options' on page 38 for more information.

To make the lay-by function inactive

Lay-by sales are an optional feature in RetailManager. By default, the lay-by payment type is active in RetailManager. If your business doesn't use the lay-by payment method:

1. Go to the **Payment Type Options** window, select the **Lay-by** payment type and click **Edit**.
2. Ensure the **This payment type is active** option is deselected. See 'To edit a payment type' on page 29 for more information about editing payment types.

Creating lay-by sales

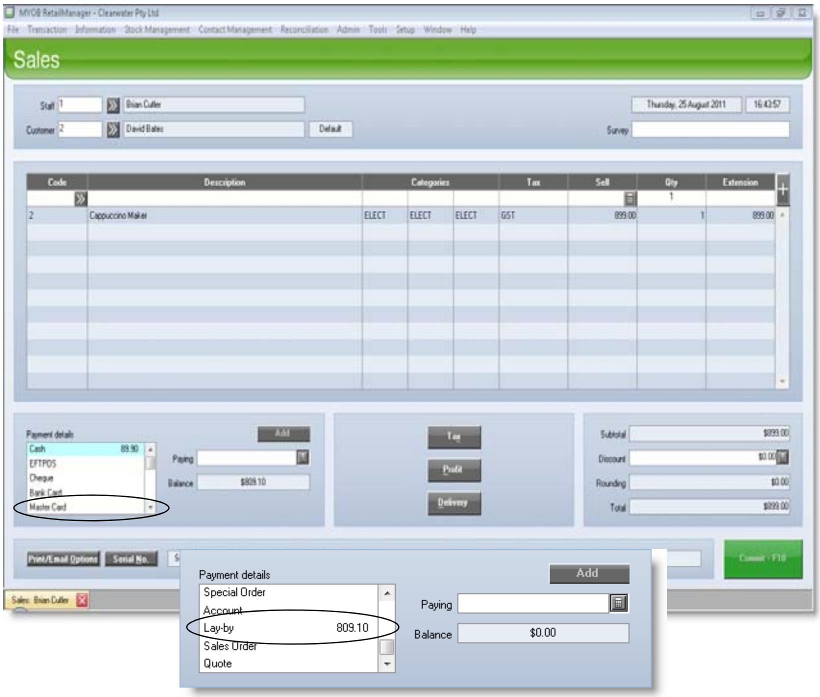
You create lay-by sales in the **Sales** window.

NOTE: Lay-by payments, cancellations and refunds To record lay-by payments, cancellations and refunds, use the **Lay-by Payments** window. See 'Recording lay-by payments, cancellations and refunds' on page 210 for more information.

To create a lay-by sale

1. Go to the **Sales** window either by pressing F6, or by choosing **Sales** from the **Transaction** menu.
2. Enter the details of the purchase in the **Sales** window in the usual way. Refer to 'Making a sale' on page 187 for more information about making a typical sale.
3. If you require a deposit to be paid on a lay-by, select the payment method of the deposit in the **Payment details** grid, and then enter the amount of the deposit being paid in the **Paying** field.

4 Select the **Lay-by** payment method for the balance of the purchase. (*Do not* use the **Deposit** payment method for lay-by deposits.)



If you do not require a deposit to be paid on a lay-by, select the **Lay-by** payment method for the whole purchase.

5 Commit the transaction.

If you have a docket printer, and you do not have the printing option **Preview All Transactions** selected, the lay-by is printed to the docket printer.

If you have an A4 printer set as your docket printer, or if you have the printing option **Preview All Transactions** selected, the RetailManager report viewer appears with the lay-by. See 'Using the MYOB RetailManager report viewer' on page 268 for more information.

6 Click the print icon ( ). The **Print** window appears. Specify the page range, required number of copies, etc. and click **OK**. The lay-by is printed to either your report printer or your docket printer.

The stock level of the products put on lay-by is adjusted. When the lay-by is paid off completely, the lay-by quantity for each product on lay-by is adjusted.

7 Run the **Lay-by Detailed** or **Lay-by Summary** report to view a list of your outstanding lay-bys. If you want comprehensive customer lay-by information, run the **Lay-by Debtors** report. See 'Reports' on page 267 for more information on generating reports in RetailManager.

A list of outstanding lay-bys for a customer, along with the amount paid on each lay-by, can be viewed in the **Lay-bys** tab of the **Customers** window. See 'Viewing customer transaction details' on page 227 for more information.

Recording lay-by payments, cancellations and refunds

You record lay-by payments, cancellations and refunds in the **Lay-by Payments** window.

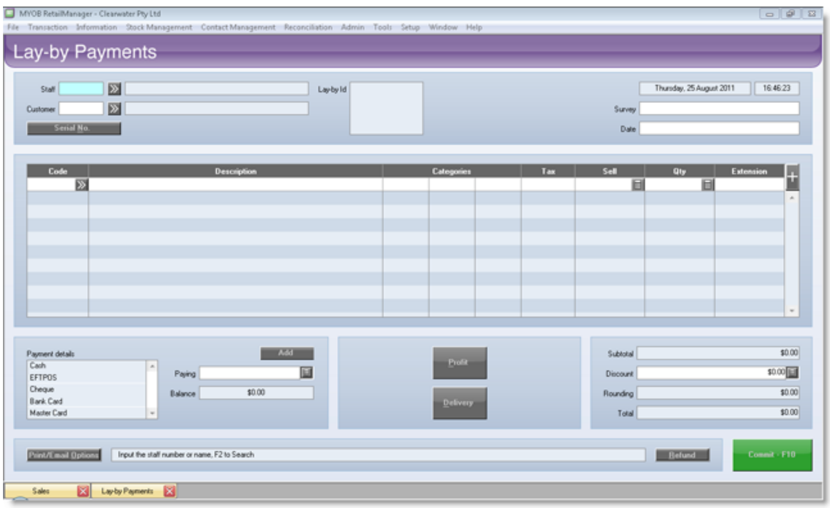
NOTE: Lay-by sales To record lay-by sales, use the **Sales** window. See 'Creating lay-by sales' on page 208 for more information.

To record a lay-by payment

NOTE: The Sales Period (inc. Lay-bys) report If you to intend to use the **Sales Period (inc. Lay-bys)** report (which treats a lay-by sale as a completed sale), you should not update an existing lay-by. If you do, the report data will not reflect the changes made to the lay-by and, therefore, will be inaccurate. To prevent staff from editing lay-bys, make sure that the **Don't Allow Editing of Lay-bys** option in the **Security Options** window is selected (see 'Setting your security options' on page 286). If you do not intend to use the **Sales Period (inc. Lay-bys)** report, deselect this option.

1 Go to the **Lay-by Payments** window either by pressing SHIFT+F7, or by choosing **Lay-by Payments** from the **Transaction** menu.

2 Enter your staff number in the **Staff** field and then enter the customer number in the **Cust.** field. The customer's existing lay-bys are listed by number in the **Lay-by Id** field.



NOTE: Amount already paid The amount the customer has already paid is displayed beside the **Already Paid** payment method in the **Payment Details** grid.

3 Select the required lay-by, and press ENTER. The details of the lay-by are displayed. The **Date** field displays the date of the lay-by transaction, and the product area of the window gives the details of the products purchased on this lay-by. The **Payment Details** grid displays the amount still to be paid on this lay-by.

4 If you want, edit the contents of the lay-by. You can change the products included on the lay-by, change the quantities of products, add new products or delete existing products.

5 In the **Payment Details** frame, select the payment method by which the customer wants to make a payment and press ENTER.

6 In the **Paying** field, enter the amount the customer wants to pay.

7 If the customer's payment does not cover the full lay-by amount, you need to reassign the remaining balance back to Lay-by. Highlight the **Lay-by** payment method, and press ENTER. RetailManager automatically calculates the remaining unpaid balance, and displays it beside the **Lay-by** payment method in the payment methods list.

8 Once you have made your changes, commit the information by clicking **Commit - F10**.

The history of a customer's lay-by payments can be viewed in the **LB Pay** tab of the **Customers** window. See 'Viewing customer transaction details' on page 227 for more information.

To cancel or refund a lay-by

Cancelling or refunding a lay-by is easily done in RetailManager, but it is important to remember that you do this in the **Lay-by Payments** window. Lay-bys are only created in the **Sales** window, but all other aspects of managing the lay-bys are done in the **Lay-by Payments** window.

1 Go to the **Lay-by Payments** window either by pressing SHIFT+F7, or by choosing **Lay-by Payments** from the **Transaction** menu.

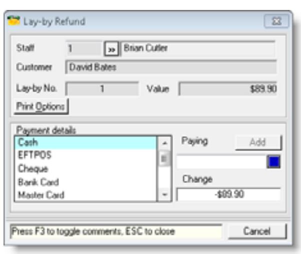
2 Enter your staff number in the **Staff** field, and enter the customer number in the **Cust** field. The customer's current lay-bys are displayed in the **Lay-by Id** field.

3 Select the lay-by you want to cancel or refund in the **Lay-by Id** field. The details of the lay-by are displayed in the window.

4 Click **Refund** at the bottom of the window. If you are using passwords, the **Security** window appears.

5 Type your password and press ENTER.

If no deposit or payments has been paid on the lay-by, the lay-by will simply be cancelled. If deposits or payments have been paid on the lay-by, the **Lay-by Refund** window appears.



The **Lay-by Refund** window displays the staff member refunding the lay-by, the name of the customer being refunded, the lay-by number, and the amount being refunded. Make sure that the amounts you are refunding for each payment method show as negative amounts.

6 Select the payment method for refunding the customer from the payment methods list. You can select multiple payment methods here for the refund.

7 When you have entered the payment method(s) you require for the refund, press ENTER. You are asked if you want to approve this transaction.

8 Type **Y** to approve the transaction. A refund docket is printed out, which should be signed by the customer and filed.

Sales orders

You use sales orders to put an item of stock on hold for a customer. Sales orders enable your customers to put an initial optional deposit payment on a stock item or items. The sales order transaction is completed with a single customer payment for the balance of the transaction.

Processing a sales order sale is essentially the same as a standard sale, except that a deposit is usually made, and the **Sales Order** payment method is used for the balance of the purchase.

Sales orders can be converted to a sale or an account sale.

The term 'sales order sale' is used here, but note that MYOB RetailManager does not regard a sales order transaction as a sale until the last payment has been made.

To make the sales order function inactive

Sales orders are an optional feature in RetailManager. By default, the sales order payment type is active in RetailManager. If your business doesn't use the sales order payment method:

1 Go to the **Payment Type Options** window, select the **Sales Order** payment type and click **Edit**.

2 Ensure the **This payment type is active** option is deselected. See 'Payment Type options' on page 28 for more information about editing payment types.

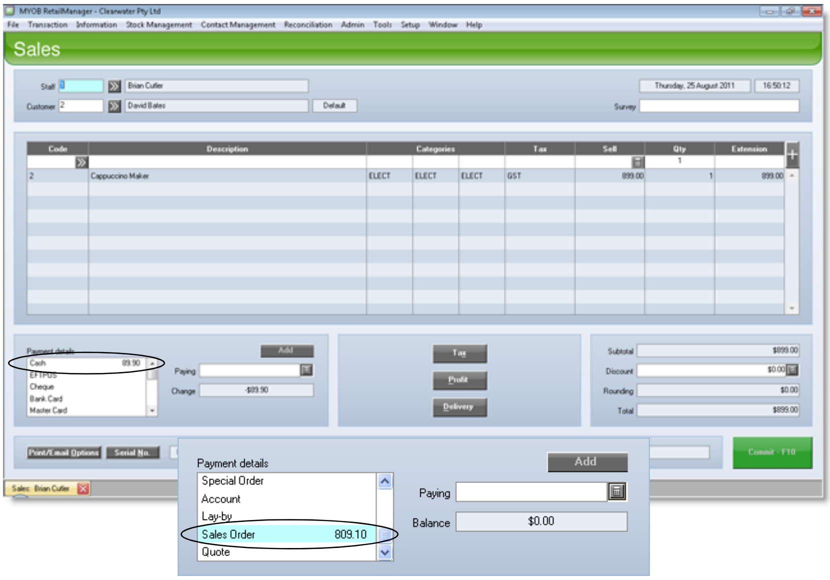
To create a sales order

1 Go to the **Sales** window either by pressing F6, or by choosing **Sales** from the **Transaction** menu.

2 Enter the details of the purchase in the **Sales** window in the usual way. See 'Overview' on page 179 for more information about making a standard sale.

3 If you require a deposit to be paid on a sales order, select the payment method of the deposit in the payment methods grid, and then enter the amount of the deposit being paid in the **Paying** field.

4 Select the **Sales Order** payment method for the balance of the purchase. (*Do not* use the **Deposit** payment method for sales order deposits.)



If you do not require a deposit to be paid on a sales order, select the **Sales Order** payment method for the whole purchase.

NOTE: Always use the Sales Order Payments window Do **not** refund a sales order by entering negative stock quantities in the **Sales** window. Use the **Sales Order Payments** window. See 'To cancel or refund a lay-by' on page 211 for more information.

5 When you commit the sale, the stock level of the products put on sales order is adjusted. When the sales order is paid off completely, the sales order quantity for each product on sales order is adjusted.

6 Run the **Sales Order Detailed** or **Sales Order Summary** report to view a list of your sales orders. See 'Reports' on page 267 for more information on generating reports in RetailManager.

The **Sales Orders** tab in the **Customers** window lists sales orders for the customer, along with the amount paid on each sales order.

A sales order can have the following states:

- **Pending**—when a deposit has been paid and the balance is outstanding
- **Accepted**—when the sales order has been finalised and full payment has been made
- **Refunded**—when a full refund of the deposit has been made to a customer
- **Cancelled**—when a sales order has been cancelled.

If your customer wants to add an item, use the **Sales Order Payments** window. See 'To update a sales order' on page 214 for more information.

To update a sales order

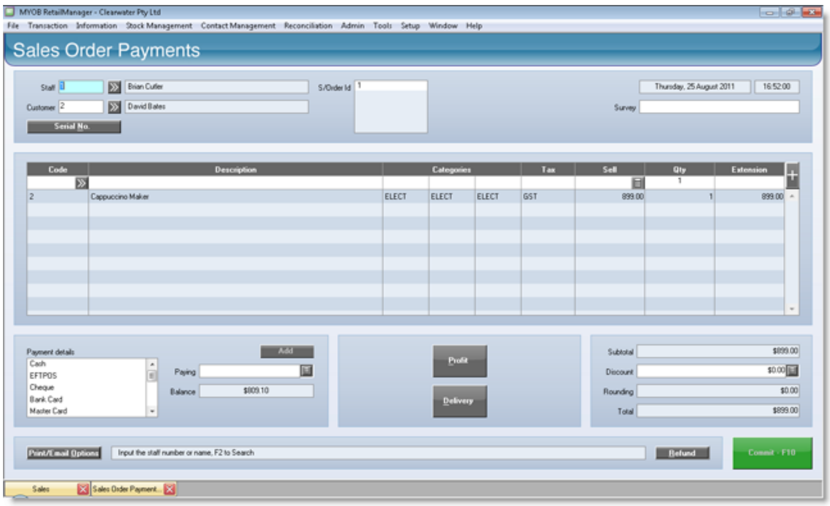
To prevent staff from accidentally editing sales orders you should make sure that the **Don't Allow Editing of Sales Orders** option in the **Security Options** window is always turned on. See 'Setting your security options' on page 286 for more information.

1 Go to the **Sales Order Payments** window either by pressing SHIFT+F8, or by choosing **Sales Order Payments** from the **Transaction** menu.

2 Enter your staff number in the **Staff** field and then enter the customer number in the **Cust** field.

3 The customer's existing sales orders are listed by number in the **S/Order Id** field.

4 Select the required sales order, and press ENTER. The details of the sales order are displayed in the window. The product area of the window gives the details of the products purchased on this sales order. The **Payment details** area of the window displays the amount still to be paid on this sales order.



5 You can edit the contents of the sales order in almost any way, including changing the products and the quantities on sales order. You can add new products to the sales order, or delete products from the sales order.

6 If you are finalising the sales order, select the payment method and enter the amount the customer is paying in the **Paying** field. If the customer is paying by more than one payment method, enter the relevant amounts for the different payment methods.

7 When you have made your changes, commit the information by clicking **Commit - F10** or pressing F10.

To record a sales order payment

NOTE: Customer details The history of a customer's sales order payments can be viewed in the **Customers** window. See 'Viewing customer transaction details' on page 227 for more information.

Customer payments on sales orders are processed using the **Sales Order Payments** window. A sales order is finalised when the customer has paid for the sales order products in full, and takes the products.

NOTE: Payments on sales orders Recommended store policy on sales orders is that only the initial deposit and the final payment be available as customer payment options. If you want to enable a customer to make multiple payments on a sales order, consider using a lay-by sale instead.

1. Go to the **Sales Order Payments** window either by pressing SHIFT+F8, or by choosing **Sales Order Payments** from the **Transaction** menu.
2. Enter your staff number in the **Staff** field, and enter the customer number in the **Cust.** field.

   The customer's current sales orders are displayed in the **S/Order Id** field.

   NOTE: Amount already paid The amount the customer has already paid is displayed beside the **Already Paid** payment method in the **Payment details** grid.

3. Select the required sales order, and press ENTER. The details of the sales order are displayed in the window. The **Date** field displays the date of the sales order transaction, and the product area of the window gives the details of the products purchased on this sales order. The **Payment Details** grid displays the amount still to be paid on this sales order.
4. Click **Profit** to view the Sale Profit in terms of the cost, and estimated gross profit as an amount and as a percentage on the total lay-by. Click **Profit** again to view the Line Profit amounts. Line Profit can help you calculate how much discount you can afford to give a customer. Click **Profit** again to return to the payment details.
5. In the **Payment Details** frame, select the payment method by which the customer wants to make a payment. When you have selected the required payment method, press ENTER to move to the **Paying** field, and enter the amount the customer wants to pay.

   When you've entered the customer's payment, you have to reassign the remaining balance back to Sales Order.

6. Highlight the **Sales Order** payment method, and press ENTER. RetailManager automatically calculates the remaining unpaid balance, and displays it beside the **Sales Order** payment method in the payment methods list.

   The **SO/Quote** tab in the **Customers** window displays a list of sales order payments made by the customer.

To cancel or refund a sales order

Cancelling or refunding a sales order is easily done in RetailManager, but it is important to remember that you do not do this in the **Sales** window, but rather in the **Sales Order Payments** window. Sales Orders are only created in the **Sales** window, but all other aspects of managing the sales orders are done in the **Sales Order Payments** window.

1 Go to the **Sales Order Payments** window either by pressing SHIFT+F8, or by choosing **Sales Order Payments** from the **Transaction** menu.

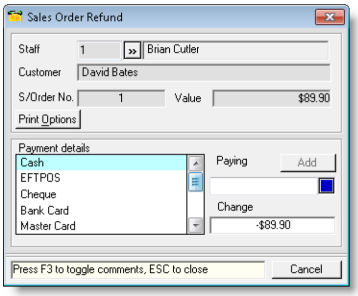
2 Enter your staff number in the **Staff** field, and enter the customer number in the **Cust.** field. The customer's current sales orders are displayed in the **S/Order Id** field.

3 Select the sales order you want to cancel or refund in the **S/Order Id** field. The details of the sales order are displayed in the window.

4 Click **Refund** at the bottom of the window. If you are using passwords, the **Security** window appears. Type your password, and press ENTER.

If no deposit or payments has been paid on the sales order, the sales order will simply be cancelled.

If a deposit or payments have been paid on the sales order, the **Sales Order Refund** window appears.



The **Sales Order Refund** window displays the staff member refunding the sales order, the name of the customer being refunded, the sales order number, and the amount being refunded. Make sure that the amounts you are refunding for each payment method show as negative amounts.

5 Select the payment method for refunding the customer from the payment methods list. You can select multiple payment methods here for the refund.

6 When you have entered the payment method(s) you require for the refund, press ENTER. You are asked if you want to approve this transaction.

7 Click **Yes** or type **Y** to approve the transaction.

To convert a sales order

You can convert a sales order to a sale or an account sale, simply by processing the sales order in the **Sales Order Payments** window in the same manner as you would process a sale from the **Sales** window.

Quotes

A quote is a non-sale transaction that allows you to provide a customer with a price for goods and/or services you sell. You can print quotes as a hard copy record for your customers. Quotes can be cancelled or converted to a sale, lay-by, customer special order, sales order or account sale, if the quote is to be processed as an actual transaction.

NOTE: Setting your quote options You can set the expiry date of a quote, using the **Quote Options** group in the **General Options** window. See 'General options' on page 22 for more information.

Quotes can be edited by selecting options in the **Security Options** window.

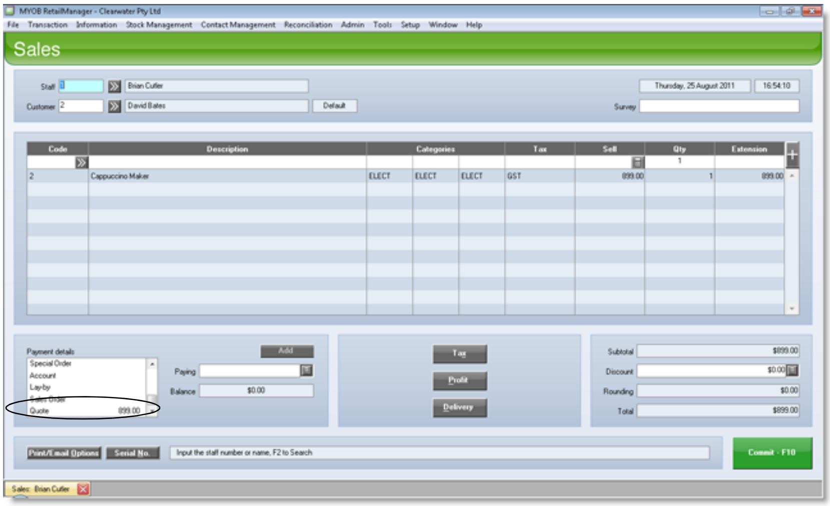
To make the quote function inactive

Quotes are an optional feature in RetailManager. By default, the quote payment type is active in RetailManager. If your business doesn't use the quote payment method:

1. Go to the **Payment Type Options** window, select the **Quote** payment type and click **Edit**.
2. Ensure the **This payment type is active** option is deselected. See 'Payment Type options' on page 28 for more information about editing payment types.

To make a quote

1. Go to the **Sales** window by pressing F6, or by choosing **Sales** from the **Transaction** menu.
2. Enter the details of the quote in the **Sales** window in the usual way you would for a sale. Refer to 'Overview' on page 179 for more information about making a 'standard' sale.
3. Select the **Quote** payment method.



4. Commit the transaction.

If you have a docket printer, and you do not have the printing option **Preview All Transactions** selected, the quote is printed to the docket printer.

If you have an **A4** printer set as your docket printer, or if you have the printing option **Preview All Transactions** selected, the RetailManager report viewer appears with the quote. See 'Using the MYOB RetailManager report viewer' on page 268 for more information.

5 Click the print icon ( ). The **Print** window appears. Specify the page range, required number of copies, etc. and click **OK**.

The quote is printed to either your report printer or your docket printer.

NOTE: No stock adjustment The stock level of the products put on quote is **not** adjusted.

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6 Run the **Quote Detailed** or **Quote Summary** report to view a list of your quotes. See 'Reports' on page 267 for more information on generating reports in RetailManager.

The **Quotes** tab in the **Customers** window lists quotes for the customer, along with the status of quote.

A quote can have the following states:

- **Active**—A quote has been made and is outstanding
- **Converted**—When the quote has been converted to a sale
- **Cancelled**—When a quote has been cancelled.

If your customer wants to add an item, use the **Quote Payments** window. See 'To update a quote' below for more information.

To update a quote

To prevent staff from accidentally editing quotes, you should make sure that the **Don't Allow Editing of Quotes** option in the **Security Options** window is always turned on. See 'Setting your security options' on page 286 for more information.

1 Go to the **Quote Converter** window either by choosing **Quote Converter** from the **Transaction** menu or by pressing SHIFT+F9.

2 Enter your staff number in the **Staff** field and then enter the customer number in the **Cust** field.

The customer's existing quotes are listed by number in the **Quote Id** field.

3 Select the required quote, and press ENTER. The details of the quote are displayed in the window. The product area of the window gives the details of the products on this quote.

4 You can edit the contents of the quote in almost any way, including changing the products and the quantities on quote. You can add new products to the quote, or delete products from the quote.

5 Once you have made your changes, commit the information by clicking **Commit - F10** or pressing F10.

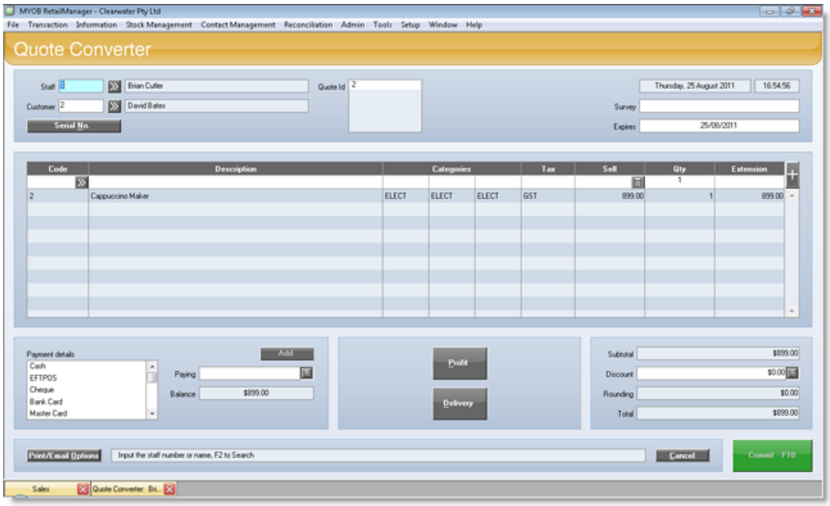
To convert a quote

You convert a quote in the **Quote Converter** window. You can convert a quote to a sale, lay-by, customer special order, sales order, or account sale.

1 Go to the **Quote Converter** window either by choosing **Quote Converter** from the **Transaction** menu or pressing SHIFT+F9.

2 Enter your staff number in the **Staff** field, and enter the customer number in the **Cust** field. The customer's current quotes are displayed in the **Quote Id** field.

3 Select the required quote, and press ENTER. The details of the quote are displayed in the window. The **Date** field displays the date and time the quote was made.



4 Click **Profit** to view the Sale Profit in terms of the cost, and estimated gross profit as an amount and as a percentage on the total lay-by. Click **Profit** again to view the Line Profit amounts. Line Profit can help you calculate how much discount you can afford to give a customer. Click **Profit** again to return to the payment details.

5 In the **Payment Details** frame, select the payment method the customer wants the quote converted to.

- If you are converting the quote to a sale transaction, press ENTER to move to the **Paying** field, and enter the amount the customer is paying.
- If you are converting the quote to a lay-by or other form of payment type that will not require initial customer purchase payment, commit the quote conversion and continue to process payment as you normally would for the new transaction type.

The **SO/Quotes** tab in the **Customers** window displays a list of quote payments made by the customer.

6 Click **Commit - F10** or press F10 to convert the quote.

To cancel a quote

Cancelling a quote is easily done in RetailManager, but it is important to remember that you do not do this in the **Sales** window, but rather in the **Quote Converter** window. Quotes are only created in the **Sales** window, but all other aspects of managing the quotes are done in the **Quote Converter** window.

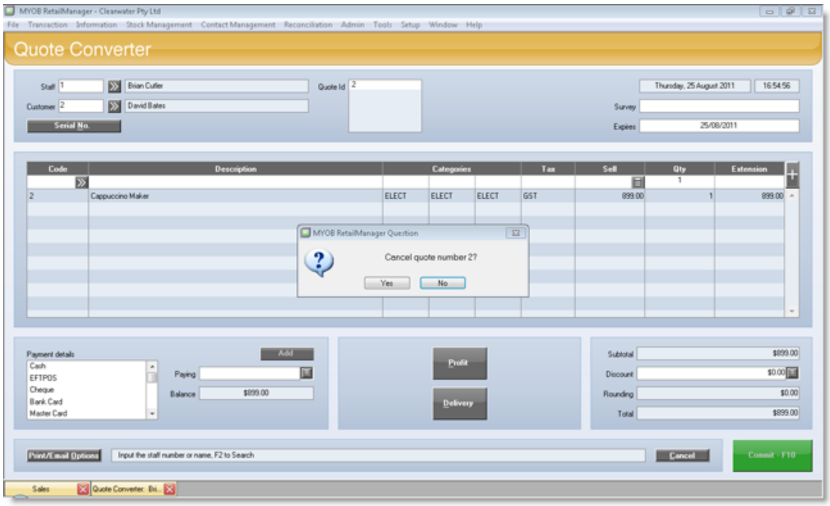
1 Go to the **Quote Payments** window either by pressing the SHIFT+F9 shortcut, or by choosing **Quote Payments** from the **Transaction** menu.

2 Enter your staff number in the **Staff** field, and enter the customer number in the **Cust** field. The customer's current quotes are displayed in the **Quote Id** field.

3 Select the quote you want to cancel in the **Quote Id** field. The details of the quote are displayed in the window.

4 Click **Cancel** at the bottom of the window.

If you are using passwords, the **Security** window appears. Type your password, and press ENTER.



5 Click **Yes** to cancel the quote.

Reprinting transactions

In MYOB RetailManager, you can reprint:

- the last transaction of certain transaction types (see 'Reprinting the last transaction' below), or
- earlier transactions from a number of windows (see 'Reprinting earlier transactions' below).

Reprinting the last transaction

You can reprint the last transaction of the following transaction types:

- Last Sales Docket
- Last Credit Note/Deposit/Gift Voucher
- Last Invoice, Last Invoice Payment
- Last Purchase Order
- Last Customer Special Order
- Last Goods Received
- Last Returned Goods
- Last Lay-by, Last Lay-by Payment, Last Lay-by Refund
- Last Sales Order, Last Sales Order Payment, Last Sales Order Refund
- Last Quote

- Last PC-EFTPOS/DPS EFTPOS Receipt (available if you use an Ingenico PC-EFTPOS or DPS Payment Express - Integrated EFTPOS terminal).

NOTE : Reprinting the last Tyro - IP EFTPOS transaction If you use a Tyro - IP EFTPOS terminal, you cannot reprint the last transaction from RetailManager. You can, however, reprint the last transaction from your Tyro terminal.

To reprint the last transaction

1 Go to the **Tools** menu, and choose **Reprint**.

2 Select the type of transaction you want to reprint.

Reprinting earlier transactions

If the transaction you want to reprint is not the most recent of the transaction type, you can still reprint it from the **Stock** window, the **Suppliers** window, or the **Customers** window.

The quickest method of reprinting a transaction is using the **Lookup** window. For more information about how to use the **Lookup** window, see 'Using the Lookup Transactions window' on page 74.

You can also reprint a transaction using the methods described below.

To reprint a transaction from the Customers window

You can reprint a transaction from the **Customers** window if there is a customer record for the customer concerned.

1 Go to the **Customers** window, enter the customer number in the **Customer** field and press ENTER.

2 Click **Purchases**, **Invoices, Credit Notes, IV Pay, Lay-bys**, **LB Pay**, **CSO** (**Customer Special Orders**), **SO/Quotes**, or **Sales Pay** tabs as required to view a list of transactions of that transaction type for that customer.

3 Click required transaction or highlight the transaction and press ENTER. The original transaction is displayed. Click **Reprint - F4** or press F4 to reprint the transaction.

To reprint a transaction from the Stock window

1 Go to the **Stock** window and enter the stock bar code of the transaction in the **Bar Code** field.

2 Click **Audit** tab to view a list of all the recent transactions for the stock item.

3 Click the required transaction or highlight the transaction and press ENTER. The original transaction is displayed.

4 Click **Reprint - F4** or press F4 to reprint the transaction.

To reprint a transaction from the Suppliers window

1 Go to the **Suppliers** window and enter the Supplier number in the **Supplier** field.

2 Click **Received** tab to view a list of recent transactions of stock items supplied to you by the supplier.

3 Select the required transaction or and press ENTER. The original transaction is displayed.

4 Click **Reprint - F4** or press F4 to reprint the transaction.

6 Customers

MYOB RetailManager lets you record an extensive amount of customer information which can be used in a number of ways, such as administering lay-bys, special orders and customer accounts. This makes it easy to keep track of who is buying what and when, who owes you money and how much, and when their payment is due.

Overview

Customer records and customer accounts are created in the **Customers** window.

Customer records are used to:

- record the name, address, phone number and email address of the customer
- allocate a unique customer number to the customer
- grade the customer for discount benefits or preferential treatment
- display notes about the customer, which are useful for staff members who serve the customer
- display an extensive history of the customer's activity with your business, including general purchases and payments, lay-by purchases and payments, account sales and payments, special orders, sales orders and quotes, and deposits on sales orders
- process quotes, lay-by sales, lay-by payments, sales orders and payments and special orders
- issue and redeem credit notes and gift vouchers.

Customer accounts are additional to customer records and are used by customers to purchase goods on account from your store.

Customers registered for GST If you have customers who are registered for GST, you can record their ABN in the **Customers** window. See 'To record a customer's tax terms' on page 60 for more information. If you want their ABN to appear on their invoices and dockets, select the **Include Customer's ABN on Invoices/Dockets** option in the **GST Options** window.

Overseas customers If your business sells goods to overseas customers, these goods may not be subject to GST. When creating a customer record, you can flag an overseas customer by selecting the **Overseas Customer** option. If you attempt to sell or lay-by an item with a GST tax code to an overseas customer, MYOB RetailManager displays the warning, "Customer is flagged as an overseas customer, and should not be charged GST. Commit anyway?".

You can change the item's tax code in the **Sales** window to the tax code you set up for export sales (recommended). See 'To set up default tax codes' on page 56 for more information on setting up a tax code for export sales.

Maintaining customer details

The following topics are included in this section.

- 'Creating and editing customer records' below
- 'Creating customer accounts' on page 226
- 'Viewing customer transaction details' on page 227.

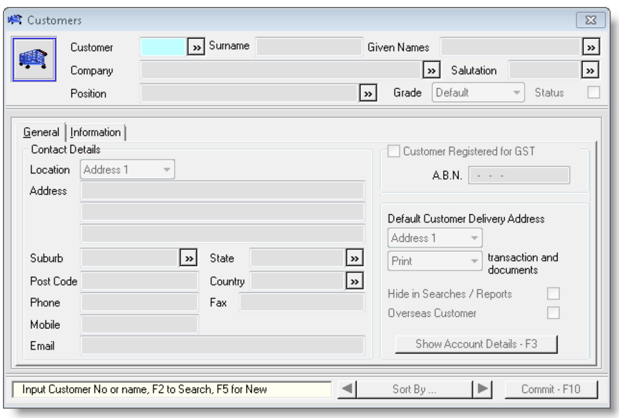
Creating and editing customer records

Customer records are created and edited in the **Customers** window.

NOTE: Customer List report The **Customer List** report displays a list of all your customers including their addresses and discount grades. For information on displaying a report, see 'Reports' on page 267.

To create a customer record

1 Go to the **Information** menu and choose **Customers**, or press CTRL+U. The **Customers** window appears.



2 If you want to specify a customer ID, type the number in the **Customer** field and press ENTER. A question window appears. Click **Create**.

If you want a unique customer number to automatically be allocated, press F5. The word **<New>** is displayed in the **Customer** field, and a customer number will be allocated after the information is committed.

3 Enter the customer's surname, given names, salutation, company and position in the company in the relevant fields.

4 Select the required grade for the customer in the **Grade** field. See 'Pricing grades' on page 137 for more information.

5 If required, select the **Status** option. If you have renamed the **Status** option in the **Security Options** window, this option will be labelled with that name. For more information, see 'Custom options' on page 39.

6 Enter the customer's contact details.

If the customer has more than one location, select **Address 2** and enter the additional details. You can enter details for three locations.

> NOTE: **Exporting customer details** When exporting customer details, only Address 1 will be exported.

7 Select the default delivery address.

8 Select whether you want to print, email, or print and email transaction documents and statements.

9 If applicable, select the **Customer Registered for GST** option and enter the customer's 11-digit ABN in the **ABN** field.

10 If you don't want this customer record to appear in search windows and reports, select the **Hide in Searches/Reports** option. See 'Hiding records in searches and reports' on page 75 for more information.

11 If this customer resides overseas, select the **Overseas Customer** option. Note that this option is greyed out if you have selected the **Customer Registered for GST** option.

12 Click the **Information** tab and complete the fields as required.
- In the **Sales Screen Message** field, enter any message about the customer you want displayed in the **Sales** window every time the customer makes a purchase.
- Enter any more detailed notes about the customer in the **Customer Notes** field. Notes entered here are not displayed anywhere else.
- Enter the relevant information in the **Custom** fields. See 'Custom options' on page 39 for more information.

> NOTE: **Customer messages** You can enter messages like 'VIP customer', or 'show new gardening products'. Note that customer messages are displayed in the **Sales** window, so they may be seen by the customer.
>
> In the **Messages Options** window, you can also enter a generic message for all your customers to be printed out on all customer receipts.

13 Click **Commit - F10** or press F10 to commit the information.

To edit a customer record

1 Go to the **Information** menu and choose **Customers**, or press CTRL+U. The **Customers** window appears.

2 Type the customer ID in the **Customer** field, or click the **Assist** button and choose a record from the list of customer records displayed.

3 Edit the customer record.

See 'To create a customer record' on page 224 for more information.

Creating customer accounts

In MYOB RetailManager, you can create an account for a customer, allowing the customer to make purchases by charging them to an account. RetailManager has a full debtors feature to create and track individual customer accounts.

Before you set up the customer account, you need to set up a customer record for the customer. See 'Maintaining customer details' on page 224 for more information about setting up a customer record.

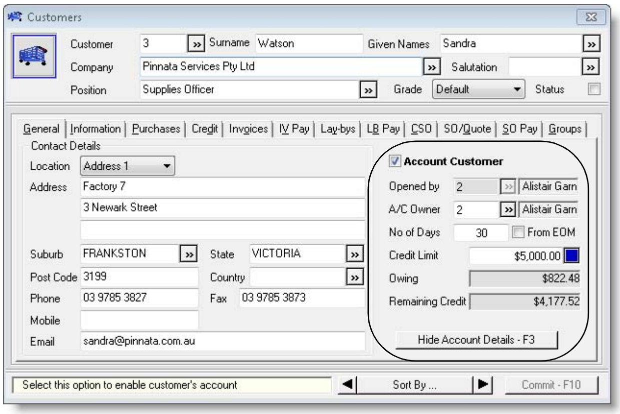
NOTE: Password protection for creating accounts If you turned on Account Security, you will have to enter your password before you can create a customer account. See 'Setting your security options' on page 286 for more information.

To create a customer account

1 Go to the **Information** menu and choose **Customers**, or press CTRL+U. The **Customers** window appears.

2 Enter the customer number. If the customer does not have a customer record, create a new record for the customer. See 'Maintaining customer details' on page 224 for more information.

3 Click **Show Account Details - F3** or press F3. The account details for the customer are displayed.



4 Select the **Account Customer** option to indicate that this is an account customer.

5 Enter your staff number in the **Opened By** field. When you enter the number, your name is displayed.

6 In the **A/C Owner** field, enter the staff number of the staff member to whom you want to credit any account sales made to this customer. You can leave this field blank if you want to credit the staff member who actually makes the sale. This is particularly relevant where staff members can earn commission on sales.

7 In the **No. of Days** field, enter the number of days the customer has to pay the account before the account is overdue, and they are put on stop credit. The number of days you enter here will be calculated from the date of invoice.

If you want the number of days to be calculated from the end of the month, select the **EOM** (End of Month) option by pressing the SPACEBAR.

NOTE: Changing the credit limit You can change the credit limit of the customer at any time.

8 Enter the maximum credit limit of the customer in the **Credit Limit** field.

If the customer's limit is exceeded, and you have your account security option turned on in the **Security Options** window, you will have to enter your password to approve the sale.

9 Click **Commit - F10** or press F10 to commit the information.

The **Owing** and **Remaining Credit** fields display the amount the customer currently owes, and the remaining amount of credit the customer has. They are display only fields, and cannot be edited.

The amounts displayed in these fields are GST inclusive.

Viewing customer transaction details

MYOB RetailManager maintains a detailed record of transactions made by each customer, including purchases, credit history, invoices and invoice payments, lay-by sales and payments, customer special orders, sales orders and quotes, sales order deposits and payments and contact group information.

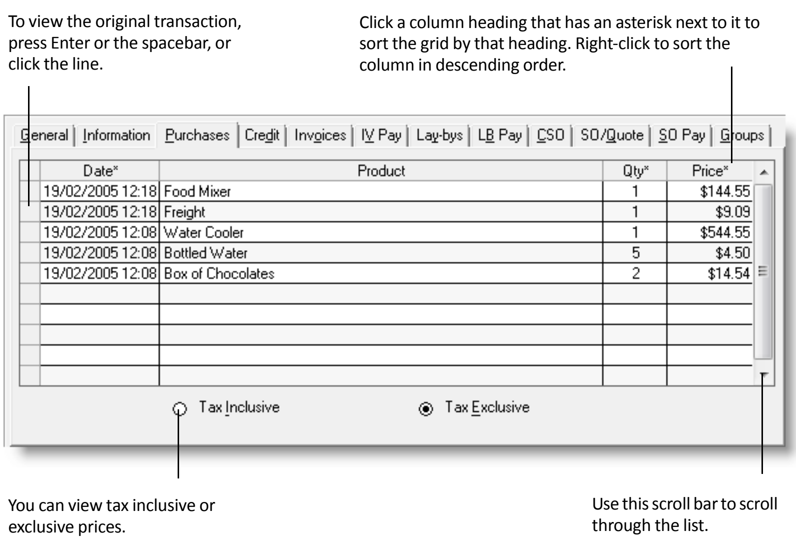
To view customer details

1 Go to the **Information** menu and choose **Customers**, or press CTRL+U. The **Customers** window appears.

2 Enter the customer number in the **Customer** field.

3 Click the required tab.

In addition to the **General** and **Information** tabs (which are described in 'To create a customer record' on page 224), the **Customers** window displays the **Purchases**, **Credit**, **Invoices**, **IV Pay**, **Lay-bys**, **LB Pay**, **CSO**, **SO/Quotes**, **SO Pay** and **Groups** tabs. Each tab is described below.



Viewing purchase details Click the **Purchases** tab to view a list of items purchased by the customer. The grid lists each product purchased on a separate line with the date, quantity and price of the purchase.

Select the **Tax Inclusive** option to view the price tax inclusive, or the **Tax Exclusive** option to view the price tax exclusive.

If the customer has purchased any packages, you also have the option of viewing the list by component (including or excluding tax) or by header (also including or excluding tax).

Viewing credit details Click the **Credit** tab to view a list of credit notes, deposits, and gift vouchers issued to the customer. The date, credit ID, source (for example docket ID), credit type and amount are displayed for each credit.

Viewing invoice details Click the **Invoices** tab to view a list of invoices issued to the customer. The date, invoice number, invoice total, and amount owing are displayed for each invoice.

The amounts displayed in the **Amount Owing** column are tax inclusive.

Viewing invoice payment details Click the **IV Pay** tab to view a list of invoice payments made by the customer. The grid displays the date, invoice number, payment number, transaction code, amount paid, and any discount given, for each payment.

Viewing lay-by details Click the **Lay-bys** tab to view a list of lay-bys for the customer. The grid displays the date and time, lay-by number, the date of the last payment made by the customer, the total and the amount owing for each lay-by.

Viewing lay-by payment details Click the **LB Pay** tab to view a list of lay-by payments made by the customer. The date, lay-by number, payment number, amount paid, and payment type, are displayed for each lay-by payment.

Viewing customer special order details Click the **CSO** tab to view a list of items on special order for the customer. The grid displays the date and time of the order, the description, sell price, and quantity of the item on order, and the status of the order.

Viewing customer sales orders and quotes Click the **SO/Quote** tab to view a list of the sales orders placed by the customer, and quotes given to the customer. The grid lists the date and time of each order and quote, the sales order number, the type and status of the order, the total amount of the order, and the amount owing.

Viewing sales order deposits and payments Click the **SO Pay** tab to view a list of deposits or payments made on sales orders. The grid lists the date and time, sales order number, payment number, amount paid and payment type.

Viewing customer contact groups Click the **Groups** tab to view a list of contact groups the customer has been added to. If the **Exclude from customer contact group emails** option is selected, the customer will be excluded from contact group emails. If you have selected a reason, the reason will be displayed in the **Reason for exclusion** list. (Note that you can also view this reason when you email your customer contact groups.) To view the group details, select the group and then click **View Group Details**. For more information, see 'Customer contact groups' on page 229 and 'Emailing customer contact groups' on page 235.

Customer contact groups

In MYOB RetailManager, you can create customer contact groups and then use these groups to email newsletters, special offers, catalogues or other promotional material to your customers. For example, you may want to create a customer contact group called 'VIP Customers' and only include customers who have exceeded a minimum sale amount or a minimum number of sales. You can then email these customers with a special offer.

You create, edit and delete customer contact groups in the **Contact Groups** window.

In this window, you can also print the **Customer Groups Summary** and **Customer Groups Detailed** reports.

You can also use your contact groups to print mailing labels and customer bar code labels.

Maintaining customer contact groups

You specify contact group details in the **Contact Group Details** window. There are two tabs in this window.

Group Details tab In this tab, you specify a name and description for the group and the criteria you want to use to select customers. From a list of customers who meet the criteria, you then select the customers who you want to include in the group.

Customers added to a contact group are automatically included in group emails. You can exclude a customer from group emails by deselecting an option in the customer's record (for more information, see 'Excluding customers from contact group emails' on page 238). When you do this, you can still print bar code labels and mailing labels for the customer using the contact groups you have created.

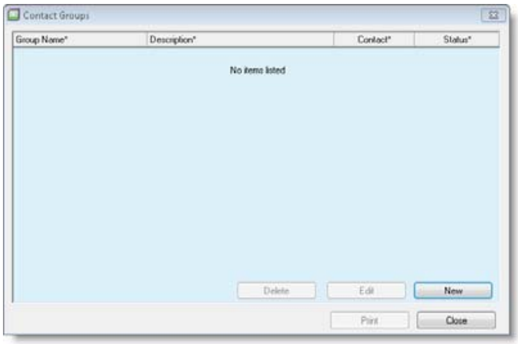
You can make a customer contact group inactive (for more information, see 'To make a customer contact group inactive' on page 234). When you do this, you cannot email or print mailing labels or bar code labels for the group.

Contacts tab This tab shows the customers you have added to the group. If you want, you can remove a customer from a contact group. For more information, see 'To remove a customer from a contact group' on page 234.

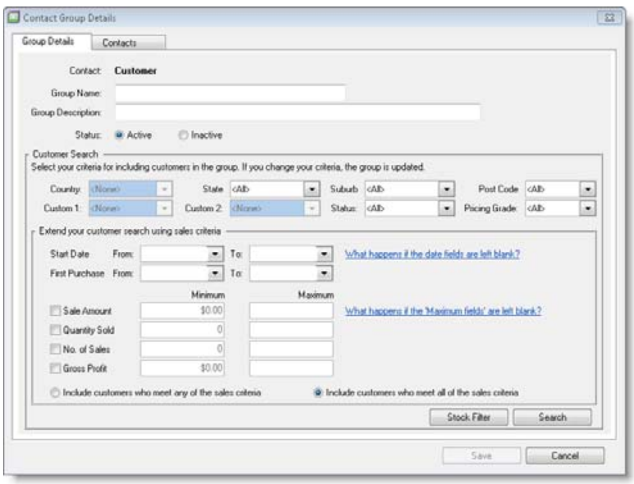
NOTE: Customer's record The **Groups** tab in the customer's record displays the contact groups the customer has been added to. For more information, see 'Viewing customer contact groups' on page 228.

To create a customer contact group

1 Go to the **Contact Management** menu and choose **Contact Groups**. The **Contact Groups** window appears.



2 Click **New**. The **Contact Group Details** window appears, with the **Group Details** tab displayed.



3 Type a name and description for the group.

4 If required, specify the general criteria for selecting customers.

To do this, click the down arrow next to the selection criteria (for example, **Country**). From the list that appears, select the options you want to use. You can select more than one option in each list.

NOTE : About the No Entry option This option appears for all criteria except for **Status** and **Pricing Grades**. When **No Entry** is selected, the customer will still be included in the search even if the field in the customer's record is blank.

5 If required, specify the sales criteria:

a To enter a **Start Date** range, click the down arrow next to the **From** and **To** fields and then select a date from the calendar that appears.

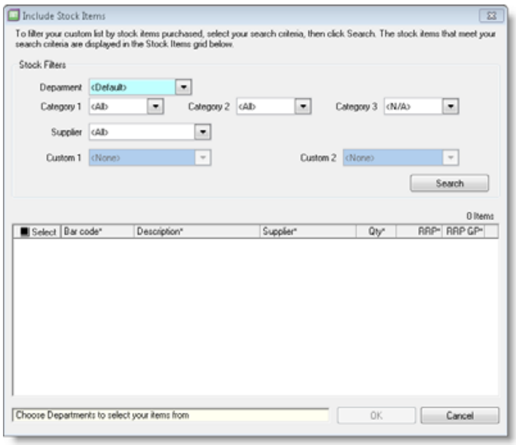
b If you want to limit the search to customers who first purchased stock items during a particular period, specify a date range in the **First Purchase From** and **To** fields. The customer list will then only include customers who first purchased stock items during the specified period.

To enter a **First Purchase** range, click the down arrow next to the **From** and **To** fields and then select a date from the calendar that appears.

c To select a sales option, select the option you want to use and then enter details in the adjacent fields (**Minimum** or **Maximum**, or both). You can select more than one option.

d Select whether you want to include customers who meet all or any of the sales criteria.

6 If required, specify the stock criteria. Specifying stock criteria will filter your customer list by customers who have purchased the included stock items. Click **Stock Filter**. The **Include Stock Items** window appears:



a Specify the stock criteria for selecting customers. You can filter the stock item list according to department, category, supplier or custom fields.

Click the down arrow next to the selection criteria (for example, **Department**). From the list that appears, select the options you want to use. You can select more than one option in each list.

b Click **Search**. The stock items that meet your search criteria appear in the grid.

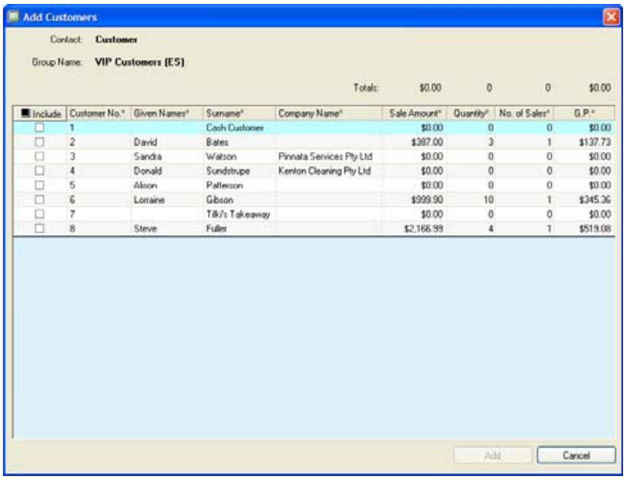
c Select any stock items in the grid by clicking in the **Include** column next to the item's name. If you want to include all stock items, click the **Include** column heading.

d Click **OK**. The selected stock items are added as filters to your custom list and the **Contact Group Details** window reappears.

Note that you can limit the search to customers who first purchased stock items during a particular period. To do this, specify a date range in the **First Purchase From** and **To** fields in the **Contact Group Details** window. For more information, see step b above.

NOTE: If you have not selected stock filters in the **Include Stock Items** window, the **First Purchase** range will include all stock items.

7 Click **Search**. The **Add Customers** window appears listing all the customers who meet the selection criteria you specified.



Each customer's total sales amount, sales quantity, number of sales and gross profit are listed in the columns.

8 Select any customers in the grid by clicking in the **Include** column next to the customer's name. If you want to include all customers, click the **Include** column heading.

On the right above the columns, you can view the total sales amounts, quantities, numbers of sales and gross profits for the selected customers.

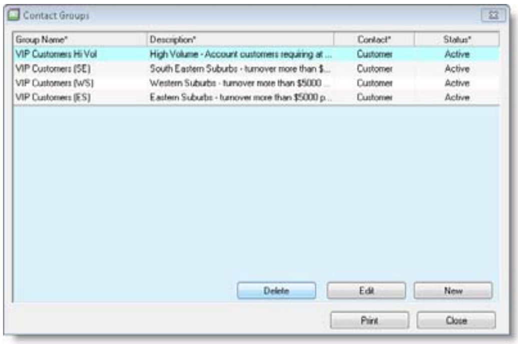
9 Click **Add**. The **Contact Group Details** window reappears, displaying in the **Contacts** tab the list of customers you added.

10 Click **Save**. The **Contact Groups** window reappears and the contact group you created appears in the list.

11 Click **Close**.

To edit a customer contact group

1 Go to the **Contact Management** menu and choose **Contact Groups**. The **Contact Groups** window appears.



2 Select the group you want to edit and click **Edit**. The **Contact Group Details** window appears, with the **Group Details** tab displayed.

3 Make your required changes in the **Group Details** tab. For more information about this tab, see ‘Group Details tab’ on page 229.

If you change the criteria for this group, you may want to click **Search** to see if there are now different customers who meet the criteria. You can then decide which customers to add (or remove).

4 If you want to remove a customer from the group, click the **Contacts** tab. Then, select the customer and click **Remove**. A confirmation message appears.

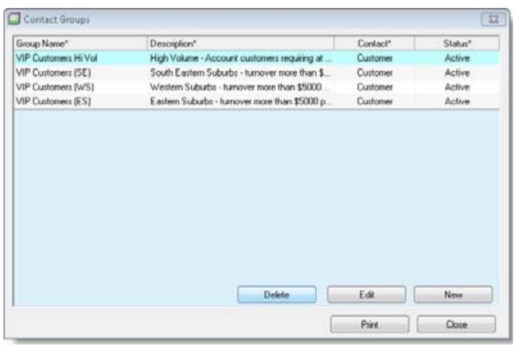
5 Click **Yes**.

6 Click **Save**. The **Contacts Groups** window reappears.

7 Click **Close**.

To delete a customer contact group

1 Go to the **Contact Management** menu and choose **Contact Groups**. The **Contact Groups** window appears.



2 Select the contact group you want to delete and click **Delete**. A confirmation window appears.

3 Click **Yes**.

4 Click **Close**.

To print customer contact group reports

You can print the following customer contact group reports:

- The **Customer Groups Summary** report. This report lists the customer contact groups you have created.
- The **Customer Groups Detailed** report. This report lists the customers in each contact group, their selection criteria and their email preference.

NOTE: You must have a report printer specified. For more information, see ‘Reports’ on page 267.

1 Go to the **Contact Management** menu and choose **Contact Groups**. The **Contact Groups** window appears.

2 Click **Print**.

3 In the window that appears, select the report you want to print and click **OK**.

4 Select your report filters. (For more information about report filters, see 'Report filters' on page 267.) The preview window appears.

5 Click the print icon. The reports are printed to your report printer.

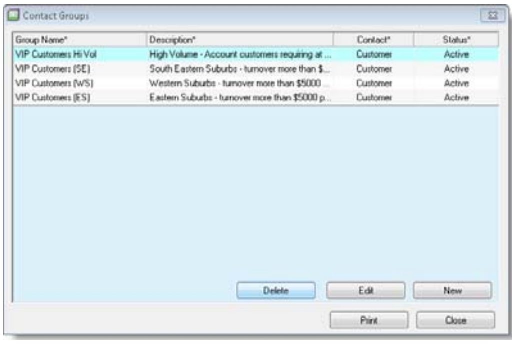
6 Close the preview window. The **Contact Groups** window reappears.

7 Click **Close**.

To make a customer contact group inactive

You can make a customer contact group inactive. However, when you do this, you cannot send emails to the group or print mailing labels or bar code labels for the group.

1 Go to the **Contact Management** menu and choose **Contact Groups**. The **Contact Groups** window appears.



2 Select the group you want to make inactive and click **Edit**. The **Contact Group Details** window appears, with the **Group Details** window open.

3 Select the **Inactive** option and then click **Save**. The **Contact Groups** window reappears.

4 Click **Close**.

To remove a customer from a contact group

1 Go to the **Contact Management** menu and choose **Contact Groups**. The **Contact Groups** window appears.

2 Select the group the customer belongs to and click **Edit**. The **Contact Group Details** window appears.

3 Click the **Contacts** tab.

4 Select the customer you want to remove and click **Remove**. A confirmation message appears.

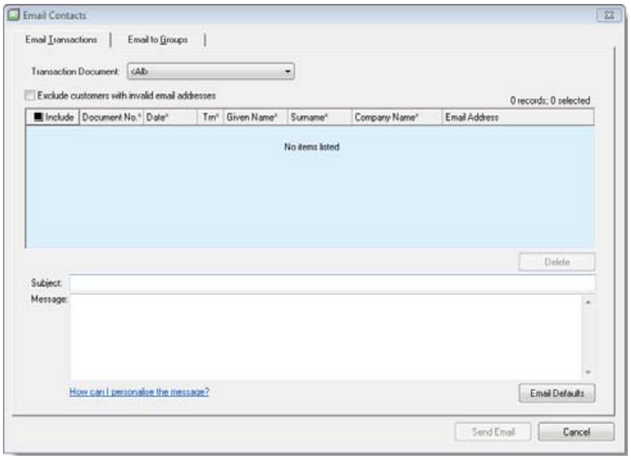
5 Click **Yes**.

6 Click **Save**. The **Contacts Groups** window reappears.

7 Click **Close**.

Emailing customer contact groups

You create and send emails from the **Email Contacts** window.



There are two tabs in this window:

- The **Email Transactions** tab is for emailing transaction documents, such as invoices and payments, to individual customers. See 'Email Transactions tab' on page 264.
- The **Email to Groups** tab is for emailing your customer contact groups. See 'Email to Groups tab' below.

NOTE : Specify default email settings If you have more than one email program installed on your computer, you need to specify the program you want to use to email customer contact groups. For more information, see 'Email options' on page 52.

Email to Groups tab

In this tab, you select the contact groups you want to email. You then compose the email message and if you want, attach a document (Word or PDF file formats).

The default email message The default email message text includes *email tags.* You can use these tags to personalise the email. For example, if you want to start your email with "*Dear Mrs Jones*", use the [Salutation] and [Surname] tags. Note that you can delete any tags that you don't want to use and then add them back in if required.

NOTE : Blank fields in the customer's record The details for *email tags* are taken from the customer's record. If the details in the customer's record are blank, the tag will be left blank in the email. Check that the customer's record is complete before sending the email.

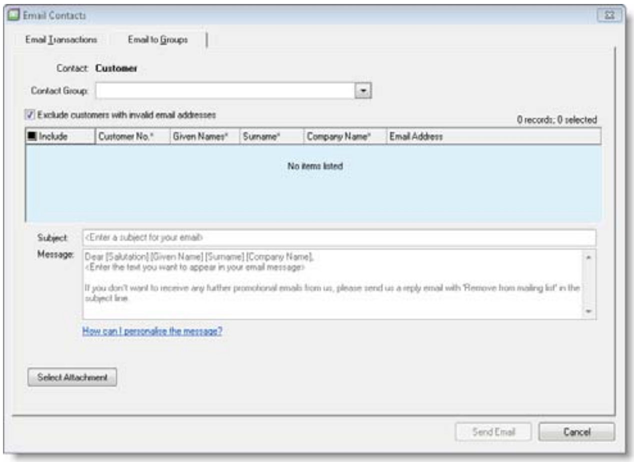
Remove from emailing list The email message is sent with the text "If you don't want to receive any further promotional emails from us, please send us a reply email with 'Remove from mailing list' in the subject line". If you receive an email of this kind, you need to exclude the customer from contact group emails. For more information, see 'Excluding customers from contact group emails' on page 238.

To email a customer contact group

NOTE: Create customer contact groups and specify a default email program Before sending group emails you need to have created customer contact groups. For more information, see 'Customer contact groups' on page 229. If you have more than one email program installed on your computer, you also need to specify the program you want to use to email your customer contact groups. For more information, see 'Customising MYOB RetailManager' on page 21.

1 Go to the **Contact Management** menu and choose **Email Contacts**. The **Email Contacts** window appears.

2 Click the **Email to Groups** tab.



3 From the **Contact Group** list, select the contact groups you want to email. The customers in these groups appear in the grid.

Customers who are excluded from contact group emails are deselected—you cannot select these customers. For more information see 'Excluding customers from contact group emails' on page 238. If you want to include customers who you have excluded from group emails, you need to deselect the **Exclude customer from group emails** option in the customer's record. You then need to recreate the email.

4 If you don't want to exclude customers with invalid email addresses, deselect the **Exclude customers with invalid email addresses** option.

NOTE: An email address is invalid if the **Email** address field (in the customer's card) has been left blank or if the address has been entered in a format other than x@y.z.

5 If required, change the customer's email address by typing a new email address in the grid. A question window appears asking if you want to update the customer's record:
- Click **Yes** to change the customer's stored email address.
- Click **No** if this is a temporary change.

6 Deselect any customers in the grid by clicking in the **Include** column next to the customer's name. To enter a reason, click **Reason**. From the list that appears, select a reason and click **OK**.

If you have excluded a customer from group emails and you want to see the reason why, point to the red triangle in the corner of the **Include** column. A **Reason** window appears.

7 Type a subject and message for the email.

Delete any *email tags* that you don't want to use. To insert an *email tag*, right-click where you want the tag to appear and from the menu that appears, select **Insert personalised tags.** Then select the tag you want to use.

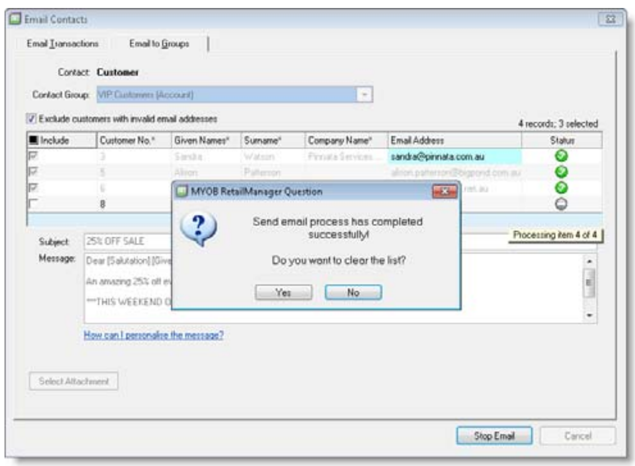
8 If you want to attach a document to the email:

a Click **Select Attachment**. The **Attach** window appears.

b Select the file to be attached and click **Open**.

To delete the attachment, double-click it. In the window that appears, click **Remove**. When a confirmation message appears, click **Yes**.

9 Click **Send Email**. The email messages are created in your default email programmed sent.



If the Status column displays...	Then...
a tick ( )	the email was created in your default email program.
an exclamation mark ( )	there was a problem creating the email.
a grey dash ( )	you did not select to email this customer.

A question window appears.

10 If you want to clear the list, click **Yes**. The **Email to Groups** tab reappears and the customers are cleared from the grid. If you click **No**, the **Email to Groups** tab reappears with the customers in the grid.

11 Click **Cancel** to close the **Email Contacts** window.

Emails sent to your customer contact groups can be viewed in the group email audit. For more information, see 'Viewing the group email audit' on page 239.

Excluding customers from contact group emails

When you exclude a customer from contact group emails, you are excluding them from all emails sent to the contact groups they belong to. When you do this, you can specify a reason for excluding the customer (for example, 'requested by the customer'). Then, when you email your customer contact groups, you can view the reason why you excluded the customer in the **Email Contacts** window.

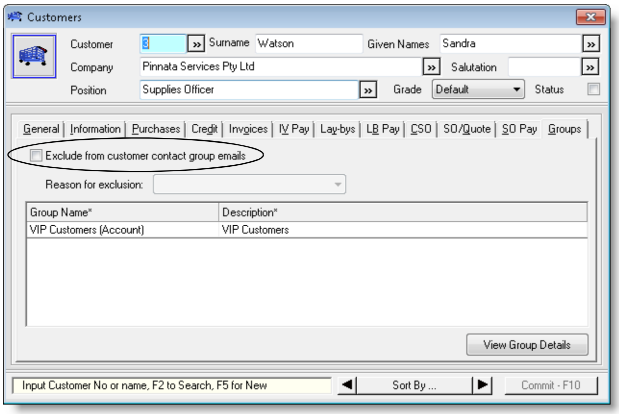
NOTE: Emailing transaction documents and statements When you exclude a customer from group emails, you can still email transaction documents and customer statements to the customer. For more information, see 'Emailing transactions' on page 263 and 'Customer statements' on page 240.

To exclude a customer from contact group emails

1 Go to the **Information** menu and choose **Customers**, or press CTRL+U. The **Customers** window appears.

2 Enter the customer number in the **Customer** field and press ENTER or TAB.

3 Click the **Groups** tab.



4 Select the **Exclude from customer contact group emails** option.

5 If you want, select a reason from the **Reason for exclusion** list.

- If you want to add a reason, select **Add/Edit Reasons**. In the window that appears, type a reason in the grid, press TAB and then click **Save**.
- If you want to delete a reason, select **Add/Edit Reasons.** In the window that appears, select the reason and then click **Delete.** When a confirmation window appears, click **Yes** and then click **Cancel**.

The **Customers** window reappears.

6 Click **Commit - F10** or press F10 to commit the information. If a confirmation window appears, click **Yes**.

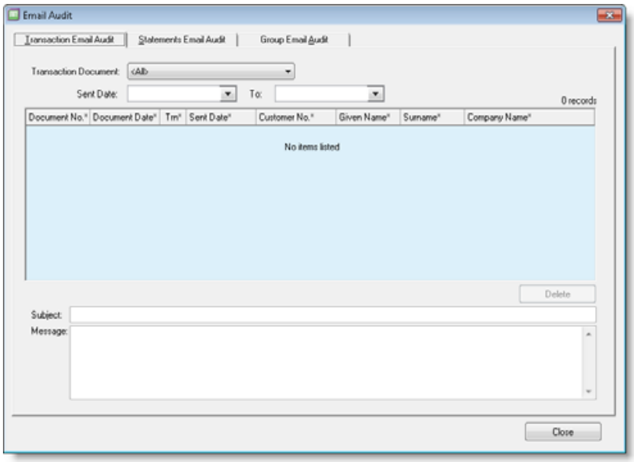
Viewing the group email audit

Emails sent to your customer contact groups can be viewed in the group email audit.

To view the group email audit

1 Go to the **Contact Management** menu and choose **Email Audit**. The **Email Audit** window appears.

2 Click the **Group Email Audit** tab.



3 From the **Contact Group** list, select the customer contact group. The emails you sent to this group appear in the grid.

4 If you want, filter this list by specifying a date range. To do this, click the down arrow next to the **Sent Date** and **To** field. From the calendar that appears, select the required date.

5 If you want to view the details of an email, select the email and click **View Details**. The **Group Email Audit Details** window appears.

When you are finished, click **Close**. The **Email Audit** window reappears.

6 If you want to delete an email, select the email and click **Delete**. When a confirmation message appears, click **Yes**. The **Email Audit** window reappears.

7 Click **Close**.

Customer statements

NOTE: Before you begin If you want to print statements, you need to have a report printer specified. For more information, see 'Customising MYOB RetailManager' on page 21. If you are printing and mailing customer statements, you can also print mailing labels. For more information, see 'To print customer mailing labels' on page 247. If you have more than one email program installed on your computer, you need to select the program you want to use to email your customers. You can also specify the default text you want to use in the email. For more information, see 'Email options' on page 52.

In MYOB RetailManager, you can print and email statements to your account customers. Statements show the customer's invoices and the details of payments made against each invoice, including the amount paid, discounts, outstanding amount and due date. You can also include the customer's credit limit, remaining credit and payment terms.

The following topics are included in this section.

- 'Printing and emailing customer statements' below
- 'Viewing the customer statement email audit' on page 245.

Printing and emailing customer statements

You print and email statements in the **Customer Statements** window.

In this window, you select the account customers to send statements to and specify the statement cutoff date. Invoices and payments made on or before the cutoff date will be listed on the statement. You can choose to include all invoices on the statement or just outstanding invoices. If you choose outstanding invoices, you can include paid invoices within a specified period (for example, the last 30 days).

NOTE: Print/Email column The **Print/Email** column in the **Customer Statements** window, defaults to the selection you made in the **transaction documents and statements** field in the customer's record. When you email customer statements, you can change this selection if you want.

The email message The default email message text includes *email tags.* You can use these tags to personalise the email message. For example, to start your email with "*Dear Mrs Jones*", use the [Salutation] and [Surname] tags. Note that you can delete any tags that you don't want to use (if required, you can add them back in).

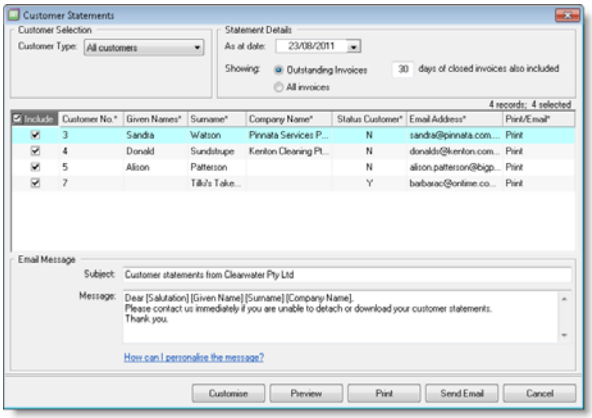
NOTE: Blank fields in the customer's record The details for *email tags* are taken from the customer's record. If the details in the customer's record are blank, the tag will be left blank in the email. Check that the customer's record is complete before sending the email.

Customise Statements window You can customise the statement by adding items such as a statement title, credit limit and aging details.

To print and email customer statements

NOTE: You must have a report printer specified. For more information, see ‘Reports’ on page 267.

1 Go to the **Contact Management** menu and choose **Print/Email Customer Statements**. The **Customer Statements** window appears.



2 From the **Customer Type** list, select the account customers you want to send statements to. The customers in these groups appear in the grid. For information about status customers, see ‘Custom options’ on page 39.

3 If required, change the cutoff date in the **As at date** field. You can click the arrow next to this field and select a date from the calendar that appears.

4 Select whether you want to include all invoices or only outstanding invoices on the statement.

If you select only outstanding invoices, but you want to include invoices paid within a certain number of days, type the number of days in the adjacent field. If you don’t want to include paid invoices on the statement, type `0` in this field.

5 If required, exclude a customer by deselecting the **Include** option next to their name.

6 If required, change the customer’s email address by typing in the grid. A question window appears, asking if you want to update the customer’s record:

- If you want to change the customer’s stored email address, click **Yes**.
- If this is a temporary change, click **No**.

7 In the **Print/Email** column, select whether you want to print, email, or print and email the customer statement.

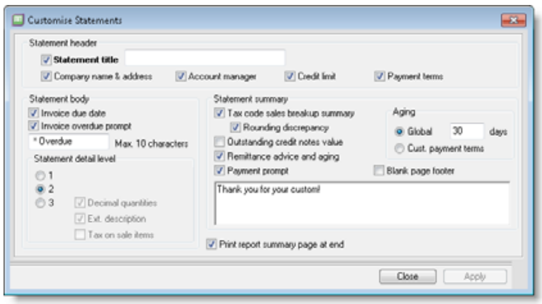
If you change the default selection, a question window appears:

- Click **Yes** if you want to update the customers record. The **transaction documents and statements** selection in the customer’s record is updated.
- Click **No** if this is a temporary change that applies to this email only.

8 If you want, change the default subject and message for the email.

Delete any email tags that you don't want to use. To insert an email tag, right-click where you want the tag to appear and, from the menu that appears, select **Insert personalised tags.** Then select the tag you want to use.

9 Click **Customise**. The **Customise Statements** window appears.



10 In the **Statement detail level** section, select the format of the statement:

If you want to include...	Select...
• invoice and adjustment amounts and a total statement balance.	option **1**
• an overdue prompt • invoices and adjustment amounts, grouped together with sub-totals and a separate balance for each invoice.	option **2**
• an overdue prompt • itemised invoice and adjustment amounts, grouped together with sub-totals and a separate balance for each invoice • decimal quantities to three decimal places, extended descriptions and tax on sale items.	option **3**

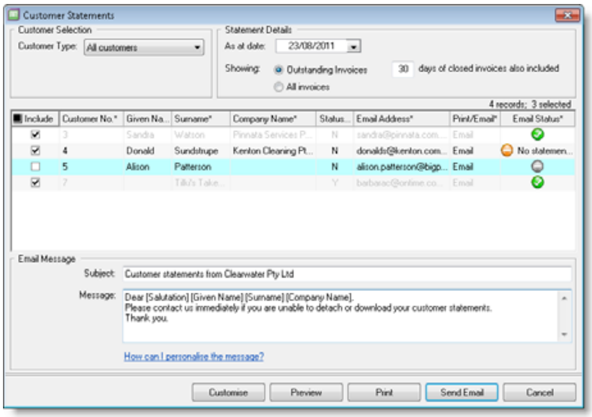
11 Specify the remaining options in this window, and then click **Close**. The **Customer Statements** window reappears.

NOTE : Previewing statements If you want to preview the statements, click **Preview**. You can print the customer statements in the **Preview** window by clicking the print icon.

12 To print the statement, click **Print**. Statements are printed to your report printer.

13 To email customer statements, click **Send Email**.

The email messages are created in your default email program, then sent to the customer. The **Customer Statements** window reappears.



If the Email Status column displays...	Then...
a tick ( )	the email was created in your default email program.
an exclamation mark ( )	there was a problem creating the email.
a grey dash ( )	you did not select to email this transaction.
an orange dash ( )	an email was not created as a statement could not be generated.

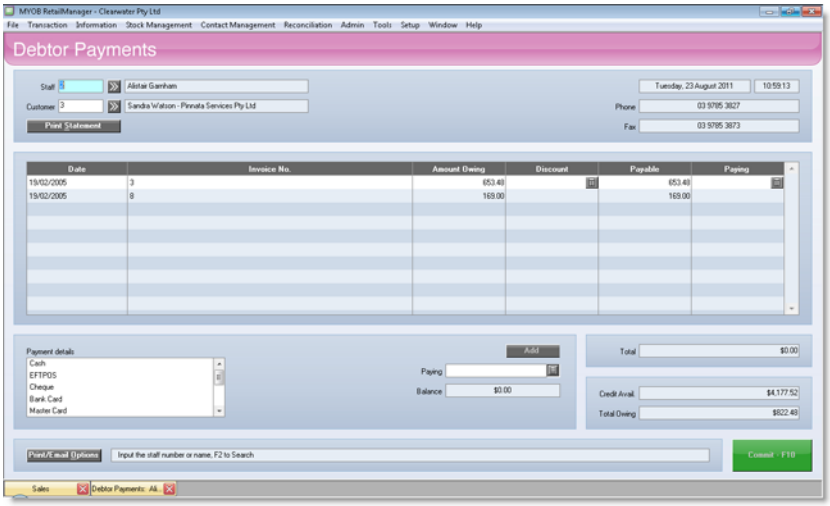
14 Click **Cancel**.

Emailed customer statements can be viewed in the statements email audit. For more information, see 'To view the customer statement email audit' on page 245.

To print customer statements in the Debtor Payments window

1 Go to the **Transaction** menu and choose **Debtor Payments**, or press SHIFT+F6. The **Debtor Payments** window appears.

2 Enter the staff number and customer number in the appropriate fields. The customer's account appears.



3 Click **Print Statement**. A customer statement is printed on your report printer.

Customer reports

Accounts reports In addition to the customer statement, there are five reports that directly relate to customer accounts. They are:

- **Debtors** report
- **Debtors Detailed** report
- **Aged Debtors** report
- **Aged Debtors Detailed** report
- **Account Sales** report.

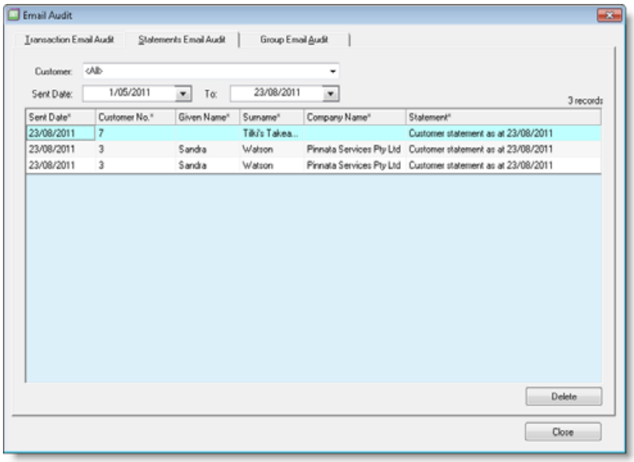
See 'Reports' on page 267 for more information on generating a report.

Viewing the customer statement email audit

To view the customer statement email audit

1 Go to the **Contact Management** menu and choose **Email Audit**. The **Email Audit** window appears.

2 Click the **Statements Email Audit** tab.



3 From the **Customer** list, select the customer. The statements you emailed to this customer appear in the grid.

4 If you want, filter this list by specifying a date range. To do this, click the down arrow next to the **Sent Date** and **To** field. From the calendar that appears, select the required date.

5 If you want to delete an email, select it and click **Delete**. When a confirmation message appears, click **Yes**. The **Email Audit** window reappears.

6 Click **Close**.

Customer bar code labels and mailing labels

In MYOB RetailManager, you can use your customer contact groups to print customer bar code labels and mailing labels.

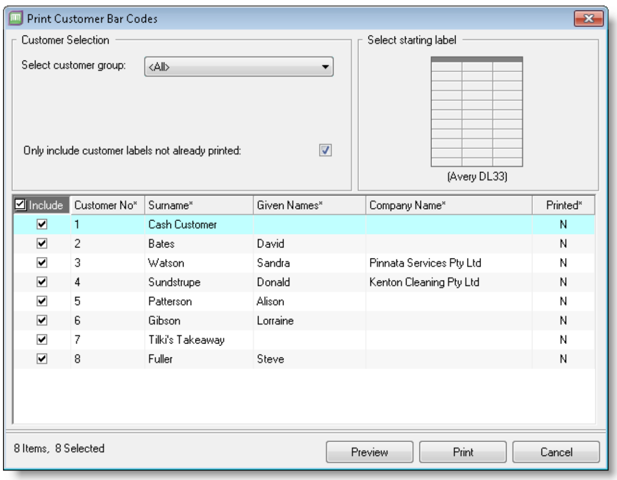
Customer bar code labels and mailing labels are printed on Avery DL33 labels to the report printer you specified in your setup options. For more information, see 'Printing options' on page 31.

Printing customer bar code labels and mailing labels

NOTE: Create customer contact groups Before printing customer bar code labels and mailing labels, you need to have created customer contact groups. For more information, see 'Customer contact groups' on page 229.

To print customer bar code labels

1 Go to the **Contact Management** menu and choose **Print Customer Bar Codes**. The **Print Customer Bar Codes** window appears.



2 Select the contact group you want to print bar code labels for. The customers in this group appear in the grid.

Customers who you have already printed bar code labels for will be deselected. If you want to include these customers, deselect the **Only include customer labels not already printed** option. These customers will then be selected.

3 Select or deselect any customers in the grid by clicking in the **Include** column next to the customer's name.

4 In the **Select Starting Label** section, click the label you want to start printing from. You can select any label in the grid.

5 If you want to preview the labels, click **Preview**. You can print bar code labels in the preview window by clicking **Print**.

Click **Close** to close the preview window. The **Print Customer Bar Codes** window reappears.

6 Click **Print**. When a confirmation message appears, click **Yes**.

The bar code labels are printed to your report printer. A question window appears.

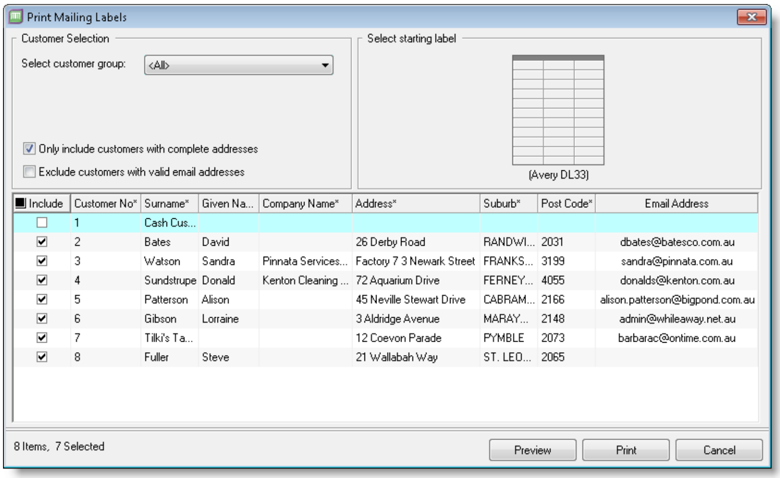
7 If you want to mark that you have printed these bar codes, click **Yes**.

These records will not be automatically selected next time you print bar code labels (if the **Only include customer labels not already printed** option is selected). The **Print Customer Bar codes** window reappears.

8 Click **Cancel**.

To print customer mailing labels

1 Go to the **Contact Management** menu and choose **Print Mailing Labels**. The **Print Mailing Labels** window appears.



2 Select the customer contact group you want to print mailing labels for. The customers in this group appear in the grid.

3 If you want, select the **Only include customers with complete addresses** option. When you do this, labels will only be printed for customers with details entered in the address, suburb and postcode fields in their customer record.

4 If you want to exclude customers who have a valid email address, select the **Exclude customers with valid email addresses** option. You may do this for example, if you want to email these customers instead of mailing them.

5 In the **Select Starting Label** section, click the label you want to start printing from. You can select any label in the grid.

6 Select or deselect any customers in the grid by clicking in the **Include** column next to the customer's name.

7 If you want to preview the labels, click **Preview**. You can print mailing labels in the preview window by clicking **Print**.

Click **Close** to close the preview window. The **Print Mailing Labels** window reappears.

8 Click **Print.** When a confirmation message appears, click **Yes**.

The mailing labels are printed to your report printer. The **Print Mailing Labels** window reappears.

9 Click **Cancel**.

7 Cashing Up

Cashing up is an important part of the day for most retail businesses. MYOB RetailManager has reports that provide more information than the most advanced dedicated till.

As a busy retailer you might want to find out the till balance and how sales are going at any time during a given day. You can use the **till balance** and **sales summary** features of RetailManager to meet these needs. This chapter describes these features in detail.

Overview

Till balance The till balance gives you a running total since the last cashup/end of session for that cash drawer only and is printed out on the printer you specified for cashup.

For more information about the till balance, see 'Till balance' on page 250.

Sales summary The sales summary provides more detailed information about how sales are going either for the day or for the specified date period. This includes information such as sales and profit totals per staff member, Sales, Cost of Goods Sold and Current Stock Value for the whole store, and various graph options for totals.

For more information about the sales summary, see 'Sales summary' on page 250.

Till float You can add a float amount to your till balance, and either subtract this amount when cashing up, or leave it as part of your till balance.

For more information about till floats, see 'Managing till floats' on page 255.

Cashing up Cashing up at the end of the day involves entering the takings in RetailManager and then running the **Cashup** reports as required.

For more information about cashing up, see 'Cashing up for the day' on page 256 and 'Cashing up on a network' on page 259.

Till balance

The till balance tells you what you should currently have in your till; this includes a total for each payment type and total expected. This should match the actual physical count of the till contents.

You should print a final till balance before you end the session and enter your takings as part of the Cashing up for the day procedure.

NOTE: More about your cashup printer See 'Printing options' on page 31 for more information on specifying your printer for cashup.

To view the till balance

1. Go to the **Reconciliation** menu and choose **Print Till Balance**. The **Till Balance** report appears in the RetailManager report viewer.
2. Print the till balance. If you are printing:
   - to an A4 printer, click the print icon ( ) in the top left corner of the window.
   - to your docket printer, click **Print - F4** or press F4.

Sales summary

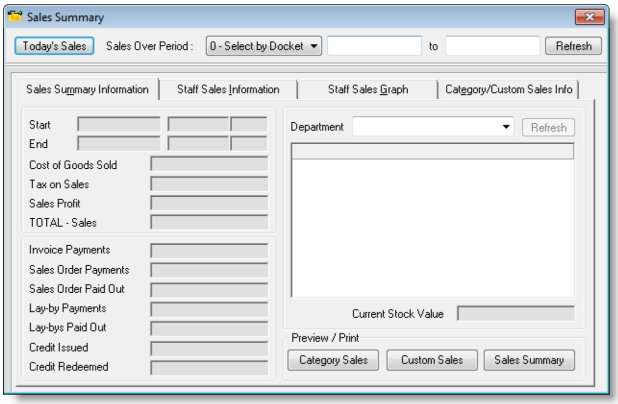
The **Sales Summary** window displays information about the performance of the shop since midnight, or for a specified period of time. The sales summary differs from the till balance in that it includes all client computers on a network, whereas the till balance is only run for a single computer/till. You can run the sales summary at any time during the day for a summary of the day's business.

NOTE: Aggregated sales summary If you are running a network, the sales summary includes sales from all client computers in your store.

In addition to viewing and printing out the **Sales Summary** report from this window, you can also view your staff in a number of different ways, view your sales on a per department or store-wide basis, and by category.

To view the sales summary

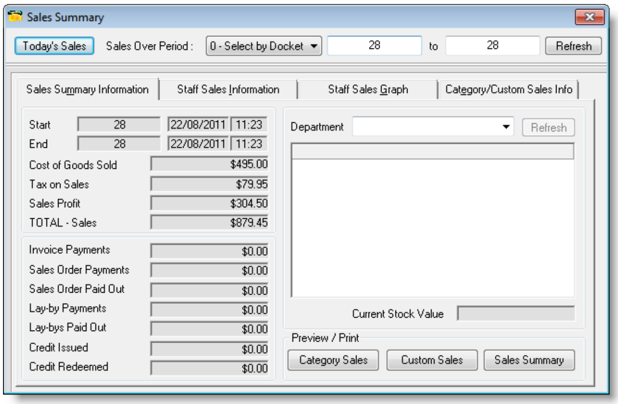
1 Go to the **Reconciliation** menu and choose **Sales Summary**. The **Sales Summary** window appears.



2 To view a summary of sales for:

- *today*, click the **Today's Sales** button.
- *a selected date range*, choose **Select by Date** from the **Sales over Period** drop-down list. Enter the required date range in the adjacent fields and click **Refresh** or press ENTER. You can also press F2 or use the search icon (») to use the calendar for date selection.
- *a docket number range*, choose **Select by Docket** from the **Sales over Period** drop-down list. Enter the required docket number range in the adjacent fields and click **Refresh** or press ENTER.

A summary of sales, including invoice, sales order and lay-by payments, sales order and lay-bys paid out, and credit issued and redeemed are displayed for the specified period or docket range. Use the **Refresh** button when you change your date or docket range in this window. The grid also displays the current stock value for your selections.



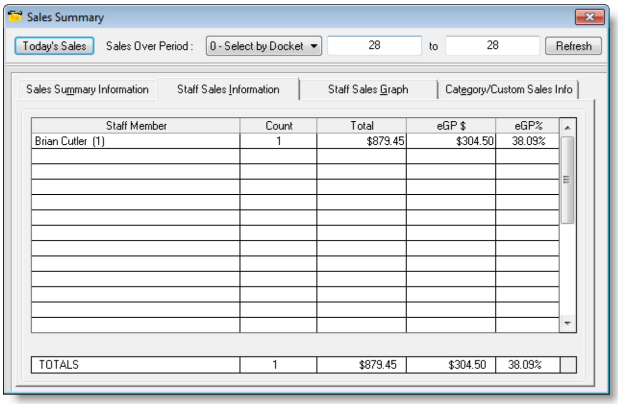
3 To view sales for a specific department, choose the department from the **Department** drop-down list and press the **Refresh** button next to the list. The grid displays the current value of your inventory for each category combination.

4 Click one of the **Preview**/**Print** buttons (**Category Sales**, **Custom Sales** or **Sales Summary**) to view the report in the RetailManager report viewer.

To view staff sales information

1. Go to the **Reconciliation** menu and choose **Sales Summary**.
2. To view staff sales information for:
   - *today*, click the **Today's Sales** button.
   - *a selected date range*, choose **Select by Date** from the **Sales over Period** drop-down list. Enter the required date range in the adjacent fields and click **Refresh** or press ENTER. You can also press F2 or use the search icon (») to use the calendar for date selection.
   - *a docket number range*, choose **Select by Docket** from the **Sales over Period** drop-down list. Enter the required docket number range in the adjacent fields and click **Refresh** or press ENTER.
3. Click the **Staff Sales Information** tab. Your staff sales for the selected date or docket range are displayed in a table.
4. Click **Refresh**.

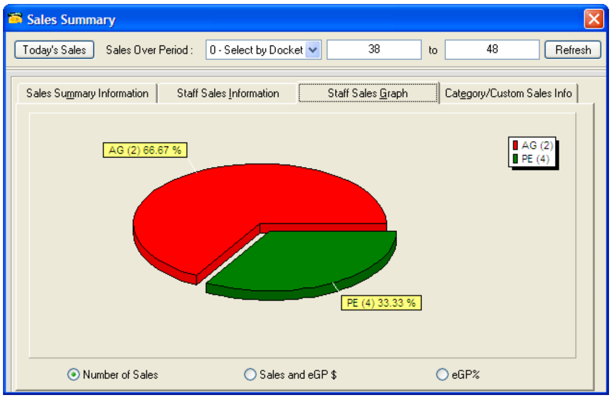
   The total number and amount of sales, the estimated gross profit as an amount and as a percentage are displayed for each listed staff member, for the specified date or docket range.



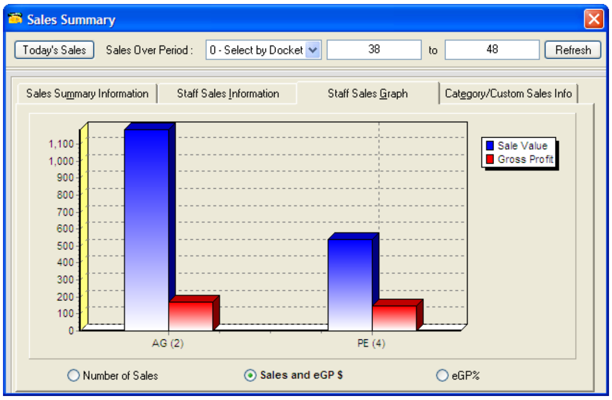
To view staff sales in graphs

1. Go to the **Reconciliation** menu and choose **Sales Summary**.
2. To view staff sales information in graph format for:
   - *today*, click the **Today's Sales** button.
   - *a selected date range*, choose **Select by Date** from the **Sales over Period** drop-down list. Enter the required date range in the adjacent fields and click **Refresh** or press ENTER. You can also press F2 or use the search icon (») to use the calendar for date selection.
   - *a docket number range*, choose **Select by Docket** from the **Sales over Period** drop-down list. Enter the required docket number range in the adjacent fields and click **Refresh** or press ENTER.
3. Click the **Staff Sales Graph** tab. Your staff sales for the selected date or docket range are displayed as a graph.
4. Select either the **Number of Sales, Sale and eGP $** or **eGP%** options for the required graph view.

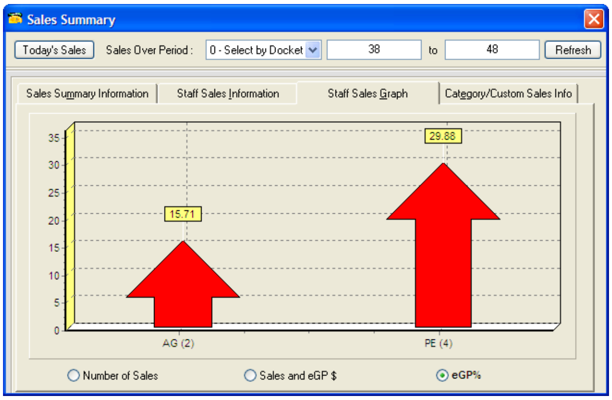
- The **Number of Sales** pie chart displays the percentage of sales made per staff member.



- The **Sale & eGP $** graph displays the total sales amount and estimated gross profit amount per staff member.



- The **eGP%** displays the estimated gross profit made per staff member as a percentage of the overall profit.



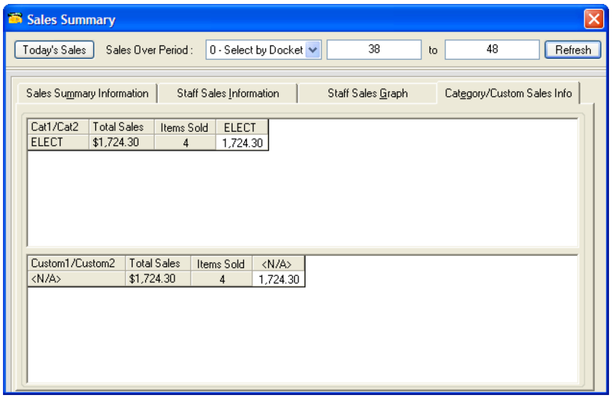
To view category and custom sales information

1 Go to the **Reconciliation** menu and choose **Sales Summary**.

2 To view staff sales information in graph format for:

- *today*, click the **Today's Sales** button.
- *a selected date range*, choose **Select by Date** from the **Sales over Period** drop-down list. Enter the required date range in the adjacent fields and click **Refresh** or press ENTER. You can also press F2 or use the search icon (») to use the calendar for date selection.
- *a docket number range*, choose **Select by Docket** from the **Sales over Period** drop-down list. Enter the required docket number range in the adjacent fields and click **Refresh** or press ENTER.

3 Click the **Category/Custom Sales Info** tab. Two grids are displayed.



- The top half of the grid contains sales information for each category for the specified date or docket range. Categories are listed in the left column and category values are listed in the top row of the grid.
- The bottom half of the grid contains sales information for each of the stock custom fields (**Custom1** and **Custom2**), for the specified date and docket range. Custom 1 listings are displayed in the left column, and Custom 2 listings in the top row of the grid. Totals for Custom 1 only are displayed in the **Total Sales** column, without any totals appearing in the Custom 2 columns to the right. Totals for Custom 2 only are displayed in the **Total Sales** column, with blank cells in the **Custom1**/**Custom2** column, indicating there is no Custom 1 value.

4 Use the horizontal and vertical scroll bars to view the required totals. Click to change docket and date ranges in this window.

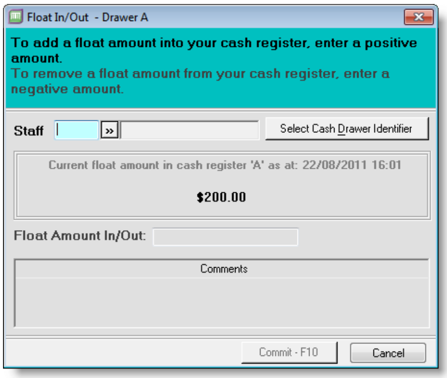
Managing till floats

With MYOB RetailManager, you can add a float amount to your till balance. You can then subtract this float amount when cashing up, or leave the float amount as part of your till balance if you use a perpetual float.

The following procedures show you how to add or subtract a float amount using the **Float In/Out** window, accessed from the **Reconciliation** menu. You can also display the **Float In/Out** window from the **End Of Session Reconciliation** window when you perform cashup and end of day procedures.

To add a till float amount

1 Go to the **Reconciliation** menu and choose **Float In/Out** (or use ALT+C+F). If you have set password protection for **Float In/Out** in the **Security Options** window, you will be prompted to enter your staff number and password. The **Float In/Out** window appears.



2 Select the staff member in the **Staff** field.

3 In the **Float Amount In/Out** field, enter the amount of the float that you are adding.

4 Enter a comment in the comments field if you want to record information about the float.

NOTE : Viewing Float In/Out comments To view comments that have been recorded with a float, use the **Lookup** window. For more information about the **Lookup** window see 'Using the Lookup Transactions window' on page 74.

5 Click **Commit - F10** or press F10 to commit the float amount for this till.

6 Click **Yes** then **OK** to the confirmation messages.

To subtract a till float amount

1 Go to the **Reconciliation** menu and choose **Float In/Out**. The **Float In/Out** window appears.

2 Select the staff member in the **Staff** field.

3 In the **Float Amount In/Out** field, enter the negative amount of the float that you are subtracting from the till.

For example, if you have a current float amount of $65, enter '-65' in the **Float Amount In/Out** field.

4 Click **Commit** to commit the float amount for this till.

Cashing up for the day

The cashup procedure consists of two steps:

- 'Entering your takings' below
- 'Printing cashup reports' on page 258.

NOTE: Cashing up on a network If you are running a network, see 'Cashing up on a network' on page 259.

During your daily cashup procedure, MYOB RetailManager backs up your database automatically. A separate backup of the recent.mdb, archive.mdb and offline.mdb database files is created and is stored in a folder named Drawer A, B, etc. (the name of your cash drawer). This folder is then stored in a folder named 'Monday Backup', 'Tuesday Backup', and so on—a separate folder for each of the seven days of the week. These folders are stored in your shopfront folder (the default location is C:\RetailM\<your shop name>). Monday's backup will be overwritten only by the following Monday's backup during cashup, Tuesday's by the following Tuesday's, and so on. This means that at any given time, you have a full week's worth of backup files for each cash drawer you have cashed up.

The backup file is different from the database that RetailManager opens every day, recent.mdb.

See 'Restoring your shopfront from a backup file' on page 281 for information about how to restore your database from a backup file.

You can password-protect the cashup functionality. See 'Setting your security options' on page 286 for more information.

Entering your takings

The first stage of cashing up for the day is counting the takings in the till and entering the amounts in MYOB RetailManager.

NOTE: Printing a final till balance If you want to print a final till balance, you must do this before you end the session and enter your takings. A final till balance displays the expected amount for each payment type.

To enter your takings

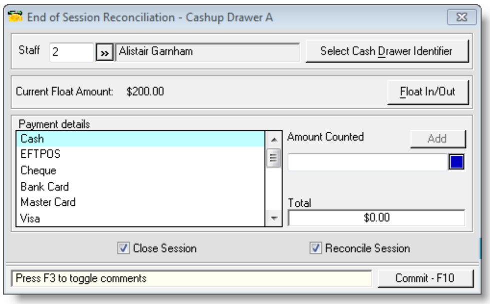
1 Go to the **Reconciliation** menu and choose **Cashup/End of Day**.

If you have set password protection for **Cashup** in the **Security Options** window, you will be prompted to enter your staff number and password.

You are prompted to confirm if you want to close the current session.

2 Click **Yes**. The session is closed, and your database is backed up automatically. A RetailManager window appears, asking you to count your takings and enter them in the following window.

3 Click **OK**. The **End of Session Reconciliation** window appears.



4 Select the staff member in the **Staff** field.

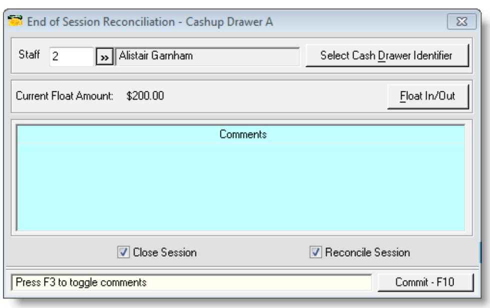
5 Count your takings.

6 If you have previously set a float amount for this till, you can choose to either keep the float amount as part of your cash up, or you can choose to deduct the float amount from the till balance.

Click **Float In/Out** and enter the negative amount of the float that you are subtracting from the till. For example, if you have a current float amount of $65, enter '-65' in the **Float Amount In/Out** field. See 'Managing till floats' on page 255 for more information.

7 Enter the takings for each payment type in the **Payment Details** frame by choosing the required payment type, entering the amount in the **Amount Counted** field, and then clicking **Add**. A running total is displayed in the **Total** field.

8 Press F3 to display the **Comments** field and enter any comments you may have about the cashup. These comments will appear in the **Print Cashup Reports** window when you highlight this session in the list of Previous Sessions. See 'Printing cashup reports' on page 258 for more information.



9 When you have entered all your day's takings, click **Commit - F10** or press F10 to commit the information. A message appears, prompting you to check the totals you have entered.

10 Click **OK**.

The second step of the cashup procedure is 'Printing cashup reports' on page 258.

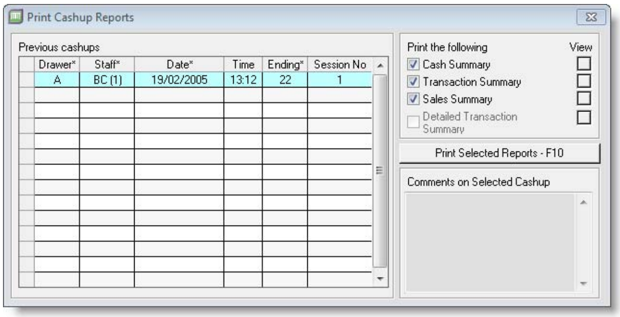
Printing cashup reports

The second stage of cashing up at the end of the day is printing cashup reports. Before you do this, make sure you have completed the first step of the cashup procedure, 'Entering your takings' on page 256.

Your cashup reports are printed to the printer you specified for cashup in the **Printing Options** window.

To print cashup reports

1 Go to the **Reconciliation** menu and choose **Print Cashup Reports**. The **Print Cashup Reports** window appears.



If you have password-protected **Cashup** in the **Security Options** window, enter your password in the window.

2 Select the required cashup session from the **Previous Sessions** list. The most recent cashup appears at the top of the list and is highlighted. A list of cashup reports appears on the right.

NOTE: More about reports see 'Reports' on page 267 for more information on the functions available in the **Reports** window.

3 Click **View** next to a report to view the report in the **Reports** window.

NOTE: Printing cashup reports from the Reports window You can print the displayed report from this window by clicking the print icon ( ). However, the report will be printed to the printer you specified in the **Printing Options** window for reports, and not the printer you specified for cashup.

4 Select the reports you want to print in the reconciliation by selecting the checkbox of the required options.

- The **Cash Summary** report lists for each payment type, the expected takings as an amount and as a percentage, the counted takings and the discrepancy (if any). There is a column on the printed report for any comments you might want to record.
- The **Transaction Summary** report lists each individual transaction for the session, giving the total and gross profit for each as an amount and as a percentage, together with the date, docket number, staff name, transaction type, method and payment type.
- The **Sales Summary** report groups sales by staff member and for each staff member, displays the number of sales, total sale value, gross profit as an amount and as a percentage and any discounts given. This report lists the total cost of goods sold, total tax on sales, and total gross profit as an amount. It also lists the totals for invoice, sales order and lay-by payments, sales order and lay-bys paid out, and credit issued and redeemed.

- The **Detailed Transaction Summary** report lists each individual transaction for the session, giving the total and gross profit for each as an amount and as a percentage, together with the payment type (account, gift voucher, etc.), payment method (cash, credit card) and the amount paid.

> **NOTE: Use an A4 printer to print the Detailed Transaction Summary report** You can only print the **Detailed Transaction Summary** report to an A4 printer. If you specify your docket printer, this report will be greyed out in the **Print Cashup Reports** window.

5 Click **Print Selected Reports - F10** or press F10.

Your cashup reports will be printed to the printer you specified for cashup in the **Printing Options** window.

Cashing up on a network

If you are running RetailManager on a network, how you cash up at the end of the day depends on how you have set up your cash drawers.

- If you are cashing up on your server, any till that has the same cash drawer identifier as the server will also be cashed up.
- If you want each till to be cashed up individually, make sure you specify a different cash drawer identifier for each till.

See 'Setting up a RetailManager network' on page 395 for more information about running RetailManager on a network.

8 Administration

Certain administration functions, such as merging and deleting staff and customer records, should be performed when no other transactions are being processed, particularly if you have a number of terminals operating on the same shopfront.

CAUTION : **Administration tasks may require exclusive use of your shopfront** We recommend that you perform administration functions either before start of business or after close of business for the day.

Print and Email Options window

The **Print and Email Options** window is available from any transaction window (except for Goods Received and Returned Goods). You can use this window to change whether you print or email your transaction documents. You can also use this window to change the printer you want to print your transaction documents to. For example, you may want to print a transaction document to your A4 printer instead of your docket printer.

For transactions made in the **Sales**, **Invoice** and **Lay-by Payment** windows, you can also use this window to print packing slips.

Printer settings The printer settings in this window default to the selections you made in your setup options (see 'Printing options' on page 31). If you change these settings, the changes only apply to the current transaction. If you create a new transaction, the window will display your default settings.

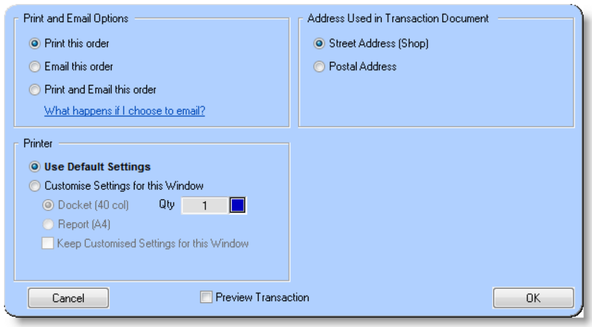
Print and email settings The print and email settings in this window default to the selections you made in the customer or supplier record. If you change these settings, the changes only apply to the current transaction. If you create a new transaction, the window will display the default settings.

For cash customers, the default setting is to print transaction documents.

Emailing transaction documents When you select to email a transaction document, the email is placed in the **Emailing Transactions** tab of the **Email Contacts** window. You then need to send the email from this window. For more information, see 'Emailing transactions' on page 263.

To change your print and email options from a transaction window

1 While in the transaction window, click the **Print/Email Options** button. The **Print and Email Options** window appears.



2 Select whether you want to print, email, or print and email the transaction document.

3 Select whether you want to use your street address or postal address for this transaction.

4 If required, change your **Printer** options.

Printer options	Description
Use Default Settings	Select this option if you want to print transaction documents to the printer you set in the **Printing** view of the **Options** window (accessed from the **Setup** menu).
Customise Settings for this Window:	Select this option if you want to change any of the print settings listed below.
• Docket (40 col)	Select this option to print the transaction document to the docket printer.
• Report (A4)	Select this option to print the transaction document to the report printer.
• Keep Customised Settings for this Window	Select this option if you want to use the printer you have specified for all future transactions from this window.
• Qty	Type the number of transaction documents you want to print. If you want, click the box next to this field and select the number from the virtual keypad.

5 If required, select your packing slip options. This option only appears for **Sales**, **Invoices** and **Lay-by Payment** transactions.

Packing Slip options	Description
Use Default Settings	Select this option if you want to print a packing slip to the printer you specified in the **Printing** view of the **Options** window (accessed from the **Setup** menu).
Customise Settings for this Window:	Select this option if you want to change any of the packing slip options listed below.
• Do NOT Print Packing Slip	Select this option if you don't want to print a packing slip.
• Only Print Packing Slip	Select this option if you want to print a packing slip but not a receipt.

Packing Slip options	Description
• Print Packing Slip with Receipt	Select this option if you want to print a packing slip and a receipt.
• Keep Customised Settings for this Window	Select this option if you want to use these packing slip options for all future transactions from this window.

6 If you want to preview the transaction document, select the **Preview Transaction** option.

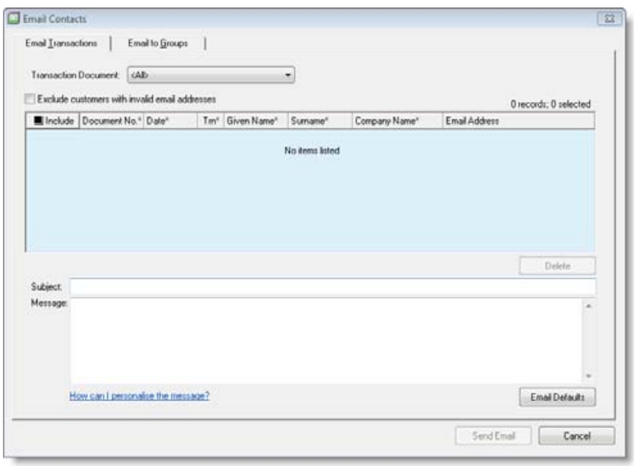
7 Click **OK**.

When you commit the transaction:

- If you selected to print the transaction document, the document is printed to the printer you specified.
- If you selected to email the transaction document, the email is placed in the **Email Transactions** tab in the **Email Contacts** window. You then need to send the email from the **Email Contacts** window. See ‘Emailing transactions’ below.

Emailing transactions

You create and send emails from the **Email Contacts** window.



There are two tabs in this window:

- The **Email Transactions** tab is for emailing transaction documents, such as invoices and payments, to individual customers. See ‘Email Transactions tab’ on page 264.
- The **Email to Groups** tab is for emailing your customer contact groups. See ‘Email to Groups tab’ on page 235.

NOTE: Specify default email settings If you have more than one email program installed on your computer, you need to specify the program you want to use to email transaction documents. For each type of transaction document, you can also specify the default text you want to use in the email. For more information, see ‘Email options’ on page 52.

Email Transactions tab

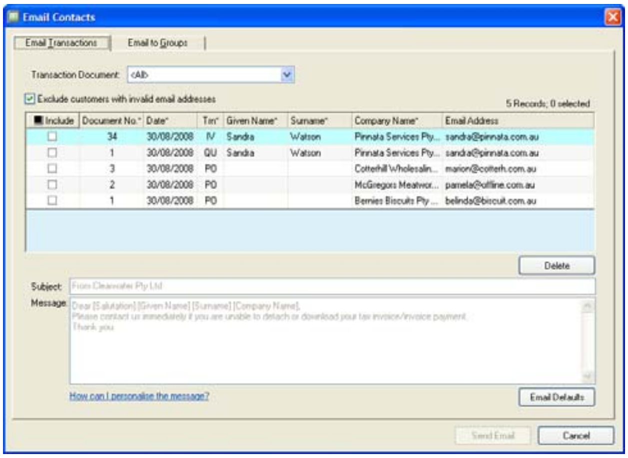
In this tab, you select the transaction documents you want to email. You can also change the email message.

The default email message The default email message text includes *email tags.* You can use these tags to personalise the email. For example, if you want to start your email with "*Dear Mrs Jones*", use the [Salutation] and [Surname] tags. Note that you can delete any tags that you don't want to use and then add them back in if required.

NOTE: Blank fields in the customer's record The details for email tags are taken from the customer's record. If the details in the customer's record are blank, the tag will be left blank in the email. Check that the customer's record is complete before sending the email.

To email a transaction document

1 Go to the **Contact Management** menu and choose **Email Contacts**. The **Email Contacts** window appears, with the **Email Transactions** tab displayed.



2 From the **Transaction Document** list, select the transaction types you want to email. The transactions appear in the grid.

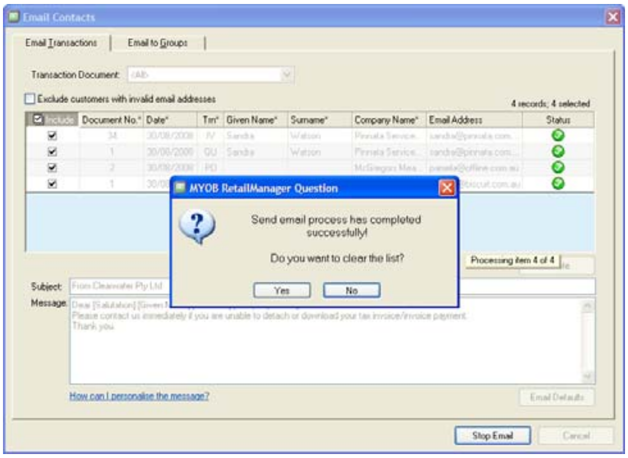
3 If you don't want to exclude customers with invalid email addresses, deselect the **Exclude customers with invalid email addresses** option.

4 Make any changes you require:

If you want to...	Do this...
change the default email subject and message text	1 Click **Email Defaults**. The **Email Defaults** window appears. 2 Make any changes and then click **Save**. For more information, see 'Email options' on page 52. 3 To update your email message with your changes, select again, from the **Transaction Document** list, the transactions you want to email. The email message is updated.
change the email subject and message text for this email only	Type your changes in the **Subject** and **Message** fields. Delete any email tags that you don't want to use. To insert an email tag, right-click where you want the tag to appear, and from the menu that appears, select **Insert personalised tags**. Then select the tag you want to use.
change the default email address	Type a new email address in the grid. A question window appears, asking if you want to update the customer's record: • Click **Yes** to change the customer's stored email address. • Click **No** if this is a temporary change.
delete a record in the grid	Select the record and click **Delete**. When a confirmation message appears, click **Yes**.

5 Select the transaction documents you want to email by clicking in the **Include** column next to the record. To select all records in the grid, click the **Include** column heading.

6 When you are finished, click **Send Email**. The email messages are created in your default email program. You then need to send the emails as you would normally.



If the **Status** column displays...	Then...
a tick (✓)	the email was created in your default email program.
an exclamation mark (!)	there was a problem creating the email.
a dash (–)	you did not select to email this transaction.

A question window appears.

7 If you want to clear the list, click **Yes**. The **Email Transactions** tab reappears and the customers are cleared from the grid. If you click **No**, the **Email Transactions** tab reappears with the customers in the grid.

8 Click **Cancel** to close the **Email Contacts** window.

Emailed transaction documents can be viewed in the email transaction audit. For more information, see 'Viewing the email transaction audit' below.

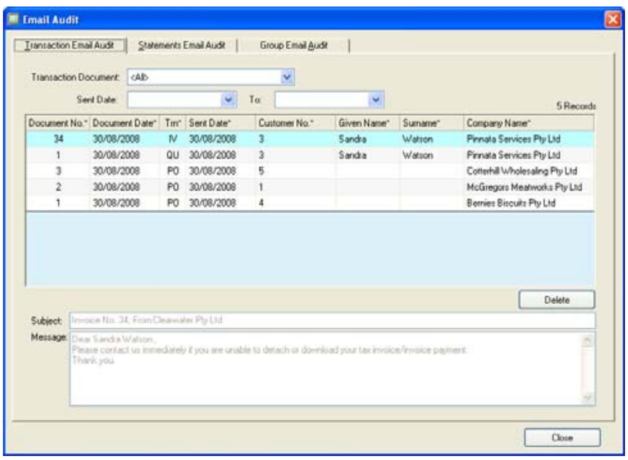
Viewing the email transaction audit

Emailed transaction documents can be viewed in the email transaction audit.

To view the email transaction audit

1 Go to the **Contact Management** menu and choose **Email Audit**. The **Email Audit** window appears.

2 Click the **Transaction Email Audit** tab.



3 From the **Transaction Document** list, select the transaction type. Emails of this type appear in the grid.

4 If you want, filter this list by specifying a date range. To do this, click the down arrow next to the **Sent Date** and **To** field. From the calendar that appears, select the required date.

5 If you want to delete an email, select it and click **Delete**. When a confirmation message appears, click **Yes**. The **Email Audit** window reappears.

6 Click **Close**.

Reports

MYOB RetailManager reports are displayed in the **Reports Index** window, which can be accessed by pressing CTRL+R or by selecting **Reporting** from the **Tools** menu.

NOTE: Previewing reports You need to have an A4 printer driver installed on your computer to be able to view a report on screen.

If you have turned on security for reports, you will have to enter your password to run a report. See 'Working with passwords' on page 294 for more information.

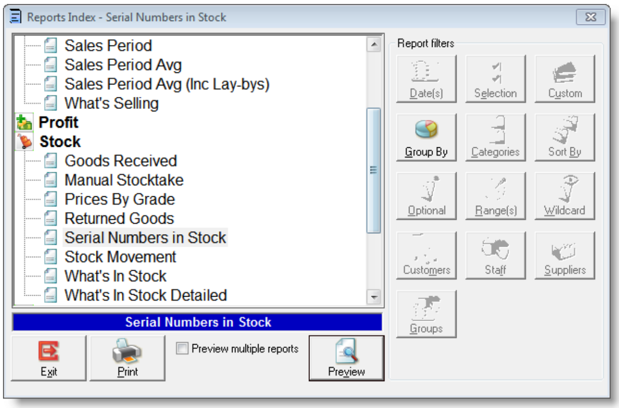
For information about using the RetailManager report viewer to preview reports, see 'Using the MYOB RetailManager report viewer', on page 268.

Report filters Report filters, which are displayed on the right-hand side of the **Reports Index** window, give you control over the content of your reports. The number of filters that will be available varies from report to report.

For more information on report filters, refer to the RetailManager Help.

To display a report

1 Go to the **Tools** menu and choose **Reporting** or press CTRL+R. The **Reports Index** window appears.



2 Select the report category from the displayed list of categories. The selected category expands to display a list of individual reports.

3 Select the report from the displayed list of reports. The filters that apply to your selected report are highlighted in colour.

4 Specify the report filters.

5 Click **Preview** to view the report or click **Print** to print the report without viewing.

Using the MYOB RetailManager report viewer

When you preview a report, the report appears in the MYOB RetailManager report viewer. You can use the report viewer to:

- view a report
- search for text in a report
- print a report
- export a report.

To view a report

- Zoom in on a displayed report by selecting a zoom percentage (100%) at the top of the window.
- Use the left and right arrows (◀ ▶) to move between pages in the report.
- Use the first page arrow (⏮) to go to the first page of the report and the last page arrow (⏭) to go to the last page of the report.

To search for text in a report

The RetailManager report viewer has text search capability. To search for a value such as a name, amount or date in a displayed report:

1 Click the search icon ( ) and enter the text you want to search for in the **Find what** text box.

NOTE : Search text When entering text in the search field, you can enter either the whole text or part of the text.

2 Click **Find Next**. RetailManager will search for the first occurrence of the search text and display a frame around it. Clicking **Find Next** again will move the frame to the next occurrence of the search text.

To print a report

Reports can be printed on a standard A4 printer. Before you print a report, you need to set up your A4 printer and specify it as your report printer in RetailManager. See 'Printing options' on page 31 for more information.

1 Click the print icon ( ). The **Print** window appears.

2 Specify the page range, required number of copies, etc. and click **OK**.

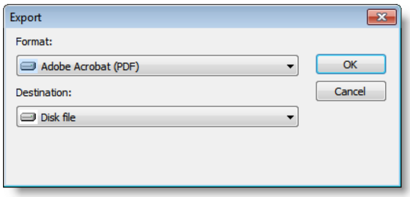
3 The report is printed to your report printer.

To export a report

You can export a RetailManager report to several word processor and spreadsheet formats, such as Microsoft Word and Microsoft Excel, as well as to HTML, ODBC and common data interchange formats such as text and rich text.

You can save a report to disk or export it to an application in a specific format. Reports can also be made available to other users through Lotus Notes and Microsoft Outlook if you have these programs installed on your computer.

1 Click the export icon ( ). The **Export** window appears.



2 Specify the format of the report by clicking in the **Format** field and making a selection from the drop-down list.

NOTE: Report format When you export a report, you will be prompted for formatting details, depending on the report format you specified.

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3 Specify the destination of the report by clicking in the **Destination** field and making a selection from the drop-down list. If you select:

- **Application**, the report will be saved to a temp file and then opened in the appropriate application.
- **Disk file**, you can save the report on your hard drive in the location you specify or to an external storage device such as a floppy disk or zip disk.
- **Exchange folder**, you can export your report to an exchange folder in the format you specified.
- **Lotus Notes Database**, you can list the report in the Lotus Notes Desktop from where other users can access it.
- **Microsoft Mail (MAPI)**, you can email the report as an attachment in the format you specified.

4 Once you have selected your destination and format, click **OK**.

To exit the report viewer

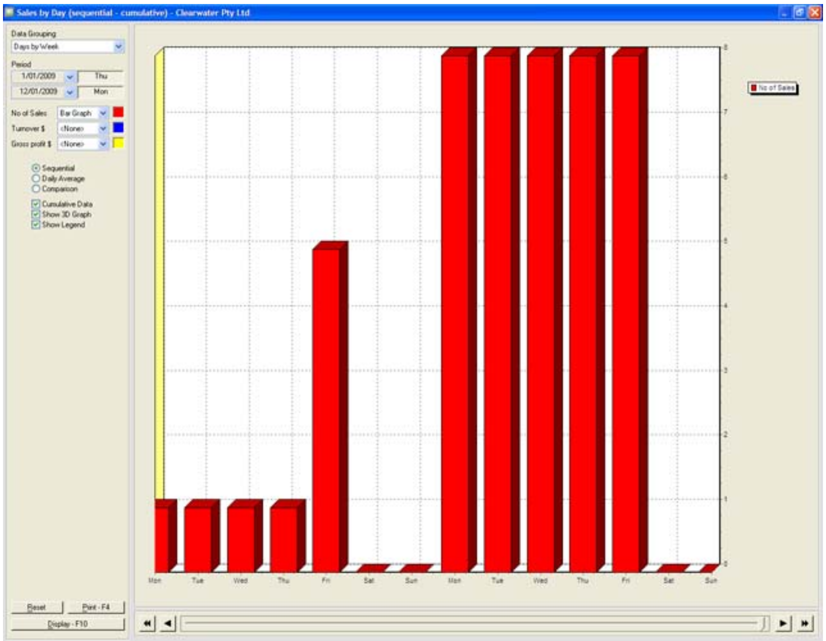
You can exit the **Reports** window by clicking the close icon ( ) in the upper-right corner of the **Reports** window.

Graphs

MYOB RetailManager's graphing capability is a valuable way of illustrating your sales results. A number of selection criteria are available. The graph that is displayed is determined by your selection criteria. When you have made these selections, you can change any of the criteria, and click **Display - F10** or press F10 to view the graph incorporating the new criteria.

To display a graph

1. Go to the **Tools** menu and choose **Graphing**, or press CTRL+G. The **Graphical Analysis** window appears.



2. Specify whether you want the graph to display the data for a day, week, month or year by clicking in the **Data Grouping** field and choosing the required option from the drop-down list.

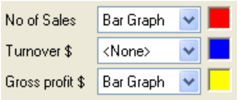
   'Hours by Day' will break down the data for the day per hour, 'Days by Week' the data for the week per day, and so on.

3. Enter the start and end dates of the date period you want to use for the graph in the **Period** fields.

   If the date period you have specified is greater than the range you have specified for your graph, the graph will average the duplicated values. For example, if you specified a range of 3 weeks, and selected 'Days by Week' for your graph, RetailManager will display the average for the 3 Mondays, the 3 Tuesdays, and so on.

4. Select the type of data you want the graph to display. You can view your number of sales, turnover and gross profit in graphical format separately, or together, by clicking in the appropriate field(s) and selecting the type of graph you want from the drop-down list.

Example: To view your number of sales and gross profit as a bar graph, click in the **No of Sales** and **Gross Profit $** fields and select **Bar Graph**. Make sure the **Turnover $** field displays **<None>**.



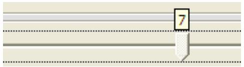
5. Specify the colour for the graph(s), by clicking in the colour box next to the graph field(s) and selecting a colour from the palette.
6. Specify whether you want the graph to display the sequential, average or comparison rate of growth by clicking the appropriate option.
7. Select the **Cumulative** option if you want the graph to display the cumulative total for hour/day/week/month for the specified time period.
8. Select the **Show 3D Graph** option to view the graph in 3D.
9. Select the **Show Legend** option to display the legend for the graph, indicating what the graph shows, according to your selection criteria.
10. Click **Display - F10** or press F10 to display the graph.

To change the graph view

- Click the single arrow buttons at the bottom of the window to scroll through the graph horizontally.

- Click the double arrow buttons to go to the beginning or the end of the graph.

- Click the slider bar marker at the bottom of the window. A number will be displayed. Drag the marker to the left or right to specify how many hours/days/weeks/months you want displayed on the horizontal axis of the graph.



- Click **Reset** to return to the original display area.

  You can move the graph horizontally, vertically and diagonally on the window using the mouse. To do this, position the cursor over the graph, right-click the mouse, and while holding the button down, move the cursor around.

To print a graph

To print the graph, click **Print - F4**, or press F4. The graph will be printed to your report printer.

Reversing debtor payments

MYOB RetailManager gives you the option to reverse a debtor payment. This is useful, for example, if a customer's cheque bounced or if you made a mistake entering the payment in RetailManager—you entered the wrong amount or the payment was allocated to the wrong customer. Once the payment is reversed, you can return to the **Debtor Payments** window and record the payment correctly.

NOTE: Security The **Reversal of Debtor Payments** function is password-protected when you select the **Admin Security** option in the **Security Options** window.

To reverse a debtor payment

1 Go to the **Admin** menu and choose **Reverse Debtor Payments**. The **Reversal of Debtor Payments** window appears.

If you have password-protected the Administration functions in the **Security Options** window, you will need to enter your password before you can proceed.

2 Enter your staff number and the required customer number.

A list of payments made by the customer appears in the grid.

3 Highlight the payment you want to reverse. Tab to the **Comments** field and enter the reason for the reversal.

Note that RetailManager will not permit you to commit the transaction until you enter some text in the **Comments** field.

4 Click **Commit - F10** or press F10 to commit the transaction.

You can now go to the **Debtor Payments** window and reenter the customer's payment correctly. For more information, see 'Customer statements' on page 240.

Cancelling orders

In MYOB RetailManager you have the flexibility to cancel either an entire outstanding purchase order, a single item on order or a customer special order.

- 'To cancel a purchase order' on page 273
- 'To cancel an individual item/orderline' on page 273
- 'To cancel a customer special order' on page 273.

NOTE: Security The **Cancel Orders** function is password-protected when you select the **Admin Security** option in the **Security Options** window.

To cancel a purchase order

The outstanding purchase orders are displayed in the **Purchase Orders** tab of the **Cancellation of Outstanding Orders** window. From this tab, you can delete purchase orders with all items that are yet to be received.

NOTE: Cost column hidden The **Cost** column may be hidden if you belong to a staff group with restricted access privileges. For more details about setting up access privileges, see 'Setting your security options' on page 286.

For more information about cancelling a purchase order, see 'To cancel an outstanding purchase order' on page 131.

To cancel an individual item/orderline

The individual items—orderlines—that have been ordered but not received are displayed in the **Individual Items** tab of the **Cancellation of Outstanding Orders** window.

1. Enter your staff number in the **Staff** field.
2. Enter the supplier number in the **Supplier** field to display orders for only that supplier.
3. Use the arrow keys to find the orderline you want to cancel and press **Enter**. You will be prompted to confirm that you want to cancel the orderline. Select **Yes**.

To cancel a customer special order

The special orders assigned to a supplier and currently on order are displayed in the **Special Orders** tab of the **Cancellation of Outstanding Orders** window.

NOTE: Remember that if you cancel a special order, you may also need to cancel the purchase order you created for that special ordered item.

---

1. Enter your staff number in the **Staff** field.
2. Enter the supplier number in the **Supplier** field to display orders for only that supplier.
3. Use the arrow keys to find the special order you want to cancel and press **Enter**. You will be prompted to confirm that you want to cancel the special order. Select **Yes**.

Maintaining staff, customer and supplier records

There are a number of administrative tasks to help you maintain your staff, customer and supplier records. The following tasks are included in this section.

- 'Merging staff, customer or supplier records' below
- 'Deleting staff or customer records' on page 275
- 'Reallocating staff, customer or supplier IDs' on page 277.

Merging staff, customer or supplier records

NOTE: Merging stock items See 'Merging stock items' on page 122 for information about merging stock items.

Merging records is a useful tool to correct the accidental duplication of a staff, customer or supplier record. When you merge two records, the information contained in the old record is merged with the new record.

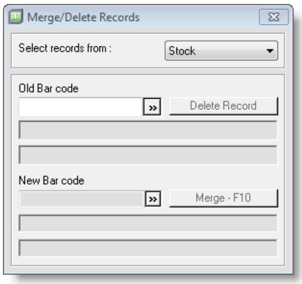
Merge staff, customer or supplier records when you have two existing records. If you want to *change* a staff member's, customer's or supplier's number, you need to reallocate the number. See 'Reallocating staff, customer or supplier IDs' on page 277 for more information.

NOTE: Security The **Merge/Delete Records** function can be password protected by selecting the **Admin Security** option in the **Security Options** window. You can also password protect this feature by selecting the appropriate **Staff, Stock, Supplier** or **Customer Details** checkbox in the **Security Options** window. If password protected, you will be prompted for a password when you attempt to select a record from the **Merge/Delete Records** window. See 'Security' on page 285 for more information about security and passwords.

To merge staff, customer or supplier records

CAUTION: Merging records will close your shopfront When you have completed a merge, RetailManager closes your shopfront to complete the operation. Ensure that all other connections to your shopfront are closed before completing a record merge.

1 Go to **Admin** menu and choose **Merge/Delete Records**. The **Merge/Delete Records** window appears.



2 Click in the **Select records from** field and choose the type of record you want to merge: staff, customer or supplier.

3 Enter the number of the old record in the **Old No** field and press ENTER. Alternatively, click the search icon (») and choose the record from the displayed list.

4 Enter the number of the new record in the **New No** field.

5 Click **Merge - F10** or press F10 to commit the information.

6 Continue to merge other records, or click the close icon ( ) or press Esc to close the **Merge/Delete Records** window.

An information window appears, informing you that RetailManager will close and reopen your shopfront.

7 Ensure that no other terminals are connected to the shopfront.

8 Click **OK**.

Your shopfront closes and the staff, supplier or customer records are merged. If you have a single shopfront, RetailManager will reopen your shopfront. If you have multiple shopfronts, select the shopfront you want to open.

Once you have merged the two records, the old number is cleared and can be assigned to another customer, staff member or supplier.

Deleting staff or customer records

NOTE: Deleting stock items see 'Deleting stock items' on page 123 for information about deleting stock items.

The Delete Records function is useful for deleting staff or customer records that have been entered in MYOB RetailManager by mistake or that you no longer require in the system.

RetailManager creates a 'record' called **<Deleted>** the first time you delete a record, and merges your record into this record. All records that you delete subsequently are merged into the **<Deleted>** record.

NOTE: Security The **Merge/Delete Records** function can be password protected by selecting the **Admin Security** option in the **Security Options** window. You can also password protect this feature by selecting the appropriate **Staff** or **Customer Details** check box in the **Security Options** window. If password protected, you will be prompted for a password when you attempt to select a record from the **Merge/Delete Records** window. See 'Security' on page 285 for more information about security and passwords.

Note that you cannot delete a customer record if the customer has any outstanding invoices, lay-bys, credit notes, gift vouchers, deposits, or special orders.

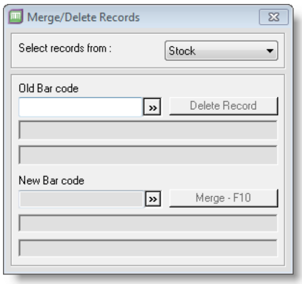
Note also that you cannot delete supplier records in RetailManager. You can, however, hide records that you don't want to appear when searching or generating reports. For more information, see 'Hiding records in searches and reports' on page 75.

CAUTION: Deleting records When you delete a record it is permanently removed from the system. Make sure you delete the correct record.

To delete staff or customer records

NOTE: Deleting records will close your shopfront When you have completed a delete, RetailManager closes your shopfront to complete the operation. Ensure that all other connections to your shopfront are closed before completing a record delete.

1 Go to the **Admin** menu and choose **Merge/Delete Records**. The **Merge/Delete Records** window appears.

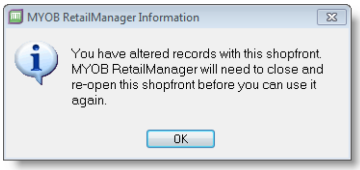


2 Click the down arrow next to the **Select records from** field and choose the type of record you want to delete: staff or customer.

3 Enter the staff or customer number in the **Old No** field and press ENTER. Alternatively, click the search icon (») and choose the required record from the displayed list.

4 Click **Delete Record**. You will be prompted to confirm that you want to delete the record. Click **Yes**.

5 Continue to delete other records, or click the close icon ( ) or press ESC to close the **Merge/Delete Records** window. An information window appears, informing you that RetailManager will close and reopen your shopfront.



6 Ensure that no other terminals are connected to the shopfront.

7 Click **OK**.

Your shopfront closes and the staff or customer record is permanently deleted from RetailManager. You can use this record number for a new record. If you have a single shopfront, RetailManager will reopen your shopfront. If you have multiple shopfronts, select the shopfront you want to open.

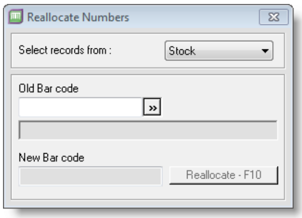
Reallocating staff, customer or supplier IDs

If you want to change a customer's, supplier's, or staff member's number to a new number, you can *reallocate* the number. This would be useful, for example, if you made a mistake when creating an number.

NOTE: Stock See 'Bar codes' on page 152 for information about reallocating a stock item number.

To reallocate staff, customer, or supplier IDs

1 Go to the **Admin** menu and choose **Reallocate Numbers**.



2 Click the down arrow next to the **Select records from** field and choose the type of record you want to reallocate: customer, staff or supplier.

3 Enter the old staff, customer or supplier number in the **Old Id** field and press ENTER. Alternatively click the search icon (») and choose the required number from the list.

4 Enter the new staff, customer or supplier number in the **New Id** field. This must be a new number. If you want RetailManager to assign a new number, press F5, and the new staff, customer or supplier number is displayed.

5 Click **Reallocate - F10** or press F10 to commit the information.

Once you have reallocated the staff, customer or supplier number, the old number is cleared and can be assigned to a new staff member, customer or supplier.

Maintaining your shopfront database

It is important to maintain your MYOB RetailManager shopfront database by making regular backups, and keeping it compact for good performance.

You can perform all of your shopfront maintenance tasks from the **Shopfront Configuration** window. However, some maintenance tasks can also be initiated from the **File** menu. If you want you can also activate a backup from the automatic backup prompt. See 'To back up from the automatic prompt' on page 279 for more information.

There are six shopfront maintenance options in the **Maintenance** tab of the **Shopfront Configuration** window. These are outlined in the following sections.

Shopfront maintenance option	See
Backup	'Performing a backup' below
Rebuild/Compact	'Rebuilding and compacting your shopfront database' on page 281
Restore	'Restoring your shopfront from a backup file' on page 281
Archive	'Archiving your shopfront database' on page 283
Store Offline	'Storing data offline' on page 284
Merge Offline	'Merging offline data' on page 284

Performing a backup

The backup process includes compression of your shopfront to reduce the space required for storing your backup files, as well as allowing you to back up to different media and creating a backup that will span a number of disks if the backup file is large.

The following three MYOB RetailManager files are backed up:

- recent.mdb
- archive.mdb
- offline.mdb

If you need to restore your shopfront, you can use your latest backup file. It is important to make regular backup files of your database—the more regular your backups, the less data you will lose in the event of there being a problem with your computer or database file.

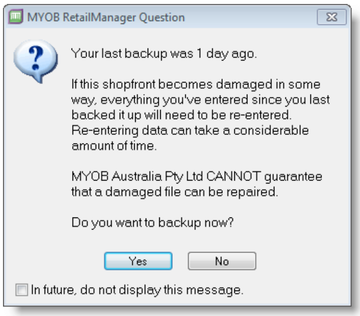
It is particularly important that you back up your RetailManager shopfront after installation and setup, but before upgrading.

There are several ways in which you can start the backup process:

- From the automatic backup prompt. See 'To back up from the automatic prompt' on page 279.
- Manually from the **Shopfront Configuration** window. See 'To back up manually from the Shopfront Configuration window' on page 279.
- Manually from the **File** menu. See 'To back up manually from the File menu' on page 280.

To back up from the automatic prompt

When you install RetailManager, the backup reminder question is set to automatically display.



You can disable the automatic display of this prompt by selecting the **In future, do not display this message again** option.

NOTE: **Reactivating the backup reminder question** To reactivate the automatic reminder, go to the **Setup** menu and choose **Options**. Select **Alerts** from the **Options** menu. Select either or both of the **Prompt for data backup when closing** or **Prompt for data backup when opening** options.

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1 Click **Yes** to begin the backup process. The **Save as** window appears.

2 Click **Save** to save your backup to the RetailManager default directory.

The RetailManager default folder for backup files is **Backup**, located in your shopfront folder. You can choose to use the default folder, or you can navigate to another location to store your backup files.

We recommend you store your backup files on removable media, such as a portable hard drive or CD R/W drive.

The backup process is completed by RetailManager. When the backup process has finished, a confirmation message appears.

3 Click **OK** to accept this message. Your backup is complete.

To back up manually from the Shopfront Configuration window

NOTE: **RetailManager on a network** If you are using RetailManager on a network, shut down any other linked RetailManager sessions first, before backing up your database.

RetailManager provides you with the option to perform a manual backup at any time. You can use the **Backup** option in the **Shopfront Configuration** window, or you can initiate a backup from the **File** menu.

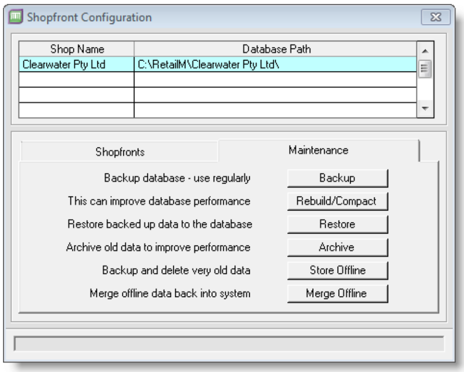
1 Go to the **File** menu and choose **Configuration**.

If you have your shopfront open, a message appears asking if you want to close your current shopfront. Click **Yes**.

The **Shopfront Configuration** window appears.

2 If you have multiple shopfronts, make sure you highlight the shopfront you want to back up.

3 Click the **Maintenance** tab. The **Maintenance** view appears.



4 Click **Backup**.

5 Click **Save** to save your backup to the RetailManager default directory.

The RetailManager default folder for backup files is **Backup**, located in your shopfront folder. You can choose to use the default folder, or you can navigate to another location to store your backup files.

We recommend you store your backup files on removable media, such as a portable hard drive or CD R/W drive.

The backup process is completed by RetailManager. When the backup process has finished, a confirmation message appears.

6 Click **OK** to accept this message.

Your backup is complete.

To back up manually from the File menu

1 Go to the **File** menu and choose **Backup**. If you have your shopfront open, a message appears asking if you want to close your current shopfront. Click **Yes**.

2 Click **Save** to save your backup to the RetailManager default directory.

The RetailManager default folder for backup files is **Backup**, located in your shopfront folder. You can choose to use the default folder, or you can navigate to another location to store your backup files.

We recommend you store your backup files on removable media, such as a portable hard drive or CD R/W drive.

The backup process is completed by RetailManager. When the backup process has finished, a confirmation message appears.

3 Click **OK** to accept this message. Your backup is complete.

NOTE: Backing up your shopfront database at cashup RetailManager also backs up your database automatically as part of your daily cashup procedure. See 'Cashing up for the day' on page 256 for more information.

Rebuilding and compacting your shopfront database

When this option is selected, MYOB RetailManager both rebuilds and compacts your shopfront database.

Your shopfront may need to be rebuilt in the event of unforeseen accidents such as power failure, where RetailManager has not been exited properly, the shopfront file has been corrupted, or someone has interfered with it. RetailManager can fix most problems by rebuilding the shopfront database; however if this fails you may have to restore from your backup database files. When you compact your shopfront, you optimise the size of the shopfront database, so that overall system performance is enhanced. You should compact your shopfront database every week.

To rebuild and compact your database

NOTE: RetailManager on a network If you are using RetailManager on a network, shut down any other linked RetailManager sessions first, before compacting your database.

1 Go to the **File** menu and choose **Configuration**. Select **Yes** to close down your current shopfront. The **Shopfront Configuration** window appears.

2 If you have multiple shopfronts, make sure you highlight the shopfront you want to rebuild or compact.

3 Click the **Maintenance** tab.

4 Click **Rebuild/Compact Database**. Click **Yes** to rebuild and compact your shopfront database.

Your shopfront database will be compacted and rebuilt. If the rebuild is not successful, an error message will be displayed, and you will have to restore your data from a backup file. See 'Restoring your shopfront from a backup file' below.

Restoring your shopfront from a backup file

It is important to make regular backups of your shopfront database—the more regular your backups, the less data you will lose in the event of there being a problem with your computer or shopfront data. If you need to restore your shopfront database you can use your latest backup file.

Three restore procedures are provided for you to restore your shopfront from a backup file:

Procedure 1—Create a new shopfront using restored data

This process creates a new shopfront for you in a folder separate from your current shopfront. The new shopfront is automatically named using information from the name of the backup file. RetailManager will automatically connect to this new shopfront, allowing you to open and check the data you have 'saved' in your backup file.

We recommend that when restoring, you use this process first, as you can check the data in your shopfront to make sure that the backup file is the optimum one to replace the shopfront with which you are having problems.

Procedure 2—Restore your shopfront to a new folder

This process lets you choose a folder to which you want to restore your shopfront.

However, this process does not connect your restored shopfront and is only recommended if you have a good knowledge of how RetailManager uses the database files that make up a shopfront.

Procedure 3—Restore your shopfront to its original folder automatically

This process will restore your shopfront to its original folder, effectively overwriting and replacing your current problem shopfront. Use this process if you are certain that the backup file from which you are restoring is the latest clean version of your shopfront.

We recommend that you first use Procedure 1—Create a new shopfront using restored data, above to make sure the shopfront you are restoring is the one you want to continue to use.

We recommend that you first create a new shopfront using restored data, check the new shopfront for correctness and make sure it is the most recent backup available, then restore your shopfront using Procedure 3—Restore your shopfront to its original folder automatically, above, thereby replacing your shopfront with the best backup you have available.

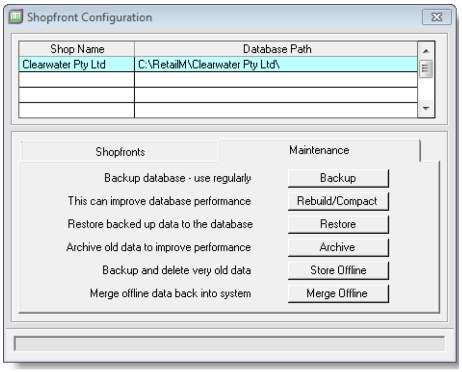
An alternative procedure is to rename the restored shopfront with your original shopfront name, once you are satisfied that the restored data is the most valid of your backups to replace your shopfront.

To restore your shopfront

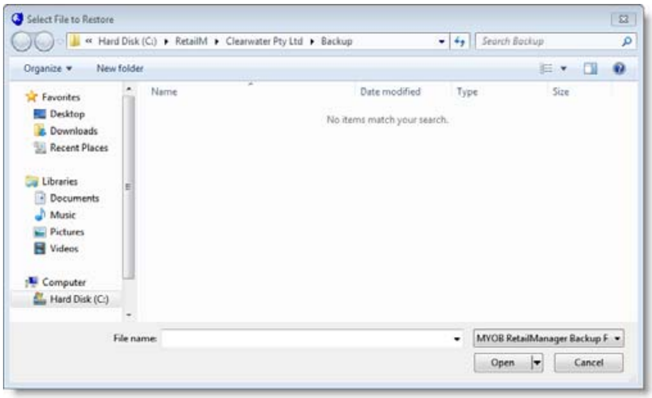
1 Go to the **File** menu and choose **Configuration**. A message appears stating that your shopfront will have to be closed.

2 Click **Yes**. The **Shopfront Configuration** window appears.

3 Click the **Maintenance** tab. The **Maintenance** view appears.



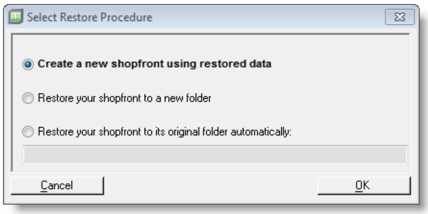
4 Click **Restore**. The **Select File to Restore** window appears.



5 Select the backup file from which you want to restore. Generally, you would want to restore from the most recent backup file.

6 Click **Open**.

7 The **Select Restore Procedure** window appears.



8 The **Select Restore Procedure** window provides you with three choices of restore procedure. Make sure you are familiar with each option. Refer to 'Restoring your shopfront from a backup file' on page 281 for more information.

NOTE: Recommended procedure We recommend you first use 'Procedure 1—Create a new shopfront using restored data' on page 281. Then check that the shopfront created from this procedure is the one you want to restore to, and perform the entire procedure again, this time using 'Procedure 3—Restore your shopfront to its original folder automatically' on page 282. This will replace your damaged shopfront with an older version that you have checked for correctness.

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9 Select the desired procedure and click **OK**.

NOTE: Shopfront password If your shopfront is password protected, and you have chosen an option that will replace an existing shopfront (that is if you chose 'Procedure 2—Restore your shopfront to a new folder' on page 281 or 'Procedure 3—Restore your shopfront to its original folder automatically' on page 282), the **Shopfront Password** window appears. To continue with this operation you must enter your password.

The restoration procedure you selected completes automatically, and your shopfront is restored. A window appears stating that the shopfront is restored to the selected folder.

10 Click **OK** to complete this procedure.

Archiving your shopfront database

As you enter transactions daily, your shopfront database file can grow considerably in size. This can affect the efficiency with which MYOB RetailManager works. Archiving your shopfront database improves its performance significantly. We recommend that you archive at least once a week.

Note that the **Archive Database** function improves the performance of your shopfront database. It does not remove any data from your system or affect your data in any way.

To archive your database

NOTE: RetailManager on a network If you are using RetailManager on a network, shut down any other linked RetailManager sessions first, before archiving your database.

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1 Go to the **File** menu and choose **Configuration**. Click **Yes** to close down your current shopfront. The **Shopfront Configuration** window appears.

2 If you have multiple shopfronts, make sure you highlight the shopfront you want to archive.
3 Click the **Maintenance** tab.
4 Click **Archive**. Confirm that you want to archive the database.
5 RetailManager backs up, archives, rebuilds and compacts your database.

Storing data offline

If you have large amounts of old data, you can improve the performance of your shopfront database by storing this data offline. When you select the **Store Offline** option, MYOB RetailManager removes records prior to the specified cutoff date from the database and stores them in a separate file (offline.mdb). This makes your database smaller and consequently faster. If you need to access the data you stored offline, you can merge it with your database.

When you store data offline, all finalised transactions before the specified cutoff date will be removed from the system. These transactions will no longer appear in searches, lookups, drilldowns or reports.

To store data offline

1 Go to the **File** menu and choose **Configuration**. Click **Yes** to close your current shopfront. The **Shopfront Configuration** window appears.
2 If you have multiple shopfronts, make sure you highlight the shopfront want to store offline.
3 Click the **Maintenance** tab.
4 Click **Store Offline**. The **Offline Archive** window appears.
5 Enter the cutoff date for the offline archive in the **Date** field. All finalised transactions made before this date will be stored offline.

NOTE : **Unfinalised transactions** Lay-bys, credit notes, quotes, sales orders, purchase orders and customer special orders that have not been finalised will not be stored offline.

6 Click **Continue**. Data prior to the cutoff date is removed and stored offline.

Merging offline data

The **Merge Offline** option merges data you stored offline, back into the system. This is a reversal of the **Store Offline** option described in the previous section. The offline data is merged with your current data and appears in searches, drilldowns, lookups and reports.

To merge offline data

1 Go to the **File** menu and choose **Configuration**. Click **Yes** to close down your current shopfront. The **Shopfront Configuration** window appears.
2 If you have multiple shopfronts, make sure you highlight the shopfront you want to merge data into.
3 Click the **Maintenance** tab.
4 Click **Merge Offline**.

The offline data is merged back into the system.

Security

MYOB RetailManager security allows you to control your staff's access to certain areas and functions within RetailManager.

Setting up and administering security is a straight-forward process, detailed in this section. Information is presented in a sequence designed to assist you in the set up of RetailManager security.

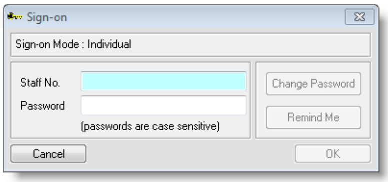
How RetailManager security works Security settings or access restrictions are assigned via staff groups that you create. A security staff group allows you to set access privileges that can be assigned to a number of staff members. In this way you can group staff by the level of access you might want them to have.

For example, you might want only one administrator who can have full access to all parts of RetailManager, a group of store managers who have access to most areas, and a staff group that might be specifically set up for staff whose duties only include POS operations. Creating staff groups and assigning different access privileges to each one is a simple and effective means of creating a hierarchical security system in RetailManager.

How your staff interact with RetailManager security When a staff member accesses RetailManager with security enabled, they must sign on to gain access to the RetailManager shopfront.

They may first have to choose the sign-on method, depending on whether you have chosen to display the sign-on method window when RetailManager starts. (See 'Setting the sign-on method' on page 288 for more information about the **Sign-on Method** window.)

Once a sign-on method has been chosen or if the sign-on method is already set, the **Sign-on** window appears.

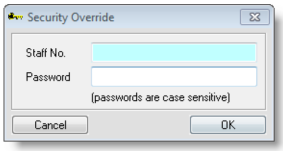


A staff member must enter their staff number and password to gain access to the RetailManager shopfront.

Once a staff member has signed-on, they can then use RetailManager with access restrictions based on the staff group(s) to which they belong. See 'Restricting staff group privileges' on page 292 for more information about restricting access to areas of RetailManager.

Accessing a restricted area of RetailManager Using security settings, you restrict access to certain areas of RetailManager.

If a staff member attempts to access an area or function of RetailManager from which their access is restricted, the **Security Override** window appears.



To gain access to the restricted area or function, another staff member who has appropriate privileges must enter their staff number and password in the **Security Override** window.

Once a restricted function or area has been used, security once more reverts to the level of restriction of the staff group of the original signed on staff member. Further attempts to access restricted functions will cause the **Security Override** window to appear.

If you do not want to use security in RetailManager If you do not want to use the security feature in your day to day operations, you do not have to do anything. When you install or upgrade RetailManager, security is not enabled.

NOTE: **If you are upgrading from a previous version of RetailManager** If you used security features in your previous version of RetailManager, your shopfront password will still apply and is used to password protect the **Security** window as well as your shopfront. See your RetailManager upgrade instructions for more information.

For detailed information about setting security options in RetailManager, see 'Setting your security options' below.

Setting your security options

Setting up MYOB RetailManager security involves the following steps:

Step		Description
1	'Enabling security' on page 287	With RetailManager you have the option to not use the security features. If you choose to use RetailManager security you must enable it first.
2	'Setting the sign-on method' on page 288	The sign-on method influences the way that staff sign on to and use RetailManager from a particular computer. You can change the sign-on method at any time. Setting the sign-on method as your second step to setting up security helps guide you in the way you want to use security.
3	'Maintaining staff groups' on page 290	Staff groups are used to apply access rights and restrictions. Restrictions to certain areas or functions of RetailManager are applied to a staff group, and then a staff member is assigned to the group.

Step		Description
4	'Restricting staff group privileges' on page 292	When a staff group is created, there are no restrictions to areas or functions of RetailManager. You apply restrictions so you can limit the areas and functions of RetailManager that are available to staff.
5	'Assigning staff to staff groups' on page 293	When you assign a staff member to a staff group, the staff member has access rights and restrictions that are set for the staff group.

NOTE: You cannot perform sales during security setup You must close all windows in your shopfront when setting up security. It is recommended that you set up security at a time when your RetailManager computer is not being used for POS operations.

Enabling security

If you used a security password in your previous version of MYOB RetailManager, your password is required to open the **Security** window and is also used to password protect your shopfront.

When you first open the **Security** window, one or two staff groups will be predefined; the Old Security staff group and the Administrator staff group.

The Old Security staff group The Old Security staff group is created if you had security settings in a previous version of RetailManager and you have upgraded to RetailManager v11. These security settings have been saved and converted to a staff group to reduce the time required for you to set up security in your new version of RetailManager.

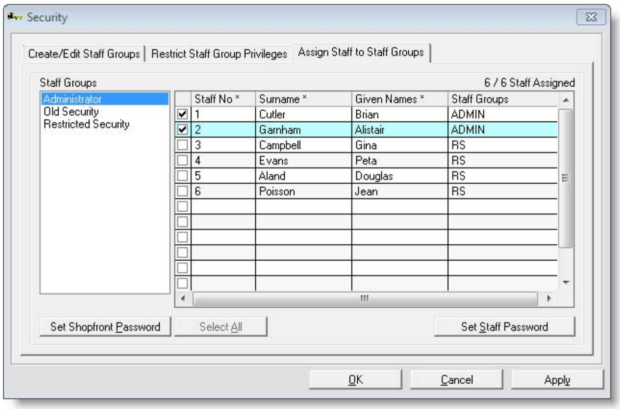
The Administrator staff group The Administrator staff group is automatically created and cannot be edited or deleted. Users assigned to this group have full access to all windows and functions within RetailManager.

To enable security you must assign at least one staff member to the Administrator staff group.

To assign a staff member to the Administrator staff group

Assigning a staff member to the Administrator group means that you are enabling security.

1. Go to the **Setup** menu and choose **Security.** The **Security** window appears.
2. Click the **Assign Staff to Staff Groups** tab. The **Assign Staff to Staff Groups** view appears.



3. Select the Administrator staff group by clicking **Administrator** in the **Staff Groups** list.
4. Select the checkbox (in the first column) of the staff member(s) you want to include in the Administrator staff group.
5. Click **Apply** to record your selections.
6. Click **OK** to close the **Security** window.

When you have enabled security, you may want to continue setting your security options by setting the sign-on method. For more information, see 'Setting the sign-on method' below.

Setting the sign-on method

When you have security enabled (see 'Enabling security' on page 287 for more information), you can choose between two methods of 'signing on'.

These two methods influence how the security works with a particular session of MYOB RetailManager. The sign-on method that you choose is only relevant to the computer you are working on. If you are running RetailManager on a network, you need to set the sign-on method from each computer on the network. The two sign-on methods are *Staff Group* and *Individual*.

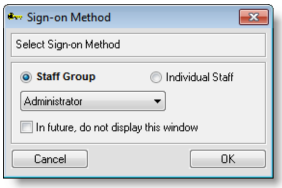
Using the staff group sign-on method The staff group sign-on method allows any member of a chosen staff group to sign on and perform RetailManager functions without reopening the shopfront. Using the staff group method of signing on, a number of staff members are able to sign on to use one computer running a RetailManager shopfront.

Using the individual sign-on method The individual staff sign-on method allows only one staff member to sign on to the shopfront. The staff number and name fields on transaction screens are automatically populated with the individual staff member's information and are locked. The staff member will have their name recorded against all transactions.

NOTE: **Accessing secure areas** Areas or functions of RetailManager unavailable due to security staff group restrictions can only be accessed by a staff member who is part of another staff group to which the restriction does not apply.

To set the sign-on method for a shopfront

1 You set the sign-on method for a shopfront using the **Sign-on Method** window. When you first enable security, the **Sign-on Method** window automatically appears when you open your shopfront.



2 From the **Sign-on Method** window, select either **Staff Group** or **Individual Staff** as your sign-on method for this shopfront.

NOTE: **Setting up security for the first time** If this is the first time you are setting up security, you might want to sign on as an individual staff member and perform other security administration tasks such as creating staff groups, applying restrictions to staff groups, and assigning staff members to the groups.

3 If you choose **Staff Group** as your sign-on method, the **Staff Group** drop-down list becomes active. Select the staff group that you want to use to define security for this shopfront from the drop-down list.

If you choose **Individual Staff** as your sign-on method, the **Staff Group** drop-down does not apply and cannot be used.

4 Click **OK** to record your changes.

To set the sign-on method window to not display

When the **In future, do not display this window** option is selected, the sign-on method will automatically apply to this shopfront the next time it is opened. That is, only the **Sign-on** window appears.

If you want to regularly change your sign-on method, leave this option deselected. When you leave the **In future, do not display this window** option deselected, the **Sign-on Method** window appears each time the shopfront is opened.

To redisplay the sign-on method window

If you have previously chosen to not display the **Sign-on Method** window, but now want to change the sign-on method, perform the following procedure:

1 Go to the **Setup** menu and choose **Options**. The **Options** window appears.

2 Make sure **General** is selected in the side menu, and click the **Other** tab.

3 In the **Miscellaneous** group of the **Other** tab, select the **Display Sign-on Method window** option.

The next time you close and open your shopfront, the **Sign-on Method** window appears and you are able to change your sign-on method.

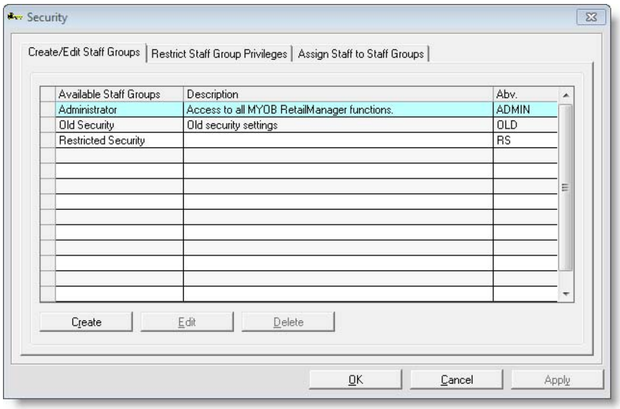
When you have set the sign-on method, you may want to continue setting your security options by maintaining staff groups. For more information, see 'Maintaining staff groups' below.

Maintaining staff groups

This section provides information and procedures to guide you in the process of creating, editing and deleting staff groups.

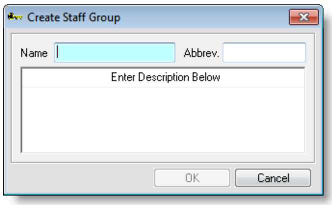
To create staff groups

1 Go to the **Setup** menu and choose **Security.** The **Security** window appears.



2 Click the **Create/Edit Staff Groups** tab.

3 Click **Create**. The **Create Staff Group** window appears.



4 In the **Name** field, type the name you want to use for this staff group and press TAB. The cursor automatically moves to the **Abbrev.** field. A suggested abbreviation is displayed in the **Abbrev.** field.

5 Press TAB to accept the abbreviation or type an abbreviation of your own.

NOTE: Abbreviation for staff groups You can enter an abbreviation up to five characters long.

6 In the **Description** text box, enter a description of the staff group you are creating, for example 'POS only'.

7 When you have completed the fields within the **Create Staff Groups** window, click **OK**. The new staff group is added to the list of staff groups in the **Create/Edit Staff Groups** view.

To edit staff groups

You can edit the name, abbreviation and description of a staff group you have created from the **Create/Edit Staff Groups** view.

1 Go to the **Setup** menu and choose **Security**. The **Security** window appears.

2 Click the **Create/Edit Staff Groups** tab.

3 Highlight the staff group you want to edit.

4 Click **Edit**. The **Edit Staff Group** window appears.

NOTE: Administrator staff group You cannot edit the **Administrator** staff group.

5 From the **Edit Staff Group** window you can change the staff group name, abbreviation and description. To change these details click or tab to the appropriate fields and enter the new details.

To delete staff groups

1 Go to the **Setup** menu and choose **Security.** The **Security** window appears.

2 Click the **Create/Edit Staff Groups** tab.

3 Highlight the staff group you want to delete.

4 Click **Delete**.

NOTE: Administrator staff group You cannot delete the **Administrator** staff group.

5 A warning message appears. Click **Yes** if you are certain you want to delete the specified staff group.

6 Click **Apply** to save your changes.

7 Click **OK** to close the **Security** window.

When you have created staff groups, you may want to continue setting your security options by restricting staff group privileges. For more information, see 'Restricting staff group privileges' on page 292.

Restricting staff group privileges

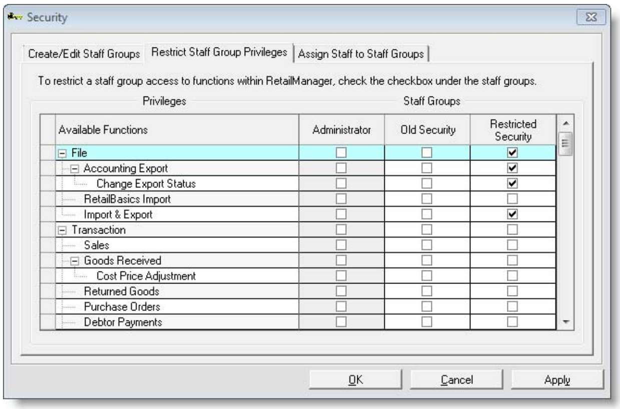
Once you have created a staff group (See 'Maintaining staff groups' on page 290), the next step is to apply access restrictions to the staff group.

When you first create a staff group, no restrictions are applied. A member of this staff group has the same access to MYOB RetailManager as a member of the Administrator staff group, except for some security-specific settings.

To display staff group privileges

1 Go to the **Setup** menu and choose **Security**.

2 Click the **Restrict Staff Group Privileges** tab. The **Restrict Staff Group Privileges** view appears.



- The **Restrict Staff Privileges** view is displayed as a grid with two main areas—the **Privileges** area and the **Staff Groups** area.
- The **Privileges** area displays a 'tree' structure with headings that correspond to each RetailManager menu and sub-levels for each menu item or feature. You can expand each heading to list the menu items beneath it.
- The **Staff Groups** area displays the staff groups you have created. If you can not see all the staff groups you have created, use the scroll bar at the bottom of the grid to scroll horizontally.

To restrict group access to a particular menu item or feature

1 In the **Privileges** column, locate and click the menu item from which you want to restrict this staff group.

2 Locate the staff group whose access to a particular menu item or feature you want to restrict.

3 Select the **Staff Group** option in the highlighted line.

4 When you have selected all those menu items or features to which you want to restrict access for the staff group, click **Apply** to record your changes.

NOTE : Linked menu items or features Certain menu items and features in RetailManager are linked in a way that restricting access to one of them will also restrict access to the others. If you select items such as the **Stock** window (under **Information**) or **Hide Cost / Profit**, a warning message appears listing the other items or features that will also be restricted.
Click **Yes** to continue. The linked menu items will be selected automatically.

5 Click **OK** to close the **Security** window.

When you have restricted staff group privileges, you may want to continue setting your security options by assigning staff to staff groups. For more information, see 'Assigning staff to staff groups' below.

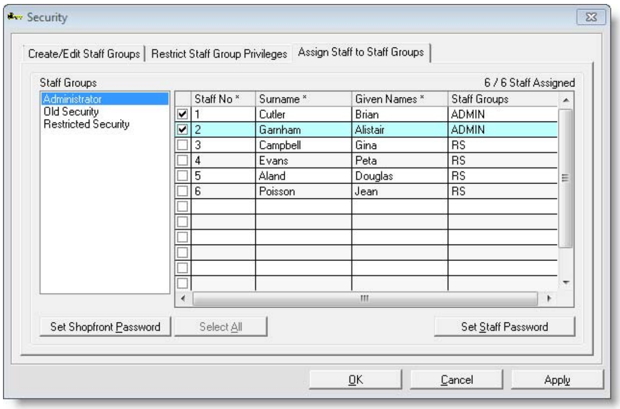
Assigning staff to staff groups

You assign staff to either the Administrator staff group or staff groups you have created and to which you have applied restrictions (see 'Restricting staff group privileges' on page 292). You can assign a staff member to a number of staff groups.

To assign staff to staff groups

1 Go to the **Setup** menu and select **Security.** The **Security** window appears.

2 Click the **Assign Staff to Staff Groups** tab. The **Assign Staff to Staff Groups** view appears.



3 Select the staff group to which you want to assign staff by clicking the staff group name in the **Staff Groups** column.

4 Select the option (in the first column) of the staff member(s) you want to include in the selected staff group.

5 Click **Apply** to record your selections.

6 Click **OK** to close the **Security** window.

Working with passwords

An important feature of security is the use of passwords, both for individual staff members and for your shopfront. There are two types of passwords used in MYOB RetailManager:

- Staff passwords (see Setting your staff password, page 295), and
- Shopfront passwords (see Setting your shopfront password, page 297).

NOTE: **Remembering passwords** Passwords that belong to members of the Administrator staff group, and the shopfront password, can only be recovered by MYOB technical support. It is important that you do not forget these passwords. For information about recovering these passwords see 'Recovering a forgotten password' on page 295. Staff members who are not part of the Administrator staff group can have their passwords reset by an administrator.

Using the password reminder feature

A password reminder feature has been included as part of the password feature of MYOB RetailManager.

The password reminder feature lets you create a question to which only you should know the answer.

If you forget your password, click the reminder question button when you go to sign on, and the reminder question you have previously created appears. When you correctly answer the reminder question, RetailManager responds with your password and you can proceed with signing on.

Tips and cautions about reminder questions The answer to a reminder question is as important as your password and should be secure as possible. If someone other than yourself knows the answer to your password reminder question, then they will be able to find out your RetailManager password.

A reminder question:

- should not contain or relate to your password as part of the reminder question or answer.
- should not contain information that will help someone else guess your password.
- should only be easily answerable by the person who created it. For example, your own birthday would not be a good reminder question as a number of people including work colleagues could know your birthday.

Some examples of good reminder questions might be:

- the name of your first pet
- the name of a teacher
- the manufacturer of your first car
- your mother's maiden name.

Once you answer your reminder question correctly, RetailManager then displays your password and you can proceed with signing on to RetailManager.

Recovering a forgotten password

If you forget a password that belongs to members of the Administrator staff group, or your shopfront password, you can use the **Security Export** feature to create an export file that contains the password. You can then send this encrypted text file to MYOB technical support, who can extract the password and send it back to you.

NOTE: Recovering passwords belonging to members of other staff groups Staff members who are not part of the Administrator staff group can have forgotten passwords reset by an administrator.

To recover a forgotten password

1 Go to the **File** menu and choose **Security Export**. The **Save As** window appears.

2 Specify the location where you want to save the file and, if required, change the name of the file in the **File name** field. Do not change the .txt file extension.

3 Click Save. The **Export Complete** message appears.

4 Click **OK**.

5 Send the file to MYOB technical support for password extraction. For technical support contact details see 'Technical support phone numbers and charges' on page 10.

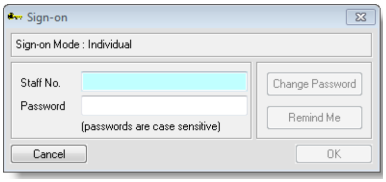
Setting your staff password

A staff password is a password that is used by a staff member to sign on to MYOB RetailManager. The sign-on process determines the staff group(s) to which the staff member is assigned and the restrictions that, therefore, apply to that staff member.

To set your staff password

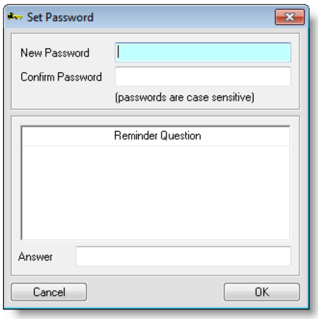
A staff member sets their password the first time that they sign on to RetailManager after security has been set, or after their password has been deleted by a member of the Administrator staff group.

1 Start RetailManager, and if required choose the Start-up method. The **Sign-on** window appears.



2 From the **Sign-on** window, enter your staff number and press ENTER.

3 Leave the **Password** field blank. The **Set Password** window appears.



4 Type your password in the **New Password** field.

5 Type your password in the **Confirm Password** field.

NOTE: **Passwords are case sensitive** When you first set your password, it is important to make note of whether you use capital letters, lower case letters or a combination of both. When entering your password, you must use the same case as when you set it.

6 Type a reminder question in the **Reminder Question** text box. (See 'Using the password reminder feature' on page 294 for more information about the reminder question feature.)

7 Type the answer to the reminder question in the **Answer** field.

8 Click **OK**.

Your password information is recorded and you are signed on to RetailManager.

To delete the password of a staff member who is not part of the Administrator staff group

Occasionally, a staff member might forget their password or might want to change their password for some reason. To change a staff member password, you delete the current password, and the staff member can then set a new one when they next sign on.

1 Go to the **Setup** menu and select **Security.** The **Security** window appears.

2 Click the **Assign Staff to Staff Groups** tab. The **Assign Staff to Staff Groups** view appears.

3 Highlight the staff member for whom you want to change the password. The **Delete Staff Password** button (bottom right-hand side of the **Security** window) is active.

4 Click **Delete Staff Password**.

5 A warning message appears. Click **Yes** if you want to delete the staff member password.

The staff member's password is deleted.

Next time the staff member signs on, they will be prompted to enter a new password.

To change the password of an Administrator staff group member

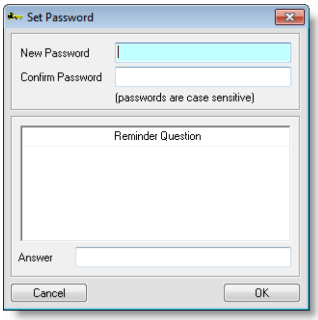
The process of changing a password for a staff member who is a member of the Administrator staff group is slightly different.

1 Go to the **Setup** menu and select **Security.** The **Security** window appears.

2 Click the **Assign Staff to Staff Groups** tab.

3 Highlight the staff member for whom you want to change the password. The **Set Staff Password** button is active.

4 Click **Set Staff Password**. The **Change Password** window appears.



5 Enter the new password in the **New Password** field.

6 Enter the password again in the **Confirm Password** field.

7 Type a prompt in the **Reminder Question** text box to serve as a reminder for the password. (See 'Using the password reminder feature' on page 294 for more information.)

8 Click **OK** to apply your changes and close the **Change Password** window.

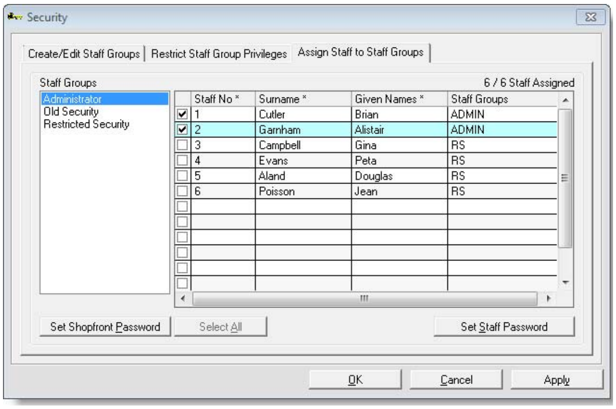
Setting your shopfront password

You use the shopfront password to confirm authority to perform import and export functions and to provide initial security when a shopfront is networked. Using the shopfront password, you can make sure users do not perform transactions in a shopfront to which they should not have access.

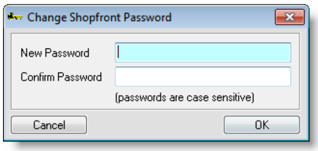
To set the shopfront password

1 Go to the **Setup** menu and choose **Security.** The **Security** window appears.

2 Click the **Assign Staff to Staff Groups** tab. The **Assign Staff to Staff Groups** view appears.



3 Click **Set Shopfront Password**. The **Change Shopfront Password** window appears.



4 Type the password you want to create for this shopfront in the **New Password** field.

5 Type the password again in the **Confirm Password** field.

6 Click **OK**.

Using security in your day-to-day operations

Once security has been set up in MYOB RetailManager, you and your staff will find using security in day-to-day operations is simple. You and your staff will need to sign-on and sign-off regularly and where staff restrictions are applied via your security scheme, your supervisors and other people with authority will need to sign on to enable staff access to normally restricted areas.

This section provides you with the procedures you and your staff might need in their day-to day-use of RetailManager with security enabled.

The following topics are included in this section.

- 'Signing-on' below
- 'Signing-off' on page 299
- 'Entering a restricted area, and the Security Override window' on page 300.

Signing-on

To sign-on to RetailManager while RetailManager is still running

If you are signing on to RetailManager directly after another staff member has signed-off:

1 Go to the **File** menu and choose **Sign-on**. The **Sign-on** window appears.

2 Enter your staff number in the **Staff No.** field.

3 Enter your password in the **Password** field.

> **NOTE: Passwords are case sensitive** When you first set your password, it is important to make note of whether you use capital letters, lower case letters or a combination of both. When entering your password, you must use the same case as when you set it.

If you have forgotten your password, click **Remind Me** to be prompted with your reminder question.

4 Click **OK** to complete the sign-on process.

To sign-on to RetailManager when you start RetailManager

1 Start RetailManager and open your shopfront.

2 If the **Sign-on Method** window appears, choose the sign-on method. The **Sign-on** window appears.

3 Enter your staff number in the **Staff No.** field.

4 Enter your password in the **Password** field.

> NOTE: **Passwords are case sensitive** When you first set your password, it is important to make note of whether you use capital letters, lower case letters or a combination of both. When entering your password, you must use the same case as when you set it.

If you have forgotten your password, click **Remind Me** to be prompted with your reminder question.

5 Click **OK** to complete the sign-on process.

Signing-off

To maintain your security, it is important to sign-off when you have finished using RetailManager.

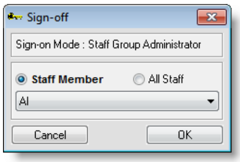
To sign-off from RetailManager

1 Go to the **File** menu and choose **Sign-off**.

If you are using the Individual sign-on method, or you are using the Staff Group sign-on method and only one staff member is signed on, a prompt appears informing you that all open windows will be closed.

2 Click **OK**. You are signed off from RetailManager.

If you are using the Staff Group sign-on method, and a number of staff members are currently signed on to the shopfront, the **Sign-off** window appears.



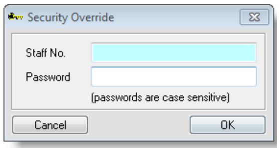
3 To sign-off staff, do one of the following:

- Click **Staff Member** and choose the staff member you want to sign-off.
- Click **All Staff** to sign-off all staff members currently signed-on.

4 Click **OK**.

Entering a restricted area, and the Security Override window

If a staff member attempts to access an area or function of MYOB RetailManager from which their access is restricted, the **Security Override** window appears.



To gain access to the restricted area or function, another staff member who has appropriate privileges must enter their staff number and password in the **Security Override** window.

Once a restricted function or area of RetailManager has been used, security once more reverts to the level of restriction of the staff group of the original signed on staff member. Further attempts to access restricted RetailManager functions will cause the **Security Override** window to appear once more.

Exporting data from RetailManager

The following topics are included in this section.

- 'Exporting RetailManager data' below
- 'Exporting RetailManager accounting data to your MYOB business management software' on page 303.

Exporting RetailManager data

Using the **MYOB RetailManager Import & Export Wizard**, you can export data from your MYOB RetailManager shopfront database in a number of file formats, including tab-delimited, HTML, Microsoft Excel, Lotus 1-2-3, and Paradox.

You can export your dockets, cashup sessions, tax codes, cashup shortages, payments, lay-bys, and much more from your RetailManager database.

NOTE: Exporting accounting data For information about exporting accounting data, see 'Exporting RetailManager accounting data to your MYOB business management software' on page 303.

To export RetailManager data

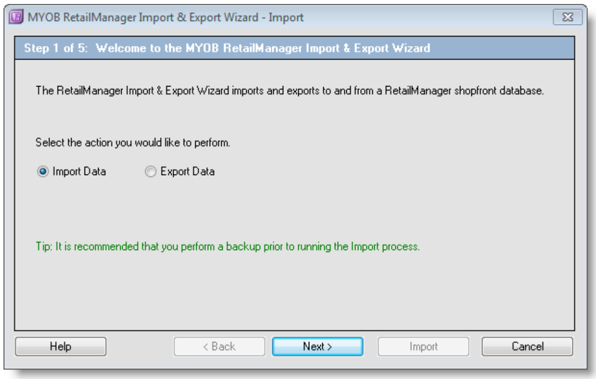
1 Go to the **File** menu and choose **Import & Export**.

If you have an open shopfront you will be asked to close the connection to your shopfront and back up your shopfront database.

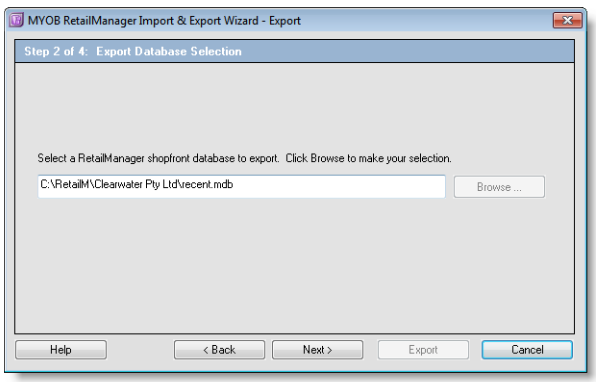
2 If you want to proceed without backing up, click **Continue**.

Or, if you want to back up your database, click **Backup**. In the window that appears, choose a location for the backup file and click **Save**.

The shopfront connection is closed, and Step 1 (Welcome) of the **MYOB RetailManager Import & Export Wizard** appears.



3 Click **Export Data** and click **Next**. Step 2 (Export Database Selection) appears, showing the database from which data will be exported.

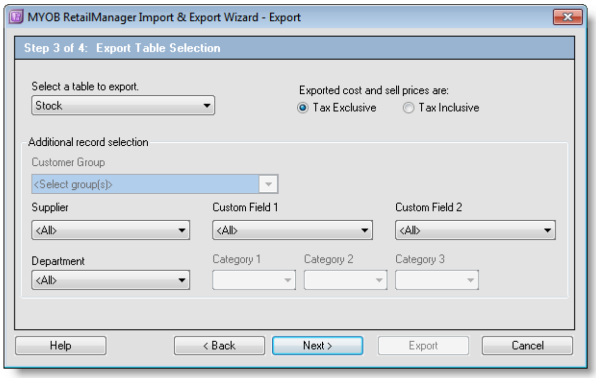


If you are running the Export wizard for a second consecutive time or if no database is displayed, you may need to specify the database:

a Click **Browse.** The **Select Database** window appears.

b Open the required shopfront database folder, select the `recent.mdb` file and click **Open**. The name of the database file you selected is displayed.

4 Click **Next**. Step 3 (Export Table Selection) appears.

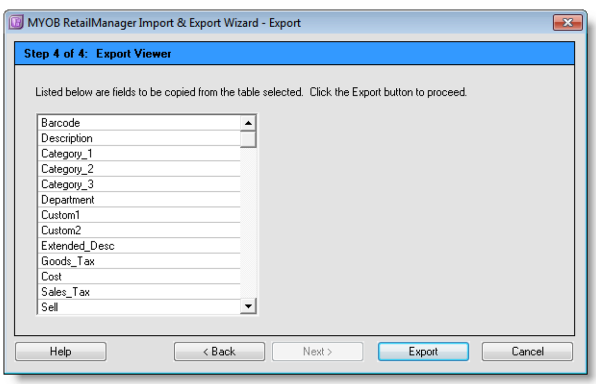


5 Select the table name of the data you want to export from the **Select a table to export** list.

NOTE: Stock Table If you select to export Stock table information, you have the option to export a subset of your stock information. Select specific stock information using the **Supplier, Department, Category 1, Category 2, Category 3, Custom Field 1,** and **Custom Field 2** fields.
You set these fields using the RetailManager **Stock** window. If you want to export the entire Stock table, leave all other fields as **<NO SELECTION>.**

You can also specify whether you want to export the cost and sell prices as **Tax Exclusive** or **Tax Inclusive** by selecting either of these options.

6 Click **Export**. Step 4 (Export Viewer) appears, listing the fields that will be included in the export.



7 Click **Export**. The **Save Table** window appears.

8 Specify the location and file name for the export:

a Specify the folder in which you want to save the export shopfront database.

b Type the name for the file in the **Filename** text box, or use the default name supplied.

c Use the **Save as type** list to select the format in which you want to save the exported data.

d Click **Save**.

A message appears indicating that the export was successful.

9 If you have finished exporting data, click **Finish**. Or, if you want to export other data, click **Export Again** to run the wizard again.

Exporting RetailManager accounting data to your MYOB business management software

The MYOB RetailManager accounting export function eliminates the need to enter data separately into your MYOB business management software. The information that you'll export includes changes in stock value, amounts owed by debtors, and details of lay-bys and other transactions.

Every transaction recorded in RetailManager is condensed into a journal entry and, once a cashup is performed, a session including all journal entries from that day is created by RetailManager. This session can then be exported to your MYOB business management software.

Before you start Before you run the export from RetailManager, make sure you have:

- set up your Export Accounts (including your tax on sales account)
- set up your Export Groups
- backed up your shopfront database.

See 'Setting up RetailManager to export to your business management software' on page 42 for information about setting up export accounts, export groups and other accounting export options. If you want to export the current day's transactions, end your current session and cash up before you run the export.

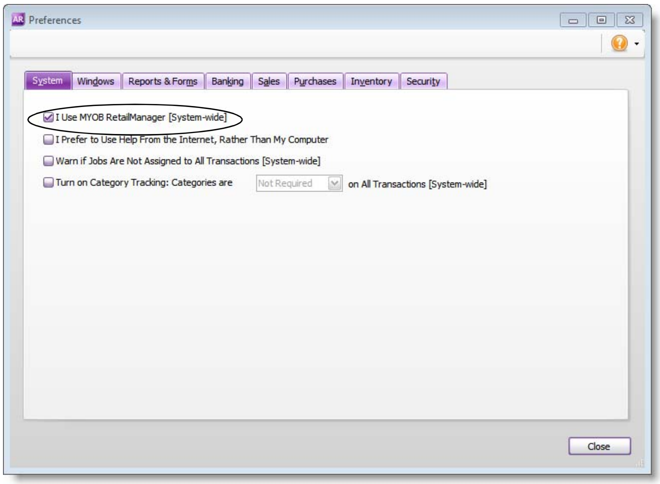
To enable your MYOB business management software to import from RetailManager, you need to set a preference in the **Preferences** window, so that your MYOB business management software looks for a RetailManager import file on startup.

To set a preference in your business management software

NOTE: Using the AccountRight Online API? If you're using the AccountRight Online API, you don't need to complete these steps. Your file is automatically set up to import from RetailManager.

---

1. Start your MYOB business management software.
2. Go to the **Setup** menu and choose **Preferences**. The **System** tab appears.
3. Select the **I Use MYOB RetailManager** option.

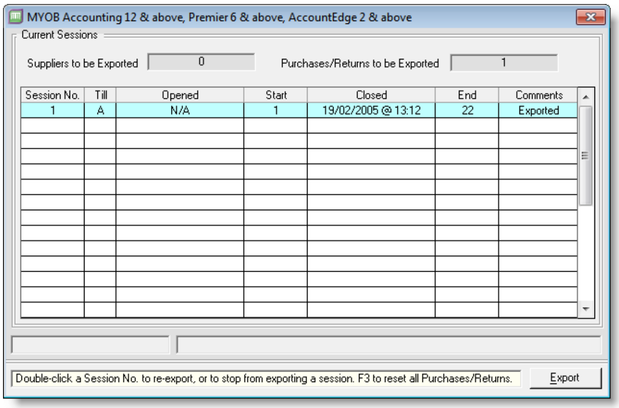


4 Click **OK**.

5 Continue with 'To export RetailManager accounting data' below.

To export RetailManager accounting data

1 Go to the **File** menu and choose **Accounting Export**. The export window appears, displaying the name of the accounting package you specified in the **Accounting Options** window (see 'Setting up RetailManager to export to your business management software' on page 42 for more information).



The export window lists every session you've run per date per till, giving:

- the start date and time of each session
- the end date and time of each session
- the transaction number at the start and end of each session
- the status of each session.

The status of the session is displayed in the **Comments** column and will display either:

- 'Exported' (meaning the session has already been exported)
- 'Will be Exported' (meaning the session will be part of the export), or
- 'Not Reconciled' (meaning a cashup has been completed without entering takings).

Only those sessions with the 'Will be exported' status will be exported.

2 Click **Export - F10** or press F10.

On successful completion, a window appears stating the number of suppliers, purchases and sessions exported. All are exported together in a single file called Retail.txt. For more details about this file, see 'About the Retail.txt file' on page 341.

When an accounting export is carried out, the Retail.txt file is automatically backed up. For more details, see 'Automatic backup of the Retail.txt file' on page 305.

3 Click **OK**.

To import RetailManager accounting data into your MYOB business management software

NOTE : Using the AccountRight Online API? If you're using the AccountRight Online API, you don't need to complete these steps. Your file is automatically set up to import from RetailManager.

1 Start up your MYOB business management software. A window appears asking whether you want to import the Retail.txt file.

   NOTE : Prompt to import Your MYOB business management software will only prompt you to import the Retail.txt file if the file is in your business management software folder.

   If your MYOB business management software is already running, you will need to go to the **File** menu and choose **Import Data,** and then choose RetailManager.

2 Click **Yes**.

Automatic backup of the Retail.txt file

When an accounting export is carried out, two text files are created in your MYOB business management software folder (for example, C:\MYOB105). The two files created are called Retail.txt and RMCopy.txt. The RMCopy.txt file is an exact copy of the Retail.txt file and is created so that if the Retail.txt file is corrupted or deleted, there is still a possibility of retrieving the data.

For any subsequent exports of data from MYOB RetailManager, the existing text files are renamed with a .bak extension, and new Retail.txt and RMCopy.txt files are created.

To replace the Retail.txt file with the RMCopy.txt file

If the Retail.txt file is either deleted or corrupted, use the RMCopy.txt file to import the data.

1 In Windows Explorer, rename the Retail.txt file as `OldRetail.txt` (if it still exists).

2 Rename RMCopy.txt as `Retail.txt`.

3 Import into your business management software as explained in the previous section.

Importing data into RetailManager

Using the **MYOB RetailManager Import & Export Wizard**, you can import information about your customers, suppliers, stock items and staff members into your RetailManager shopfront database. In addition to importing new records into RetailManager, you can also update your existing RetailManager records.

NOTE : Importing data from MYOB RetailBasics For details about how to import data from MYOB RetailBasics into RetailManager, see 'Importing data from MYOB RetailBasics into RetailManager' on page 313.

Import data in sequence

When you run the RetailManager Import and Export Wizard, you will be asked to choose the type of data (stock, supplier, customer or staff) that you are importing. If you want to import more than one type of data, you will need to run the wizard more than once.

For example, if you want to import both supplier and stock data, you will need to run the RetailManager Import and Export Wizard twice—once for importing suppliers and the second time for importing stock.

Further, you must import the data in a particular sequence. This is to ensure that any links between records are retained. For example, if chocolates are always supplied by a supplier called Cocco Trading, the stock records for chocolates will have this company as the default supplier. To retain this information, you must first import the suppliers and then the stock. If you import the stock first, the system will not find a record for Cocco Trading and the chocolates will not be linked to a supplier.

Follow this sequence when importing more than one type of data:

1 Import Staff
2 Import Suppliers
3 Import Customers
4 Import Stock.

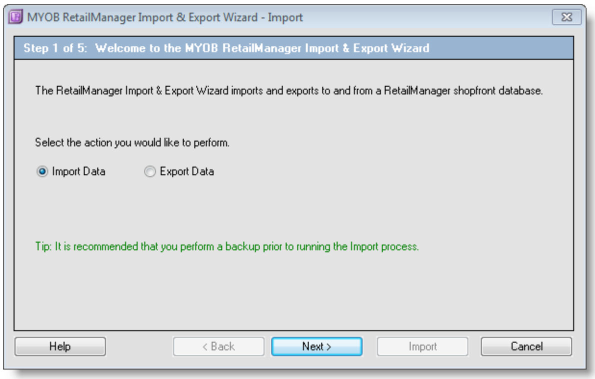
To import data into RetailManager

1 Go to the **File** menu and choose **Import & Export**. If you are connected to a shopfront, a message appears asking you to perform a backup before proceeding.

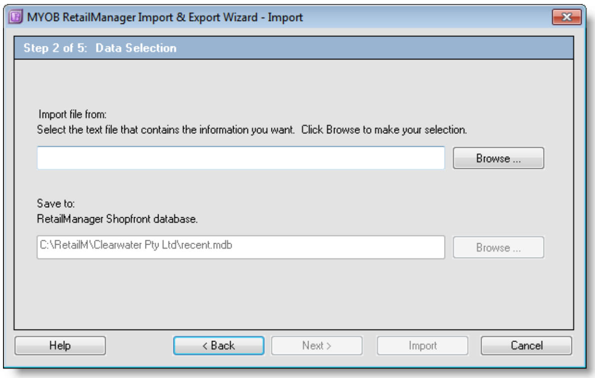
2 If you want to proceed without backing up, click **Continue**.

Or, if you want to back up your database, click **Backup**. In the window that appears, choose a location for the backup file and click **Save**.

The shopfront connection is closed, and Step 1 (Welcome) of the **MYOB RetailManager Import & Export Wizard** appears.



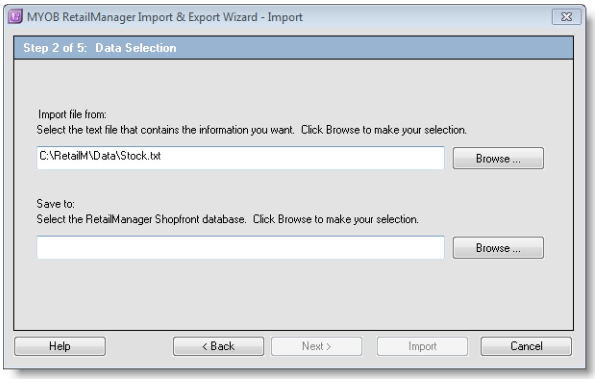
3 Click **Import Data** and click **Next**. Step 2 (Data Selection) appears.



4 Specify the file you want to import data from:

a Click **Browse** next to the **Import file from** field. The **Locate File** window appears.

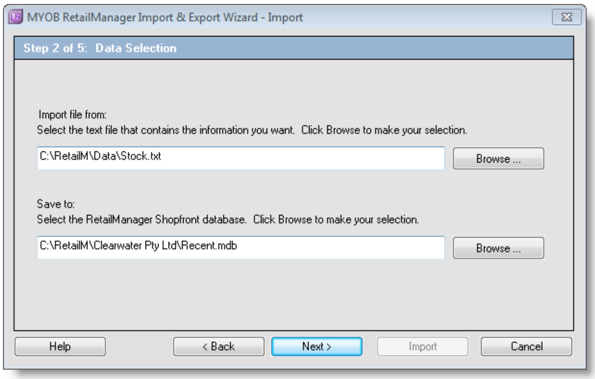
b Locate and select the file you want to import, and click **Open**. The name of the text file you selected is displayed.



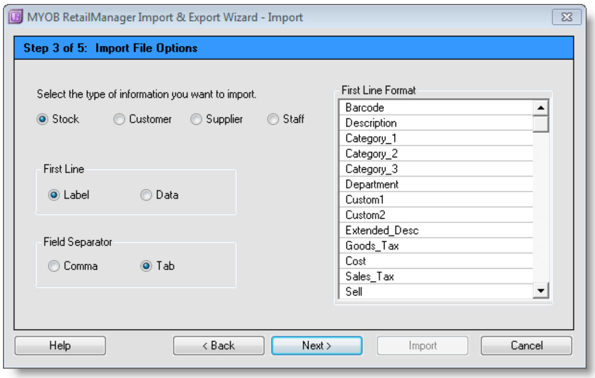
5 Specify or change the database you want to import the data into:

a Click **Browse** next to the **Save to** field. The **Select Database** window appears.

b Open the required shopfront database folder, select the `recent.mdb` file and click **Open**. The name of the database file you selected is displayed.



6 Click **Next**. Step 3 (Import File Options) appears.



7 Select the type of data you want to import—**Stock**, **Customer**, **Supplier** or **Staff**.

8 Specify if the first line (or record) in the import file contains a **Label** or actual **Data**. In most cases the first record in an import text file is a label, and not actual import data.

9 Determine and select the type of field separator—**Comma** or **Tab**—used in the import file. Switching between the comma and tab options will cause the grid on the right to display a list of field names. If you select the wrong format, the grid will only have one field name appearing on one line. If this happens, simply select the other format.

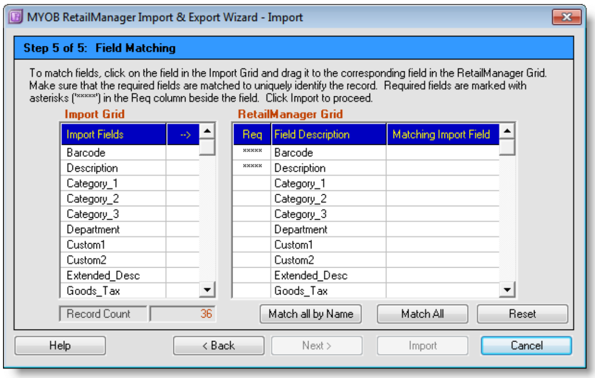
NOTE: Field Separator A separator is the character used to separate one field element from another in a text file record.

10 Click **Next**. You will be presented with different **Import Options** windows depending on the type of data you chose in the earlier step. You will need to specify whether to **Add** or **Update** records, and also choose other options.

See the following sections for more information:

- 'Import Options for Staff or Suppliers' on page 310
- 'Import Options for Customers' on page 311
- 'Import Options for Stock' on page 312.

11 When you have finished setting the import options, click **Next**. Step 5 (Field Matching) appears.



12 Match the required Import fields to the RetailManager fields:

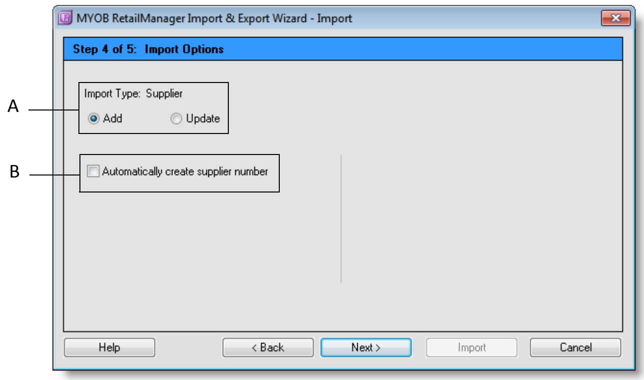
To do this...	Do this...
To match fields one at a time	Click the required field in the **Import Grid** once. The field is highlighted and a frame appears over it. This frame is now attached to your mouse pointer. Move the mouse pointer and frame to the corresponding field in the **RetailManager Grid** and click once. The import field name is displayed in the **RetailManager Grid Matching Import Field** column, and an arrow is displayed next to the field name in the **Import Grid Available Fields** column.
To match fields that have the same name	Click **Match All by Name.** Only fields within the **Import Grid** that have exactly the same name as those in the **RetailManager Grid** will be matched.
To match fields in the order that they appear	Click **Match All.** Fields displayed in the **Import Grid Available Fields** column will be matched with the fields in the **RetailManager Grid Field Description** column, in the order that they are displayed.
To remove a single matched field from the **RetailManager Grid**	Double-click the field name in the **Matching Import Field** column.
To replace a matched field with another import field	Select the new import field from the **Import Grid** and click the field you want to replace in the **RetailManager Grid**.
To unmatch all previously matched fields	Click **Reset**.

13 When you have finished matching the fields, click **Import**. A message appears with details of the import, including information about how many records were added and how many were rejected.

14 If you have finished importing data, click **Finish**. Or, if you want to import other data, click **Import Again** to run the wizard again.

Import Options for Staff or Suppliers

Step 4 (Import Options) of the RetailManager Import and Export Wizard for suppliers or staff lets you choose the following import options:



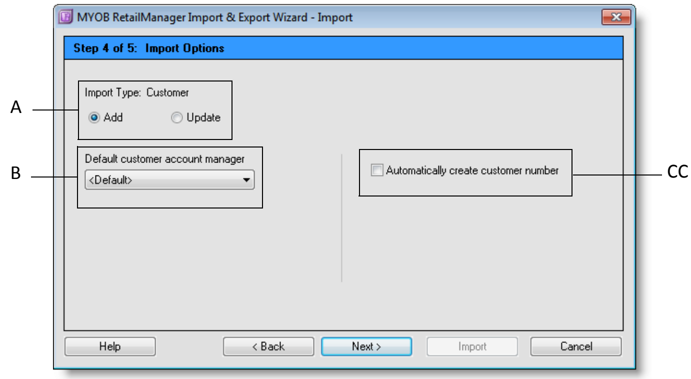
A Specify whether you want to **Add** or **Update** supplier or staff records:

- If you select **Add**, suppliers or staff will be added to the database except in cases where the supplier or staff number field matches that of an existing record.
- If you select **Update**, any existing record that has a matching supplier or staff number field (to that of an import record) will be updated with the import record. Any import records that do not find such matches will be rejected.

B **Automatically create staff number**—If you want a supplier or staff number to be automatically generated for new records, select this option.

Import Options for Customers

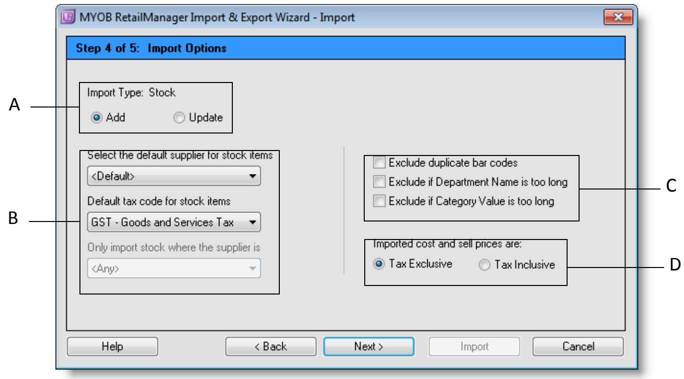
Step 4 (Import Options) window of the RetailManager Import and Export Wizard for customers lets you choose the following import options:



A	Specify whether you want to **Add** or **Update** customer records: • If you select **Add,** customers will be added to the database except in cases where the customer number field matches that of an existing record. • If you select **Update**, any existing record that has a matching customer number field (to that of an import record) will be updated with the import record. Any import records that do not find such matches will be rejected.
B	**Default customer account manager**—If you want to set a default account manager for customers in the import file who do **not** have an account manager specified, select a manager from this list.
C	**Automatically create customer number**—If you want a customer number to be automatically generated for new records, select this option.

Import Options for Stock

Step 4 (Import Options) of the RetailManager Import and Export Wizard for stock lets you choose the following import options:



A Specify whether you want to **Add** or **Update** stock:

- If you select **Add,** stock will be added to the database except in cases where the bar code and description fields match that of an existing record.
- If you select **Update**, any existing record that has a matching bar code and description field (to that of an import record) will be updated with the import record. Any import records that do not find such matches will be rejected.

B **Select the default supplier for stock items**—If you want to set the default supplier for stock items that do **not** have a supplier specified, select a supplier from this list.

This option is only available if you chose to *add* stock.

Default tax code for stock items—If you want to change the default tax code for stock items that do **not** have a tax code specified, select a tax code from this list.

This option is only available if you chose to *add* stock.

Only import stock where the supplier is—If you want to restrict your import to items from a specific supplier, select the supplier from this list.

This option is only available if you chose to *update* stock.

C **Exclude duplicate bar codes**—If you want to reject any import records that have the same bar code as records already existing in your database, select this option.

Exclude if Department name is too long—If you want to reject any import records that have a department name longer than 10 characters, select this option.

If you do not select this option, long department names will be truncated to 10 characters.

Exclude if Category Value is too long—If you want to reject any import records that have a category value longer than 6 characters, select this option.

If you do not select this option, long category values will be truncated to 6 characters.

D **Imported cost and sell prices are—**Specify whether the cost and sale prices in the import records are **Tax Exclusive** or **Tax Inclusive** by selecting either of these options.

Importing data from MYOB RetailBasics into RetailManager

The **RetailBasics Importer** lets you import stock, staff and customer records from MYOB RetailBasics into MYOB RetailManager. To access the importer, go to the **File** menu and choose **RetailBasics Importer**.

What about my other RetailBasics settings? You cannot import RetailBasics settings such as preferences, hardware setup or staff security settings. You will need to set these up again in RetailManager. Transaction records and active lay-bys are also not brought over.

CAUTION : **If you intend to stop using RetailBasics** If you intend to stop using RetailBasics and start using RetailManager instead, you will need to think about:
- how you will handle outstanding lay-bys
- how you will record the tax collected for transactions made in RetailBasics.
Once you have cleared any outstanding lay-bys, you may want to run the **Tax Collected** report in RetailBasics and print a copy of it for your records. You will need to take this amount into account when you report your tax collections to the taxation office. If you are unsure about how to handle this, check with your accountant.

If you have other questions about the process of moving from RetailBasics to RetailManager, please contact MYOB technical support.

The following topics are included in this section.

- ‘How RetailBasics and RetailManager data are matched’ below
- ‘To import data from RetailBasics’ on page 314.

How RetailBasics and RetailManager data are matched

The importer will match the fields in your RetailBasics records with the equivalent fields in RetailManager, even if they are labelled differently. For example, if you import customer records, any data that was in the **Comments** field of RetailBasics will be imported into the **Customer Notes** field of RetailManager.

However, there are also a few fields in RetailBasics that do **not** have a RetailManager equivalent. Data in such fields may be ignored or treated differently, as explained below:

- **Staff records**—the **Start Date** and the **Status** will not be imported.
- **Customer records**—the **Status** will not be imported.
- **Stock records**—there may be a change to the following details:
  - **Unit of Measure**—RetailManager does not have units that measure length (**feet**, **centimetres**, **metres**). Therefore, stock items that use these units will be imported into RetailManager with the default **Each** unit.
  - **Department**—Because departments in RetailManager are linked to categories, the item will also be assigned category values.

    If the department already exists in RetailManager, then the stock item will be assigned category values of **N/A** for every category that exists.

    If the department does **not** exist in RetailManager, the department will be created with two empty categories. The stock item is assigned category values of **N/A** for Category 1 and Category 2.

- **Stock Status**—RetailManager does not have a status field for stock. However, stock items with a status of **Inactive** will have the **Hide in Searches/Reports** option selected when they come into RetailManager. This means that they will not appear when you search for stock, or run reports.

To import data from RetailBasics

Step		See
1	Run the RetailBasics importer	below
2	Complete the RetailManager setup	page 316

Task 1: Run the RetailBasics importer

1 Go to the **File** menu and choose **RetailBasics Importer**.

If any RetailManager windows are open, a message appears informing you that all open windows will be closed. Click **OK**.

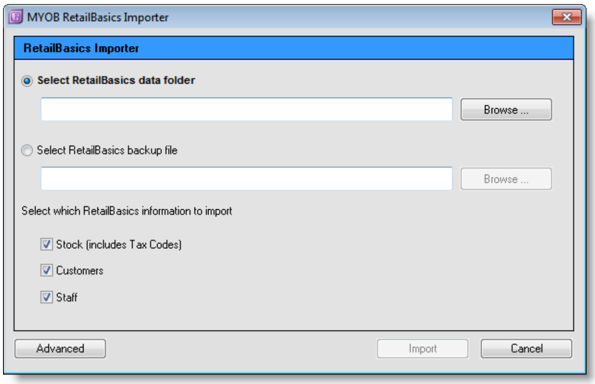
If you are connected to a shopfront, a message appears asking you to perform a backup before proceeding.

2 If you want to proceed without backing up, click **Continue**.

Or, if you want to back up your database, click **Backup**. In the window that appears, choose a location for the backup file and click **Save**.

An information message appears.

3 Read the information and click **OK**. The **RetailBasics Importer** window appears.



4 Select the location of your RetailBasics data:

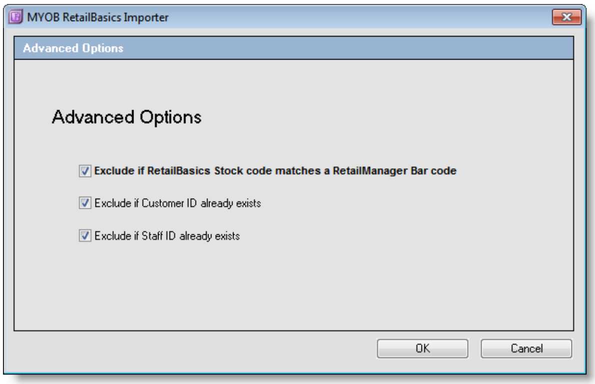
- If you want to import from the RetailBasics data folder, select the **Select RetailBasics data folder** option. Click **Browse** and select the data folder.
- If you want to import from a RetailBasics backup file, select the **Select RetailBasics backup file** option. Click **Browse** and select the backup file.

An error message appears if the folder or file you selected does not contain valid data.

5 Choose the type of data you want to import—**Stock**, **Customers** and/or **Staff**.

If you select **Stock**, tax codes and stock pictures will also be imported.

6 Click **Advanced**. The **Advanced Options** window appears.



7 Choose the types of records you want to exclude.

To exclude these records...	Choose this option...
Any stock records that have the same stock code as a RetailManager stock item	**Exclude if RetailBasics Stock code matches a RetailManager Bar code**
Any customer records that have the same ID as a RetailManager customer record	**Exclude if Customer ID already exists**
Any staff records that have the same ID as a RetailManager staff record	**Exclude if Staff ID already exists**

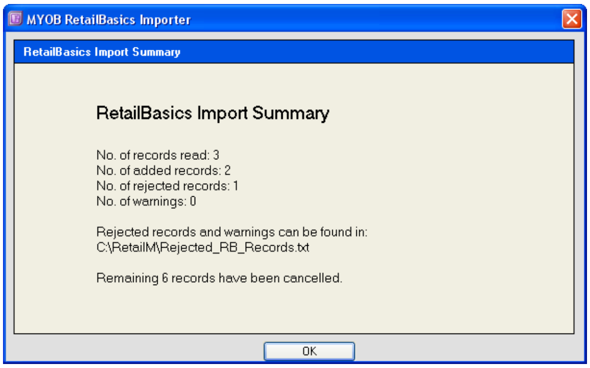
8 Click **OK**. The **RetailBasics Importer** window reappears.

9 Click **Import**. The data is imported.

10 If there is a difference in the rate of a particular tax code, a message appears stating that the tax code you are importing has a different rate in RetailManager. Choose whether you want to use the tax rate as defined in RetailManager or RetailBasics and then click **OK**.

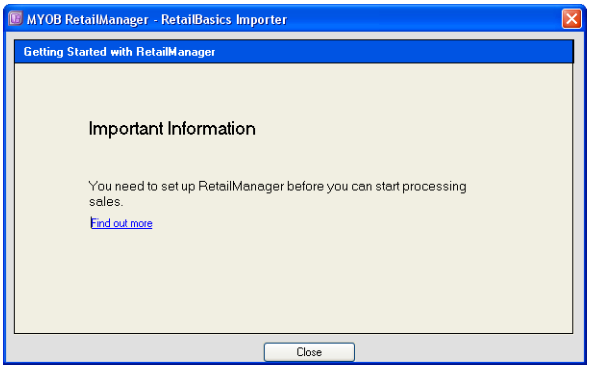
NOTE : Tax inclusive prices Tax inclusive prices will be recalculated in RetailManager using the tax exclusive price and the tax rate.

11 When the import is complete, the **RetailBasics Import Summary** window appears. The window shows the status of the import (the number of records that were read, added and rejected, and the number of warnings). It will also list the location of the import log file.



NOTE: Rejected records If any of your records are rejected, open the import log file to find out the reasons for the rejection. The log file will list the reasons.

12 Click **OK**. The **Getting Started with RetailManager** window appears.



13 Read the information and click **Close**. You have now finished importing records.

14 You will now need to complete the rest of the RetailManager setup. Go to 'Task 2: Complete the RetailManager setup' next.

Task 2: Complete the RetailManager setup

After you complete the import from RetailBasics, you need to complete certain RetailManager setup tasks. Use the table below as a guide.

Why do I need to do these additional tasks? These additional tasks are necessary because RetailBasics is designed differently from RetailManager. For example, RetailBasics does not have the ability to track inventory or store supplier records. Stock items in RetailBasics do not have details of the cost price.

You will, therefore, need to enter such additional details. You will also need to re-enter program preferences such as the hardware setup and lay-by preferences.

Step		Details
1	Set up your retail point-of-sale hardware	You will need to set up your hardware in RetailManager. Your RetailBasics settings are not automatically brought over to RetailManager. See 'Setting Up Hardware' on page 371 for full instructions on setting up standard retail hardware, including docket printers, bar code scanners, cash drawers, EFTPOS terminals and pole displays.
2	Set up RetailManager options	RetailManager has a number of options and *setup commands* which significantly affect the way you will use RetailManager in your business. These may include preferences such as those found in the **Customise Settings** and **Setup and Maintenance** windows of RetailBasics. For example, you may want to set in RetailManager the rounding rules and lay-by preferences you had set in RetailBasics. You may also need to create the same payment types. To set these options, go to the **Setup** menu and choose **Options.** Review and set each option as required. See 'Customising MYOB RetailManager' on page 21 for instructions.
3	Create supplier records in RetailManager	To use the purchase tracking features of RetailManager, you will need to create supplier records. See 'Maintaining supplier details' on page 90 for instructions on creating your supplier records. **NOTE:** If you export accounting information (including detailed purchases) to your MYOB business management software, the name of each supplier in your MYOB business management software must match the name in RetailManager exactly—including the same capitalisation and case.
4	Edit departments and create categories	RetailManager allows three *category* classifications for items within a department. Using departments and categories to group items in your inventory can provide greater detail in reporting, and will help you streamline stock searching and stocktaking. If necessary, edit the departments that have been imported from RetailBasics, and create categories and category values. See 'Stock' on page 87 for more information.
5	Assign stock items to departments and categories	Assign your stock items to the appropriate departments and categories using the **Reassign Stock Items** feature. See 'Reassigning stock items' on page 104 for more information.
6	Edit the imported stock items	Edit each stock item using the **Goods Received** or **Stock** window in RetailManager. For each stock item imported from RetailBasics, we recommend that you: • enter cost price details in the **Purchases (Cost)** fields • select the supplier for the item • set the minimum and maximum quantities that you want to have on hand. See 'Updating stock item details' on page 118 for more information.
7	Set up staff security	Re-create the staff security options you had in RetailBasics. See 'Security' on page 285.

Performing administrative tasks from another computer

In a retail business, you might not have the time or the appropriate environment to perform your administration tasks, such as running reports and analysing your business performance. Frequently, owners choose to run their reports, process Goods Received invoices, and do some of the business' paperwork in another location or on a different computer to the one they use for POS transactions.

Purchasing an additional MYOB RetailManager Remote Site Licence allows you to work on your shopfront database from a second computer.

A RetailManager Remote Site Licence incorporates all the functions of RetailManager, without the POS transactions.

Working away from your RetailManager POS computer becomes a simple matter of transporting copies of your database files between the two computers, and keeping each database up to date.

CAUTION : **Synchronising databases** It is important that you do not try to update one copy of the database when the other is still being used, or your databases won't be synchronised. You should only update your database on your remote computer outside work hours, or when the shop database is not being used (and vice versa). After you have updated your remote database, make sure you restore the database at work before you make any transactions.

General maintenance

Improving the performance of RetailManager

There are a number of steps you can take to make sure MYOB RetailManager is running at optimal speed. The following is a list of ways to improve the performance of RetailManager, including steps for optimising both hardware and software performance.

General Your computer may need rebooting. Restart your computer. Also, check that your printer, cash drawer, pole display and other hardware devices are working and have been set up correctly. For information about setting up your hardware devices, see 'Appendix a: Setting Up Hardware' on page 371.

Shopfront database location If you use RetailManager on more than one computer, store your shopfront database on the computer on which RetailManager is most frequently used.

Hard disk space As a guide, your hard disk should have 30% or more of its capacity available. For example, with a 100 GB hard disk, keep at least 30 GB available.

You can reclaim space on your hard disk by using the Microsoft **Disk Cleanup** utility.

1 Go to the **Start** menu and choose **All Programs**, then **Accessories**, then **System Tools** and then **Disk Cleanup**.

2 [Windows Vista] The **Disk Cleanup Options** window appears, and asks you to choose to clean up either **My files only** or **Files from all users on this computer**. Choose an option, and the **Disk Cleanup: Drive Selection** window then appears, and asks you to choose the drive you want to clean up. Choose an option and click **OK**.

3 The **Disk Cleanup** window appears, and calculates how much space you will be able to free on your (C:) drive. The **Disk Cleanup for (C:)** window then appears, showing a list of files that can be deleted.

4 Click **OK** to delete the files.

Disk fragmentation Fragmentation is caused by creating and deleting files and folders, installing new software, and downloading files from the Internet. Files and folders are not necessarily saved in a single space on a disk; they're saved in the first available space. After a large portion of a disk has been used, most of the subsequent files and folders are saved in pieces across the disk.

When you delete files or folders, the empty spaces left behind are filled in randomly as you save new ones. This is how fragmentation occurs. The more fragmented the disk is, the slower your computer's performance will be.

You can defragment your hard disk by using the Microsoft **Disk Defragmenter** utility.

NOTE: **Length of defragmentation** Defragmenting your hard disk may take some time. You may want to run the defragmentation outside of business hours.

1 Go to the **Start** menu and choose **All Programs**, then **Accessories**, then **System Tools** and then **Disk Defragmenter**. The **Disk Defragmenter** window appears.

2 Click **Defragment**.

File storage system on hard disk Power surges, power failures and hard disk problems can interrupt the process of writing information to the hard disk. Such interruptions corrupt the data on the disk.

CAUTION: **Error-checking and data destruction** The error-checking utility may destroy data. We strongly recommend that you contact your system or network administrator before using it.

1 Open Windows **File Explorer** (**Computer** in Windows 7).

2 Right-click **Local Disk (C:)** and choose **Properties**. The **Local Disk (C:) Properties** window appears.

3 Click on the **Tools** tab, and then in the **Error-checking** area click **Check Now…**.

NOTE: **Earlier versions of Windows** In earlier versions of Windows, the error-checking utility is called Scandisk, and is found by going to the **Start** menu, choosing **All Programs**, then **Accessories**, then **System Tools** and then **Scandisk**.

Server load If your server stores other databases in addition to your shopfront database, RetailManager might not run at optimal speed. If the performance of RetailManager is causing problems, you could consider storing the database on a separate server.

If you use RetailManager on a network, closing RetailManager on one computer when you are not using it will improve the performance of other computers.

System speed Although your shopfront database is stored on one computer, data is processed by all computers in your network. The faster the computer, the quicker the data being sent and received between networked computers will be processed.

You can improve computer speed by increasing:

- **RAM**—By increasing the amount of RAM in your computer, less temporary information will be stored on your hard disk, and your computer speed will improve significantly. The RetailManager *Getting Started* guide provides you with the minimum and recommended amounts of RAM needed to run RetailManager.
- **Processor speed**—Increasing the speed of your computer processor will improve the performance of RetailManager.

Operating system If you are using Windows, make sure all computers in your network use the same version and network setup, as this will improve the performance of RetailManager. For more information about system requirements see your RetailManager *Getting Started* guide.

It is important to update your computers in accordance with any Microsoft Windows updates. These are available for download from the Microsoft website or through the Windows Update function installed with Windows.

Network speed To get the best performance from RetailManager, make sure that your network is running at 100 MBps or higher. Network hardware that runs at 1000 MBps and 10000 MBps is now available.

Wireless networks are becoming more popular, but currently they are slower and less reliable than cable networks.

Accessing your shopfront database over a network is always slower than accessing it on your local hard disk. To improve performance, make sure the computer that you store your shopfront database on is the fastest computer in your network.

Software conflicts Additional utilities are installed by some programs to improve their own performance, but these utilities may slow down RetailManager. Such programs may be set to start up when you turn on your computer, and to stay running continuously in the background. You may want to disable these programs from starting when you turn on your computer.

NOTE: **Disabling programs** Before disabling such programs, contact your system or network administrator to make sure that the settings are changed correctly.

RetailManager database maintenance Performing the maintenance functions provided by RetailManager frequently (usually once a week) will also make sure that the database is running at optimal speed. See 'Rebuilding and compacting your shopfront database' on page 281 and 'Archiving your shopfront database' on page 283.

Migrating to a new computer

This section provides advice on migrating RetailManager and its associated files to a new computer. The steps for migrating to a new stand-alone computer or a new network computer or a new server computer are the same. Some additional notes for migrating to a new server computer without disruption to your network are also provided.

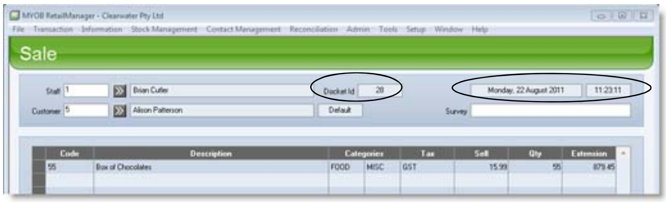
Before you start

1 Make a note of all your settings and options within RetailManager.

2 Look up your last sale and note the docket number, date and time.

 a Go to the **Tools** menu and choose **Lookup**. The **Lookup Transactions** window appears.

 b Click **Show Last Sale**. The **Sale** window appears.

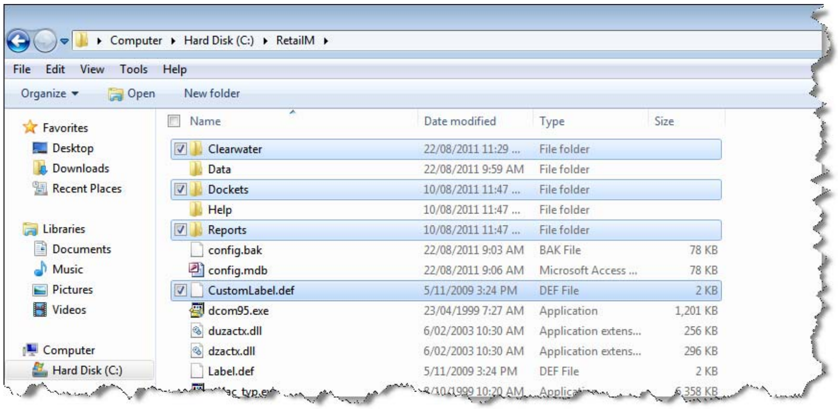


 c Make a note of the docket number, date and time.

3 Make sure all users are logged out of RetailManager.

To migrate to a new stand-alone, network or server computer

On your old computer Before removing your old computer, there are certain files that we recommend you save so that you can transfer them to your new computer.



File	Location
Your shopfront folder	C:\RetailM\<your_shopfront_name> (for example C:\RetailM\Clearwater Pty Ltd). You do not need to save this folder if you are migrating to a new network computer.
config.mdb	C:\RetailM\config.mdb
Customlabel.def	C:\RetailM\Customlabel.def. This file holds any customised bar code labels that you have set up in RetailManager.
Any customised reports	In the **Reports** folder at C:\RetailM\Reports.
Any customised invoices	In the **Dockets** folder at C:\RetailM\Dockets.

If you can access the new computer over a network, you can copy the files directly to your new computer. Otherwise, you will need to copy the files to a CD or other storage device.

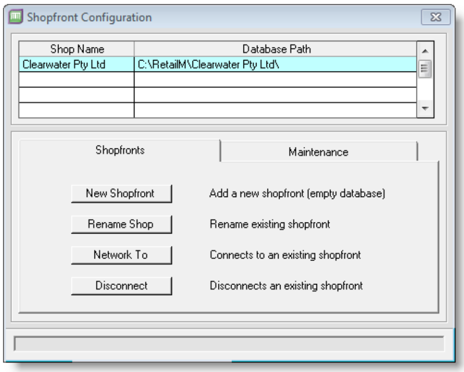
NOTE: **Deselecting the read-only option** If you copy these files to a CD, make sure that **after** they are copied to your new computer, the read-only option is deselected. To do this, go to C:\RetailM, right-click each file and choose **Properties**. The **Properties** window appears. In the **General** tab, deselect the **Read-only** option, click **Apply** and then click **OK**.

On your new computer Follow these steps on your new computer:

1. Log in to Windows as an Administrator.
2. Install the latest version of RetailManager that you have, even if you were using a previous version on your old computer.
3. Copy your shopfront folder(s) into C:\RetailM. You do not need to copy this folder if you are migrating to a new network computer.
4. Copy the config.mdb and Customlabel.def files into C:\RetailM.
5. Copy any customised reports and invoices into C:\RetailM\Reports and C:\RetailM\Dockets respectively.

6 Open RetailManager. When asked if you want to transfer the RetailManager licence, click **Yes**.

7 Go to the **File** menu and choose **Configuration**. The **Shopfront Configuration** window appears.



8 Select your **Shop Name** from the list, click the **Maintenance** tab and then click **Rebuild/Compact**. The **Rebuild/Compact** process starts to run.

9 When the **Rebuild/Compact** has finished, close the window and open your shopfront database. Go to the **Tools** menu and choose **Lookup**. The **Lookup Transactions** window appears.

10 In the **Sales** tab, click **Show Last Sale** and make sure the last sale details match those you noted earlier.

11 Reset all the settings and options you noted earlier.

NOTE: Uninstall RetailManager from your old computer When you have set up RetailManager on your new computer, you can uninstall it from your old computer.

Additional notes for migrating to a new server computer

To minimise disruption to your network, make sure your new server computer has the same computer name as your old one. If your computer name remains the same, the network license(s) will find your shopfront without having to reconnect.

To share the **RetailM** folder on the server so that it can be accessed by all network computers, see 'Setting up a RetailManager network' on page 395.

9 Troubleshooting

Occasionally you might come across difficulties with hardware and general Windows issues that affect the operation of MYOB RetailManager. This chapter delves into some of these issues and explains how you can identify and resolve them.

The Troubleshooting chapter also provides you with some solutions to common questions about how to perform more complex tasks in most areas of RetailManager.

Common solutions

If you are having technical issues with MYOB RetailManager, a simple Windows remedy can often help solve the problem:

- **Reboot your computer and printers.** Click **Start**, then **Shut Down**, then **Shut Down** or **Shut Down Computer**. Once you have shut down your computer, turn off your printers. When your computer and printers are all turned off, wait 30 seconds, and then start up your printers again, and then your computer. Restart RetailManager.
- **Defragment your hard disk**. Click **Start**, go to **Programs** or **All Programs**, then **Accessories**, then **System Tools**, and select **Disk Defragmenter**. See Windows Help for more information.
- **Delete the files in your temp folder.** Use Windows Explorer to go to your temp folder (C:\Documents and Settings\<user name>\Local Settings\temp). When you locate your temp folder, delete all the files in it. Make sure you have no other programs running in the background when you do this.
- **Check your computer for viruses.** To do this you will need a virus checker program. Check with your retailer.
- **Maintain your database.** If you are having problems with your database, see 'Maintaining your shopfront database' on page 278 for more information about managing your database, and what options are available for fixing it.

Restart your computer again after the above measures. If they haven't been successful, you should contact your MYOB RetailManager Professional or RetailManager technical support.

Common hardware solutions

- **Cannot use a point-of-sale hardware device such as a docket printer, bar code scanner, cash drawer, or pole display**. Make sure that drivers for these hardware items are not installed—RetailManager works with these devices directly. If a driver is installed, it can interfere with the operation of the hardware when using RetailManager.
- **Cannot use all my serial devices at the same time.** With some models of IBM-compatible PCs, there are two serial ports built in. These two ports have interrupt settings (IRQs) allocated to them.

  If you have added a serial card to provide additional serial ports, you must ensure that any additional ports each have a unique IRQ. Some (inexpensive) models of serial port cards do not use additional IRQs, and these models will not work properly with RetailManager and extra serial devices.

Restart your computer after the above measures. If they are not successful, you should contact your MYOB RetailManager Professional or RetailManager technical support.

Cash drawers

The cash drawer will not open

1. Check that the cash drawer is plugged into the port on your computer (or printer) and the power is switched on.
2. Check that the cash drawer is **not** locked and can open without obstruction.
3. Make sure you have selected the **Use Cash Drawer** option in the **Cash Drawer** window.
4. Check that you have entered the correct control code required to open the cash drawer in the **Trigger** field. Refer to the cash drawer documentation or speak to the supplier of the cash drawer for this setting. Check that you have converted the control code correctly to the format used in RetailManager.
5. If your cash drawer is connected to your docket printer:
   a. Make sure there is paper in the printer, that the printer is turned on and that it is online.
   b. Make sure you have selected the correct printer model from the **Printer Type** selection list in the **Cash Drawer** window.
   c. If your printer has more than one cash drawer connection, make sure it is plugged into the correct one on the printer.
6. If the cash drawer is plugged directly into a port on your computer (and **not** the docket printer):
   a. Check that the correct port is specified in the **Cash Drawer** window.
   b. If you are using a serial cash drawer, check that the multiplier required to open the cash drawer is set correctly. You may need to speak to the supplier of the cash drawer for this setting. The default displayed in the **Multiplier** field is 1. Try increasing this number by five and testing the cash drawer until it opens.

c If you are using a serial cash drawer, make sure that the IRQ (Interrupt Request) your serial port is using is not shared by another serial port on your printer. Often a third or fourth serial port may share its IRQ with ports one and two. An internal modem may also be sharing the same IRQ.

To check which IRQ your serial port uses, go to the **Start** menu, right-click **Computer** and choose **Properties**. The **System** window appears. Choose **Device Manager** from the left pane of the window. The **Device Manager** window appears.

In the **Device Manager** window, select **Ports (COM & LPT)**, right-click the port that you want to check the settings for and choose **Properties**. The **Communications Port (COMx) Properties** window appears.

Click the **Resources** tab and make a note of which IRQ your serial port uses. Then click **OK**.

d Follow these steps to check that the other serial ports you are using don't use the same IRQ.

e If you are using a serial cash drawer, check that the port settings you entered are correct. On some serial cash drawers you need to lower the **baud rate** of the serial port to **300**. This is achieved by changing the properties of the port in the **Settings** window (click **Settings** in the **Cash Drawer** window).

Docket printers

Issue	See
How do I print a docket printer self-test?	below
The docket printer is not printing or is printing illegible text	below
Only part of the docket is printing	page 329
The paper cutter is not functioning	page 329
The docket is cut before printing is complete or the full docket is not printing	page 330
The docket is not printing in a second colour	page 330
The entire docket is printing in red	page 330
The docket is not printing in double-width	page 330
The docket is printing in double-width	page 331
The last few characters on a line print onto a new line of the docket	page 331
My company name prints in a large font. How can I print it in a small font?	page 331
My printer responds to a test in the Hardware options, but will not print a sales docket	page 332
A docket prints for every sale. I only want to print a docket for selected sales	page 332
Only the first part of the sales docket is printing. It stops after a certain amount of characters are printed	page 332
What is the width of the printer paper roll?	page 332
Each time I print, the printer error light appears	page 332
Why does the Paper Out light appear before the paper roll is finished?	page 332
My Posiflex PP 8000 USB thermal docket printer does not work in RetailManager	page 333
Error: Docket Printer (40 Column) is not set - please check your Hardware	page 334

How do I print a docket printer self-test?

1. Turn the printer off.
2. Hold down the **Feed** button, and while doing so switch the printer on. A test page will print.
3. A successful docket printer self-test will print details of the printer settings such as the connection type and buffer level. Make a note of these details.

   If the self-test did not print or contained illegible text, the printer may be faulty. Consult your printer vendor.

The docket printer is not printing or is printing illegible text

- Make sure the printer is set up, and the **Select to Print** options are selected in the **Settings** tab of the **Printing Options** window (see 'Printing options' on page 31 for more information).
- Make sure the printer is switched on, connected and has paper.

- Make sure the **Use Docket Printer** option is selected in the **Docket Printer** tab of the **MYOB RetailManager Hardware** window (see 'To set up your docket printer' on page 374 for more information).
- Make sure the **40 col** option is selected in the **Setup** tab of the **Printing Options** window (see 'Printing options' on page 31 for more information).
- Perform a printer self-test. If the self-test is OK, continue with the next step.
- Print a test page in Windows.
- If the test page contains illegible text, there may be a problem with the printer, the port it is connected to or the cable used to connect it.
- If the printer is connected via a serial (COM) port, make sure the port settings are correct:
  - Go to the **Setup** menu and choose **Hardware**. The **MYOB RetailManager Hardware** window appears.
  - Click the **Docket Printer** tab and then **Settings**. The **Settings for Serial Cash Drawer** window appears.
  - Make sure the settings are correct. For information on the correct settings, see your printer documentation.
  - Check the port settings in Windows **Device Manager**. Make sure you are using the cable supplied or recommended by your printer vendor.
- If the docket printer is still not printing or is printing illegible text, try connecting it to a different port with another cable, or try connecting it to another computer.
- Test various buffer sizes in the **Docket Printer** tab of the **MYOB RetailManager Hardware** window.
- Refresh the Printing and Hardware options.

If the printer still does not print successfully, it is likely to be faulty. Please consult your printer vendor.

NOTE : Printer switch boxes Do not use a printer switch box, as most modern printers continuously send and receive data to the computer even when it is not printing. It is always best to install a second printer port.

Only part of the docket is printing

1. Make sure you have selected the port that your docket printer is plugged into from the **Port** list in the **Docket Printer** tab of the **MYOB RetailManager Hardware** window.
2. If you are printing to a docket printer connected to another computer, make sure you select the Generic/Text Only printer for that computer, and not your own Generic/Text Only printer. Select the printer from the **Port** list in the **Docket Printer** tab of the **MYOB RetailManager Hardware** window. For more information see 'Sharing docket printers (serial printers only)' on page 376.

The paper cutter is not functioning

1. Make sure your docket printer has a paper cutter installed.
2. Check that you have entered the correct settings for your paper cutter:
   a. Go to the **Setup** menu and choose **Hardware**. The **MYOB RetailManager Hardware** window appears.
   b. Click the **Docket Printer** tab.
   c. Make sure you have selected the correct printer model in the **Model** field.
   d. If not already selected, select the **Activate** option in the **Paper Cutter** section.
   e. Make sure you have entered the correct control codes in the **Half Cut** or **Cut** fields. These codes are required to activate the printer cutter. See 'Control codes' on page 372.

f Make sure you have selected the appropriate cut option for your printer: **Half Cut** or **Cut**.
g Click **Apply** and then **Test**.

If your paper cutter still does not work, you may have entered the incorrect control codes for your printer. For the correct control codes, see your printer documentation.

The docket is cut before printing is complete or the full docket is not printing

1 Go to the **Setup** menu and choose **Hardware.** The **MYOB RetailManager Hardware** window appears.
2 Click the **Docket Printer** tab. Increase the number in the **Lines to advance before cut** field.
3 Click **Test**. If the problem reoccurs, continue increasing the number until an adequate number of lines advance before the cut.

The docket is not printing in a second colour

1 Make sure your docket printer supports second colour printing.
2 Make sure you are using a double-colour ribbon in your printer.
3 Go to the **Setup** menu and choose **Hardware**. The **MYOB RetailManager Hardware** window appears.
4 Click the **Docket Printer** tab. Make sure you have entered the correct control code in the **Second Colour On** field. This code is required to activate second colour printing. See 'Control codes' on page 372.
5 Clear all text from the **Second Colour Off** field.
6 Click **Apply** and then **Test**.

The entire docket is printing in red

You can try turning off second colour printing. Some printers require a **Second Colour Off** setting to do this.

1 Go to the **Setup** menu and choose **Hardware**. The **MYOB RetailManager Hardware** window appears.
2 Click the **Docket Printer** tab. Make sure you have entered the correct control code in the **Second Colour Off** field. This code is required to deactivate second colour printing. See 'Control codes' on page 372.
3 Clear all text from the **Second Colour On** field.
4 Click **Apply** and then **Test**.

The docket is not printing in double-width

1 Go to the **Setup** menu and choose **Hardware**. The **MYOB RetailManager Hardware** window appears.
2 Click the **Docket Printer** tab. Make sure you have entered the correct control code in the **Double Width On** field. See 'Control codes' on page 372.

The docket is printing in double-width

Some printers require a **Double Width Off** setting to turn off double-width printing.

1 Go to the **Setup** menu and choose **Hardware**. The **MYOB RetailManager Hardware** window appears.

2 Click the **Docket Printer** tab. Make sure you have entered the correct control code in the **Double Width Off** field. See 'Control codes' on page 372.

The last few characters on a line print onto a new line of the docket

This may be because the buffer size has been set incorrectly. Check your printer documentation or print a printer self-test to find out the correct buffer size for your printer. If this information is unavailable, you can increase the buffer size by trial and error. The default buffer size setting of 4 will work for most printers, but it can be set to any number between 1 and 99.

1 Go to the **Setup** menu and choose **Hardware**. The **MYOB RetailManager Hardware** window appears.

2 Click the **Docket Printer** tab. Increase the value in the **Buffer Size** field and click **Test**.

If you are using a serial (COM) port docket printer, the error may be due to incorrect serial port settings.

3 To check these settings, open the Windows **Device Manager** (accessible from the Windows Control Panel)

4 In the **Device Manager** window, select **Ports (COM & LPT)**, right-click the port that you want to check the settings for and choose **Properties**. The **Communications Port (COMx) Properties** window appears.

5 Click the **Port Settings** tab and make sure the port settings match the settings listed in your printer documentation or printer self-test, then click **OK**.

6 Retest the printer in RetailManager.

My company name prints in a large font. How can I print it in a small font?

This is because the **Double Width** option has been selected.

To switch **Double Width** off:

1 Go to the **Setup** menu and choose **Hardware**. The **MYOB RetailManager Hardware** window appears.

2 Click the **Docket Printer** tab. Make sure you have entered the correct control code in the **Double Width Off** field. This code is required to deactivate double width printing.

3 Clear all text from the **Double Width On** field.

4 Click **Apply** and then **Test**.

To switch **Double Width On**:

5 Go to the **Setup** menu and choose **Hardware**. The **MYOB RetailManager Hardware** window appears.

6 Click the **Docket Printer** tab. Check that you have entered the correct control code in the **Double Width On** field. This code is required to activate double width printing.

7 Clear all text from the **Double Width Off** field.

8 Click **Apply** and then **Test**.

My printer responds to a test in the Hardware options, but will not print a sales docket

This may be because either the **Hardware** or the **Printing** options have not been applied by RetailManager. Often, if you refresh the settings, the printer will work.

1. Switch the printer off and then switch it on again.
2. Close and then restart RetailManager.
3. Turn off and then restart your computer.
4. Go to the **Setup** menu and choose **Hardware**. The **MYOB RetailManager Hardware** window appears.
5. Click the **Docket Printer** tab, deselect the **Use Docket Printer** option and click **Apply**. Then reselect the **Use Docket Printer** option and click **Apply** again.
6. Go to the **Setup** menu, choose **Options** and then **Printing**. Select the **A4** option for **Dockets** and click **Apply**. Then select the **40 col** option for **Dockets** and click **Apply** again.

A docket prints for every sale. I only want to print a docket for selected sales

1. Go to the **Setup** menu and choose **Options**. The **Options** window appears.
2. Choose **Printing** and then click the **Settings** tab.
3. In the **Select to Print** field, deselect the **Sales Dockets** option. This will prevent dockets from printing for sales.

To print a sales docket for selected sales when the **Sales Dockets** option is deselected, reprint the last sale:

❖ Go to the **Tools** menu, choose **Reprint** and then choose **Last Sales Docket**.

Only the first part of the sales docket is printing. It stops after a certain amount of characters are printed

This may be because the buffer size has been set incorrectly. Follow the steps for 'The last few characters on a line print onto a new line of the docket' on page 331.

What is the width of the printer paper roll?

RetailManager is set up to print to docket printers that use paper rolls 80mm wide. If your docket printer uses paper rolls of another width, dockets printed by RetailManager may not be aligned correctly.

Each time I print, the printer error light appears

Do a printer self-test (see 'How do I print a docket printer self-test?' on page 328 for more information). If the error light still appears, the width of the paper roll you are using may be too narrow for the printer (less than 80ml). If you received a small plastic stopper with the purchase of your printer, place the stopper between the paper roll and the side of printer.

Why does the Paper Out light appear before the paper roll is finished?

As a precaution, some paper is left unused at the end of each roll. This prevents damage to the printer rollers.

My Posiflex PP 8000 USB thermal docket printer does not work in RetailManager

1 Check that you have entered the correct settings for your docket printer.

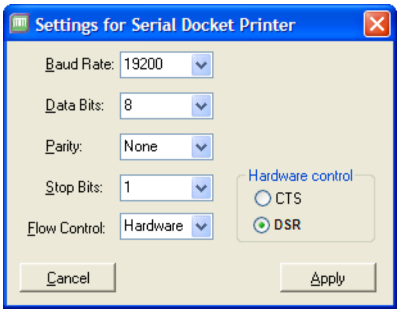
   a Go to the **Setup** menu and choose **Hardware**. The **MYOB RetailManager Hardware** window appears.

   b Click the **Docket Printer** tab. Make sure you have selected **Posiflex PP - 80008000** in the **Model** field.

   c Make sure you have selected the correct COM **Port**.

   d Click **Settings**. The **Settings for Serial Docket Printer** window appears.

   e Make sure you have selected the following settings:



2 Make sure the Windows port settings match those shown above.

   a On your desktop, right-click **My Computer** and choose **Properties**. The **System Properties** window appears.

   b Click the **Hardware** tab and then **Device Manager**. The **Device Manager** window appears.

   c Select **Ports (COM & LPT)**, right-click the appropriate port and choose **Properties**. The **Communications Port (COMx) Properties** window appears.

   d Click the **Port Settings** tab and make sure the port settings match.

3 Make sure you have connected your printer properly.

   a Perform a printer self-test (see 'How do I print a docket printer self-test?' on page 328 for more information).

   b Turn your printer **Off** and then **On**.

   c Make sure you have plugged in your printer correctly.

   d Check the **Paper Out** and **Error** lights on your printer.

   e Install a generic text-only printer driver and print a test page.

   f Connect your printer to another port.

   g Remove any other printer drivers in Windows that are connected to that port.

4 If your printer is still not working, try uninstalling and then reinstalling your printer and COM port from Windows **Device Manager**.

   a On your desktop, right-click **My Computer** and choose **Properties**. The **System Properties** window appears.

   b Click the **Hardware** tab then click **Device Manager**. The **Device Manager** window appears.

   c Select **Ports (COM & LPT)**, right-click the appropriate port and choose **Properties**. The **Communications Port (COMx) Properties** window appears.

   d Click the **Port Settings** tab and make sure the port settings are correct.

e To uninstall your printer, select **Ports (COM & LPT)**, single-click **Posiflex PP - 8000IIUSB Thermal Printer** and click **Delete**. Click **OK** to confirm the removal.

f To uninstall the COM port, select **Universal Serial Bus controllers**, single-click **USB High Speed Serial Converter** and click **Delete**. Click **OK** to confirm the removal.

g Once the components have been removed, unplug your printer from your computer, restart your computer and plug your printer back in.

h Reinstall your printer and COM port. See 'Setting up a docket printer' on page 373 and '' on page 393.

i If the hardware is not installed correctly, the **Found New Hardware** window may appear in the system tray with the following message: A problem occurred during hardware installation. Your new hardware might not work properly. Unplug your printer, restart your computer and then restart the installation.

j The next COM port number not currently in use by Windows or assigned to another device will automatically be assigned to your printer by Windows.

k When your printer is switched off or unplugged, it will not appear as an active COM port through **Device Manager** or RetailManager.

Error: Docket Printer (40 Column) is not set - please check your Hardware

This error occurs if the **40 col** option is selected in the **Setup** view of the **Options** window, but the **Use Docket printer** option is not selected in the **Docket Printer** tab of the **MYOB RetailManager Hardware** window. See 'To set up your docket printer' on page 374.

Scanners

My scanner does not work

If you have a serial scanner, make sure that you have entered the correct serial port settings.

1. Go to the **Setup** menu and choose **Hardware**. The **MYOB RetailManager Hardware** window appears.
2. Click the **Scanner** tab and make sure you have entered the correct port settings.

If you have a keyboard-wedge scanner, make sure that it is plugged into your keyboard properly.

If you scan an item in RetailManager and get no response, try scanning it in another program such as Microsoft Notepad. If you do not get a response, your scanner may be faulty.

When I scan items that have a factory bar code on them, RetailManager reads them correctly; however, none of the stickers I print seem to scan properly. Why?

There are two possible reasons for this:

1. Your printer or paper may be poor quality. We recommend that you use a LaserJet printer, as they produce higher quality bar codes than DeskJet or InkJet printers.
2. You may not have configured your scanner to read Code 128 bar codes. Consult your bar code documentation to find out how to configure your scanner to read Code 128 bar codes, as well as EAN 13 bar codes (which are typically printed on factory bar codes).

Also, check that your scanner has been set up correctly. See 'To set up your bar code scanner' on page 383 for more information.

Bar codes

Changing printers to print bar codes

The store computer only has a single communications/printer port, and so the printer has to be changed manually while the computer is running.

Avoid changing hardware while Windows is running. Make sure you shut down your computer when you change a printer.

The best solution would be to purchase another printer port.

I forgot to put the bar code stickers into the printer when I pressed Print after doing a multiple item 'Goods Received'. Do I now have to enter each item manually in the bar code window?

No. You can:

- Use the **Print Custom Bar Codes** window to print the bar code labels you need. Click **Load Options**. In the **Load Label List Options** window that appears, click the Goods Received transaction you want to reprint, load it into the **Print Custom Bar Codes** window and print them out.
- Go to the **Tools** menu, select **Reprint** and then **Last Goods Received**.
- Locate and display the original Goods Received for the stock item in the **Audit** tab of the **Stock** window and press **Reprint - F4**.
- Find the original Goods Received transaction in the **Lookup** window and click **Reprint**.

I get a 'Printer Error' when I attempt to print bar codes

Check the printer you have specified for bar codes in the **Printing Options** window.

Why does the bar code printing leave out the last row of labels?

There are three possible reasons for this:

- You have the labels upside-down.
- The labels are not the size you specified in the **Printing Options** window.
- The labels are not one of the following types: Avery DL33 or Avery 65.

Try customising your bar code labels in the **Custom Bar Codes** window. Go to the **Tools** menu and choose **Custom Bar Codes**, or press CTRL+M.

NOTE: Incorrectly aligned bar codes If your bar codes are not aligned correctly on the sheet of labels, you may need to set your own user-defined dimensions. For more information on customising labels, go to myob.com.au/supportnotes and view support note 9524.

Pole displays

The pole display is not working

1. Make sure that the pole display is connected properly to the serial port on your computer.
2. Check that you have selected the **Use Pole Display** option in the **Pole Display** window.
3. Check that you have selected the correct brand of pole display in the **Pole Display** window.

The pole display is displaying incorrect characters

Check that the port settings you entered in the **Settings** window are correct (click **Settings** in the **Pole Display** window). Check your pole display documentation or speak to the supplier for the correct settings.

The display does not clear properly, or displays text out of line

Check that the control codes you have entered in the **Clear Display** and **Reset Cursor** fields are correct. Refer to your pole display documentation or speak to your supplier to find out the correct values. Make sure you have converted these values correctly to the format used in RetailManager.

Printers

Follow these steps if you are having trouble using a printer with RetailManager. Additional information is also provided specifically for docket printers. See 'Docket printers' on page 328.

1. Turn off the computer and check that all the connections are correct, and that you are not out of paper.
2. Turn on the computer again, and check that the properties of the printer are correct. Open the Windows Control Panel and then click **Printers**.
3. Right-click the printer icon and select **Properties**.
4. Start up MYOB RetailManager, and check that the printing options are correct. See 'Printing options' on page 31 for more information. Check that you haven't selected the **Don't print any dockets** option, for example.
5. Check if you can print from another application apart from RetailManager. For example, start up **Notepad**, type something and print it, or try printing the test page.
6. Try deleting the printer from the Windows **Printers** or **Printers and Faxes** window, and then add the printer again. See Windows help for more information.
7. If you are using a network, check that there are no problems with the network.

File management/configuration

When I try to rename my shop or change the password, I keep getting the message “Database in Use, please shut down RetailManager on all computers”

If there is a problem on the network as MYOB RetailManager is closing, a ‘lock file’ can be left on the server’s hard disk. These files have an.ldb extension. The lock files will be called recent.ldb, offline.ldb and archive.ldb. If you view these files with Windows Notepad, you may be able to locate the suspect computer (or network card, hub, etc.). To resolve the immediate problem, delete these files and restart RetailManager. You can also try restarting the suspect computer.

This problem is likely to recur until you locate the network problem.

How do I restore from a backup?

You can restore your shopfront from the backup file by going to the **File** menu and choosing **Configuration**. Click **Yes** to the message that appears. The **Shopfront Configuration** window appears. Click the **Maintenance** tab, and click **Restore**. See ‘Restoring your shopfront from a backup file’ on page 281 for more information.

Alternatively, you can do a manual restore from the backups that RetailManager creates—these are stored in folders called ‘Monday Backup\Drawer A’, ‘Tuesday Backup\Drawer A’, and so on. Follow these steps to do a manual restore:

1. Close RetailManager. If you are using RetailManager on a network, close it on all computers.
2. Open your shopfront folder (the default location is C:\RetailM\<your_shop_name>) and rename the recent.mdb, offline.mdb and archive.mdb files.

   You can rename them to a name that indicates the current date such as recent_April15.mdb, offline_April15.mdb and archive_April15.mdb.
3. Open the last backup folder (the location will be similar to C:\RetailM\<your_shop_name>\Monday Backup\Drawer A) and copy the recent.mdb, offline.mdb and archive.mdb files into your shopfront folder.

What if I forget my password?

See ‘Recovering a forgotten password’ on page 295.

When I started RetailManager it asked me to create a new database. What happened to my database?

When RetailManager cannot find the database for the shopfront, it assumes you want to create one. The most likely cause for this problem is the network has either failed or the location of the database has changed. Go to the **Shopfront Configuration** window in RetailManager, check the location of your database, and then use Windows Explorer to confirm the location.

Accounting Export/Import

This section is divided into three parts:

1 ‘Errors experienced during export from RetailManager’ below

2 ‘Errors experienced during import into your MYOB business management software’ on page 340

3 ‘Warnings experienced during import into MYOB business management software’ on page 350.

When performing an accounting export to export from MYOB RetailManager or import into your MYOB business management software, you may experience errors. The error messages may appear on screen, or you may be directed to view the MYOBLOG.TXT or MYOBPLOG.TXT files for further information. Following is a list of accounting export errors, warnings and related issues, along with directions for troubleshooting.

Errors experienced during export from RetailManager

Issue	See
Please check your tax code sales export accounts	below
Please check your MYOB account numbers	page 339
Export directory does not exist. Please check your accounting export options (found under Setup–Options)	page 339
Error occurred retrieving export directory in CExport: FileDir bad file name or number	page 339
Error occurred exporting variance in CExport: JournalVariance. The Microsoft jet database engine stopped the process	page 339

Please check your tax code sales export accounts

This error occurs when an account for one or more tax codes is not set in the RetailManager **Tax Codes List**. See ‘Exporting tax information’ on page 56.

Once all required tax codes have an account number assigned to them, retry the export.

Please check your MYOB account numbers

This error occurs when you have not entered a five-digit MYOB account number into one or more of the fields in the RetailManager **Chart of Accounts**. You also may have entered an account number with an invalid character such as a dash [-] symbol. For more information on assigning account numbers, see 'The Chart of Accounts tab' on page 46.

Once all account numbers have been entered and no blank fields are left, retry the export.

Export directory does not exist. Please check your accounting export options (found under Setup–Options)

This error occurs when the **Export Path** specified in RetailManager is non-existent. The target folder may have been misspelt, renamed or deleted. See 'The Export tab' on page 42.

If you cannot browse to the computer or folder, check that the computer is switched on and the export path exists.

If you continue to experience problems locating the export path, contact your network administrator or IT consultant for further assistance.

Error occurred retrieving export directory in CExport: FileDir bad file name or number

This error occurs when the **Export Path** specified in RetailManager is not accessible at the time of the accounting export.

If your export path is a network path, check your network connections.

Also make sure your export folder allows full control permissions:

1. Right-click the export folder and choose **Properties**. The **Properties** window appears.
2. Click the **Sharing** tab.

   [Windows Vista] Click **Advanced Sharing** (you will need to either be logged in as Administrator or have the Administrator password to proceed). The **Advanced Sharing** window appears.
3. Make sure the **Share this folder** option is selected.
4. Click **Permissions**. The **Permissions** window appears.
5. Make sure **Full Control** permission is allowed for all required users.
6. Click **Apply** and retry the export.

For more detailed advice on network connections and sharing, contact your IT consultant or network administrator.

Error occurred exporting variance in CExport: JournalVariance. The Microsoft jet database engine stopped the process

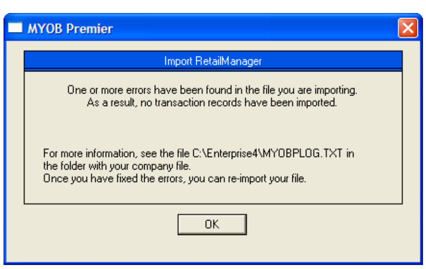
This error occurs when there is an internal problem with the database. The data you are trying to export may have been corrupted. Try performing a **Rebuild/Compact** on your shopfront database. See 'Rebuilding and compacting your shopfront database' on page 281.

If this does not solve the problem, you will need to submit your database to MYOB for analysis and repair. See 'Sending your shopfront database using FTP' on page 356 or contact MYOB retail technical support for more information.

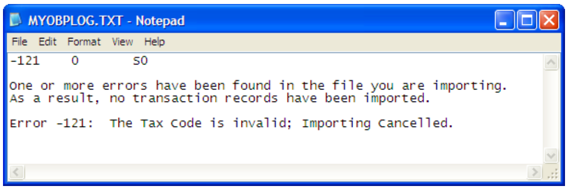
Errors experienced during import into your MYOB business management software

Issue	See
About the Retail.txt file	page 341
Opening the Retail.txt file in Excel	page 342
Reexporting sessions from RetailManager	page 343
Error 10: Invalid date	page 343
Error 11: Transactions dated before the beginning of your financial year may not be imported	page 344
Error 13: Transactions dated before your posting complete date may not be imported	page 344
Error 14: Invalid account	page 344
Error 15: Account number not found in list of postable accounts	page 345
Error 16: Invalid debit amount	page 345
Error 17: Invalid credit amount	page 345
Error 19: Unbalanced transaction	page 345
Error 26: Card not found	page 346
Error 36: Freight amount invalid	page 347
Error 38: Default account for freight charges not specified	page 347
Error 81: Tax code linked account is missing	page 348
Error 84: Foreign currency linked account is missing	page 348
Error 87: Invalid tax code for this transaction	page 348
Error 121: The tax code is invalid: Importing cancelled	page 349
Error 122: Mandatory inc-tax amount is invalid or blank	page 349
Error 127: Transaction dated before your lock period date may not be imported: Importing cancelled	page 350
Error 169: Job not found in list of detail jobs	page 350

Most errors that occur during an import will direct you to view the MYOBLOG.TXT file (if using MYOB Accounting or MYOB Accounting Plus), or the MYOBPLOG.TXT file (if using MYOB Premier or MYOB Premier Enterprise).



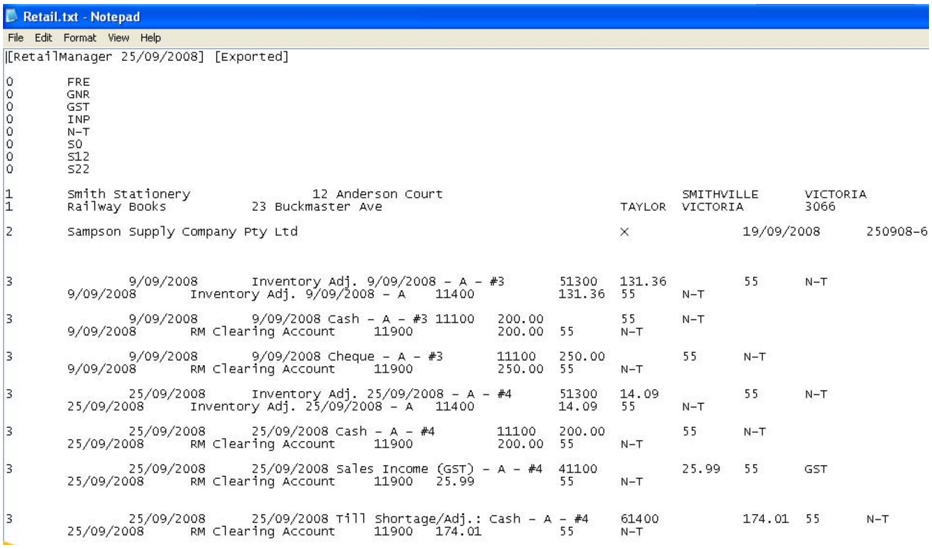
The MYOBLOG.TXT or MYOBPLOG.TXT file is located in the same folder as your shopfront database. The last line provides a code and description for the error or warning. This line is used for the title of the error or warning.



Errors experienced during an Accounting Import usually indicate that data in the Retail.txt file is incorrect and automatic adjustments cannot be made by your MYOB business management software. The import will stop and no data will be imported. You may need to reexport the session in RetailManager, edit data in the Retail.txt file or change settings in RetailManager or your MYOB business management software.

About the Retail.txt file

The Retail.txt file is created by RetailManager when you perform an accounting export. It contains the tax codes, new suppliers, purchases and journal entries that will be imported into your MYOB business management software company file.



The first line shows the date of export and whether the file has been exported from RetailManager only, or imported into your MYOB business management software as well. The information below the first line is divided into four sections:

- **Tax codes**—lines beginning with the number zero. These will be matched against the **Tax Codes List** in your MYOB business management software.
- **New supplier cards**—lines beginning with the number one. These will be imported as new supplier cards.

- **Purchases (Goods Received)**—lines beginning with the number two. These will be imported as Service type Bills. Purchase lines may contain a second or third line not beginning with the number two; this occurs when the purchase contains items with different tax codes.
- **Journal entries**—lines beginning with the number three. These will be imported into your MYOB business management software transaction journal, debiting and crediting the nominated accounts. Note that the first line of each journal entry is indented to the right.

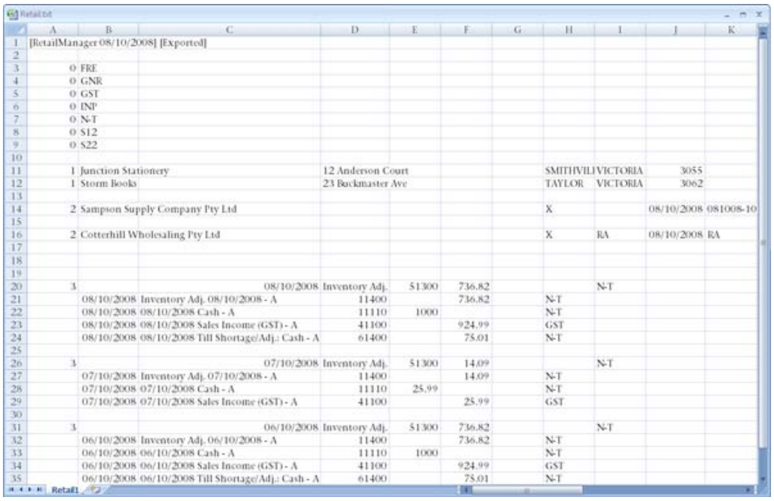
Care must be taken when editing the Retail.txt file to resolve errors. It is important not to change the structure of the file as this could result in alignment issues and potentially generate more errors when retrying the import. We recommend using a program such as Excel to view and edit the file more easily. See 'Opening the Retail.txt file in Excel' below.

Opening the Retail.txt file in Excel

1 Open Excel, go to the **File** menu and select **Open**. The **Open** window appears.

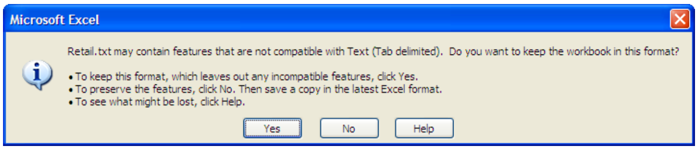
2 Select **Text Files** from the **Files of type** list. Find the Retail.txt file (usually in your MYOB business management software folder) and click **Open.** The **Text Import Wizard** appears.

3 Click **Finish**. The Retail.txt file opens. If you want, you can expand some of the column widths to see all the information.



To save the Retail.txt file:

4 Go to the **File** menu and select **Save**. A prompt will appear asking if you want to keep the Retail.txt file in the current format. Click **Yes**.



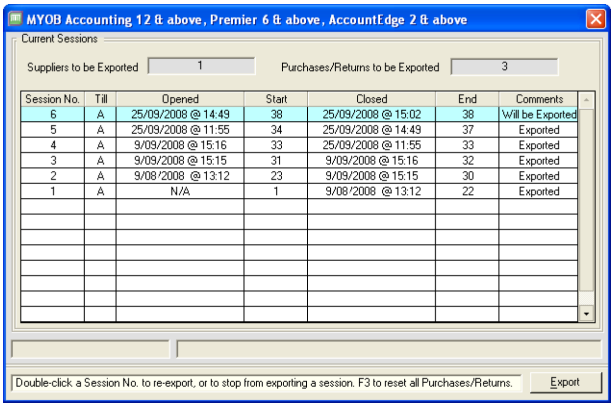
5 Close Excel. Another prompt may appear asking if you want to save the changes you made. Click **No**.

Reexporting sessions from RetailManager

You can often correct alignment errors in the Retail.txt file by reexporting sessions from RetailManager, resulting in a successful import into your MYOB business management software.

To reexport a RetailManager session:

1 Go to the **File** menu and choose **Accounting Export**. A window appears listing your current sessions.



If the **MYOB RetailManager Information** window appears telling you there is nothing to export, click **OK**.

2 Select the session you want to reexport by double-clicking the session number in the **Session No.** column. The **MYOB RetailManager Question** window appears, asking if you want to continue with the reexport.

3 Click **Yes**. The **MYOB RetailManager Question** window appears again, asking if you want to include purchases and returns in the reexport.

4 If you want to reexport goods received transactions, goods returned transactions and new suppliers from this session click **Yes**; if you only want to reexport journal entries click **No**. The **Comments** for the reexported session change from **Exported** to **Will be Exported**, and the **Suppliers to be Exported** and **Purchases/Returns to be Exported** fields change accordingly.

5 Repeat step 1 to step 4 for other sessions you want to reexport and then click **Export**. The **MYOB RetailManager Question** window may appear again, asking if you want to overwrite the previous export session.

6 If you no longer need to export the previous session, click **Yes**. If you do need that session, click **No** to stop the export**.** The **MYOB RetailManager Information** window will appear, with details of the reexport.

7 Click **OK**.

Error 10: Invalid date

This error occurs when the date format in the Retail.txt file is different to the date format in your MYOB business management software.

1 Open the Retail.txt file and make sure the dates in the file are in the dd/mm/yyyy format.

2 If the date format in the Retail.txt file is:

- incorrect, then the accounting export has been performed on a computer with an incorrect date format. Check your regional settings (see 'Setting your regional settings' on page 13 for more information), then retry the accounting export.
- correct, make sure the date format of the computer where you are performing the Accounting Import is set to dd/mm/yyyy. If it is incorrect, check your regional settings (see 'Setting your regional settings' on page 13 for more information).

If the accounting export still does not work, you may have entered an incorrect date in the **Invoice Date** field of a **Goods Received** transaction in RetailManager. Open the Retail.txt file in Excel and find and adjust any incorrect dates. **Save** and **Close** the file and retry the import.

Error 11: Transactions dated before the beginning of your financial year may not be imported

This error occurs when one or more of your RetailManager transactions are dated before the current financial year. You may have entered an incorrect date in the **Invoice Date** field of a **Goods Received** transaction, or you may be exporting data from the previous financial year.

1. Open the Retail.txt file and find any dates prior to the current financial year in the goods received section (lines beginning with the number two) or journal entries section (lines beginning with the number three).
2. Either adjust the dates so they fall within the current financial year or delete the transactions from the file.
3. **Save** and **Close** the file and retry the import.

Error 13: Transactions dated before your posting complete date may not be imported

This error occurs when you have selected the **Lock Periods** option in your MYOB business management software and you are trying to import data dated within the locked period.

1. In your MYOB business management software, go to the **Setup** menu and choose **Preferences**. The **Preferences** window appears.
2. Click the **Security** tab. If the **Lock Periods** option is selected, deselect it and click **OK**.
3. Retry the import. Remember to reselect the **Lock Periods** option after the import.

Error 14: Invalid account

This error occurs when an account number in RetailManager either has not been specified or is a header account in your MYOB business management software.

1. In your MYOB business management software, go to the **Accounts** command centre and click **Accounts List**. The **Accounts List** window appears.
2. Click **Print**. The **Accounts List** will print.
3. Open the Retail.txt file and compare the printed **Accounts List** against all account numbers in the file. Make sure that all account numbers match.
4. Make sure that all relevant accounts in your MYOB business management software are detail accounts rather than header accounts, as you cannot post transactions to header accounts. Header accounts appear in bold type. Either change the relevant header accounts to detail accounts in your MYOB business management software, or change the relevant header account numbers to detail account numbers in the Retail.txt file.

5 **Save** and **Close** the file and retry the import.

6 You may also need to correct the account numbers in RetailManager to prevent the error from occurring in future.

   a In RetailManager, go to the **Setup** menu and choose **Options**. The **Options** window appears.

   b Select **Accounting** then click the **Chart of Accounts** tab. Correct the relevant account numbers and click **Apply** then **OK**. Retry the import.

Error 15: Account number not found in list of postable accounts

This error is similar to Error 14. To solve, repeat step 1 to step 5 for 'Error 14: Invalid account' on page 344.

Error 16: Invalid debit amount

This error usually means that a bar code was scanned into the **Sell** price field on a sale reversal in RetailManager. This affects one or more of the exported debit amounts.

1 Open the Retail.txt file and locate the incorrect amounts.

2 Use the RetailManager **Lookup** or **Reporting** window to find the correct amounts. See 'Using the Lookup Transactions window' on page 74 or 'Reports' on page 267.

3 Correct the amounts in the Retail.txt file.

4 **Save** and **Close** the file and retry the import.

Error 17: Invalid credit amount

This error is similar to Error 16, only the incorrect amounts were exported as credits. To solve, follow the steps for 'Error 16: Invalid debit amount' above.

Error 19: Unbalanced transaction

This error can occur if you have changed the data in the Retail.txt file while opened in Excel. It can be caused by either entering an incorrect amount, or entering an amount in the incorrect column. Such errors can cause unbalanced transactions, which will not be imported by your MYOB business management software.

CAUTION : Before you continue This error can be difficult to solve. Unless you are certain that you can fix it, we recommend that you contact MYOB retail technical support on **1300 555 115**.

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1 Reexport your sessions from RetailManager (see 'Reexporting sessions from RetailManager' on page 343 for more information).

2 Retry the import into your MYOB business management software.

3 In the **Print Cashup Reports** window, print the **Cash Summary** and **Sales Summary** to find the missing data that is the cause of the unbalanced journal entries (see 'Printing cashup reports' on page 258 for more information).

4 Open the Retail.txt file in Excel (see 'Opening the Retail.txt file in Excel' on page 342 for more information).

5 Make sure the debits and credits balance for each journal entry. In Excel, the debits are shown in column E and the credits in column F, except for the first amount (either credit or debit) for each

journal entry, which is indented one column to the right. In the two journal entries shown below, the debits are highlighted by borders, and the credits are highlighted by shaded boxes.

Retail.txt

	A	B	C	D	E	F	G	H	I
27									
28	3		12/01/2009	12/01/2009 EFTPOS - A - #1	11100	174		55	N-T
29		12/01/2009	12/01/2009 EFTPOS - A	11100	16.4		55	N-T	
30		12/01/2009	RM Clearing Account	91000		190.4	55	N-T	
31									
32	3		12/01/2009	12/01/2009 Sales Income (FRE) - A - #1	41100		219.16	55	FRE
33		12/01/2009	RM Clearing Account	91000	219.16		55	N-T	
34		12/01/2009	CASH TAX CALCULATION	12121		44.48	55	N-T	
35		12/01/2009	CASH TAX CALCULATION	12121	44.48		55	FRE	
36									

Each journal entry will balance when the total debit amount equals the total credit amount, and all amounts are in the correct columns.

6 **Save** and **Close** the file and retry the import.

Error 26: Card not found

This error occurs when the supplier of a purchase (Goods Received) in RetailManager does not have a corresponding card in your MYOB business management software. Alternatively, the supplier name may have been spelt incorrectly, or may be longer than 30 characters.

New supplier names are exported to the new supplier cards section of the Retail.txt file (the lines beginning with the number one). They retain their full names.

Purchase supplier names are exported to the purchases (goods received) section of the Retail.txt file (the lines beginning with the number two). They are truncated to 30 characters. To fix this, you can edit your supplier names in RetailManager to 30 characters or fewer.

1 Open the Retail.txt file and check all supplier names in the purchases (goods received) section (the lines beginning with the number two). Compare them with the supplier details in RetailManager, checking for truncated supplier names.

2 If there are any supplier names that were too long and were truncated by the export:

   a Shorten the supplier names in RetailManager to 30 characters or fewer. See ‘To edit a supplier record’ on page 92.

   b Reexport the session (including purchases and returns) and retry the import.

3 If the supplier names in the Retail.txt file match those in RetailManager:

   a Check the supplier cards in your MYOB business management software by going to the **Card File** command centre and selecting **Cards List**. The **Cards List** window appears.

   b Select the relevant suppliers and make sure the names match those in the Retail.txt file.

   c If a supplier name in RetailManager is spelt differently to the name in the Retail.txt file, change it so that the names match. See ‘To edit a supplier record’ on page 92.

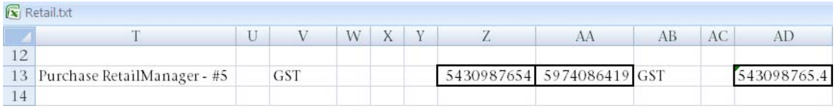
   d If you cannot find a supplier with that name in RetailManager, create a new one, making sure the name exactly matches that in the Retail.txt file. See ‘To edit a supplier record’ on page 92.

   e Close the Retail.txt file without saving changes, and retry the import.

Error 36: Freight amount invalid

This error occurs when a freight amount is too large to import. It can be caused by scanning a bar code into the **Freight** field of a **Goods Received** or **Goods Returned** transaction in RetailManager.

1. Open the Retail.txt file in Excel (see 'Opening the Retail.txt file in Excel' on page 342 for more information). Find the incorrect freight amounts in the purchases (goods received) section (the lines beginning with the number two). There will be large numbers in three columns: column Z (for ex-tax freight), column AA (for inc-tax freight) and column AD (for tax on freight). These numbers are highlighted by borders below.


Retail.txt

	T	U	V	W	X	Y	Z	AA	AB	AC	AD
12											
13	Purchase RetailManager - #5		GST				5430987654	5974086419	GST		543098765.4
14											

2. Replace the three incorrect freight amounts with the correct amounts, making sure you edit only the amounts and not the formatting of the cell.
3. **Save** and **Close** the Retail.txt file and retry the import.

If you recorded a **Goods Received** or **Goods Returned** transaction with an incorrect freight amount in RetailManager, you will need to record a reversal:

4. Calculate the freight amount to be reversed by subtracting the incorrect freight amount from the correct freight amount. This will result in a large negative value.
5. Record a **Goods Received** or **Goods Returned** transaction without entering any items. In the **Freight** field, enter the calculated negative freight amount.
6. In the Retail.txt file, replace the incorrect freight amounts in the purchases (goods received) section with the number zero.
7. **Save** and **Close** the Retail.txt file and retry the import.

Error 38: Default account for freight charges not specified

This error occurs when a linked account for freight is not specified in your MYOB business management software.

1. In your MYOB business management software, go to the **Setup** menu, choose **Linked Accounts** and then choose **Sales Accounts**. The **Sales Linked Accounts** window appears.
2. Make sure you have selected the **I charge freight on sales** option and specified an account in the **Income Account for Freight** field.
3. Go to the **Setup** menu, choose **Linked Accounts** and then choose **Purchases Accounts**. The **Purchases Linked Accounts** window appears.
4. Make sure you have selected the **I pay freight on purchases** option and specified an account in the **Expense or Cost of Sales Account for Freight** field.
5. Retry the import.

Error 81: Tax code linked account is missing

This error occurs when a tax code linked account is not specified in your MYOB business management software.

1 In your MYOB business management software, go to the **Lists** menu and choose **Tax Codes**. The **Tax Codes List** window appears.

2 Click the arrow next to the tax code specified in the MYOBLOG.TXT or MYOBPLOG.TXT file. The **Tax Code Information** window appears.

3 In the **Linked Account for Tax Collected** and **Linked Account for Tax Paid** fields, select the accounts you want to use.

4 Click **OK** and retry the import.

Error 84: Foreign currency linked account is missing

This error occurs when a multicurrency linked account is not specified in your MYOB business management software. It also can occur when a linked account for sales and purchases or tax codes is not specified in your MYOB business management software.

1 To check your foreign currency linked accounts:

  a Go to the **Lists** menu and choose **Currencies**. The **Currencies List** window appears.

  b Click the zoom arrow next to the currency you want to check. The **Currency Information** window appears.

  c Click the **Payable Accounts** tab. Make sure you have specified linked accounts for all required fields.

  d Repeat step 1 a to step 1 c for each foreign currency.

2 To check your sales and purchases linked accounts, follow the steps for 'Error 38: Default account for freight charges not specified' on page 347.

3 To check your tax code linked accounts, follow step 1 to step 3 for 'Error 81: Tax code linked account is missing' above.

4 Retry the import.

Error 87: Invalid tax code for this transaction

This error occurs when a non-sales tax code such as INP or GNR is listed under a sales transaction (journal entry) in the Retail.txt file. Note that sales transactions will not be committed by RetailManager if they contain a non-sales tax code. A non-sales tax code will only appear under a sales transaction in the Retail.txt file if you have manually edited the file.

1 In the Retail.txt file, find any non-sales tax codes in the journal entries (lines beginning with the number three), and change them to sales tax codes.

2 **Save** and **Close** the Retail.txt file and retry the import.

Error 121: The tax code is invalid: Importing cancelled

This error occurs when a tax code specified in RetailManager is not specified in your MYOB business management software. The error will be noted in the MYOBLOG.TXT or MYOBPLOG.TXT file.

1. Compare the tax codes in the Retail.txt file with the tax codes in your MYOB business management software. Locate the tax code that is in the Retail.txt file but not in your MYOB business management software.
2. In your MYOB business management software, go to the **Lists** menu and choose **Tax Codes**. The **Tax Codes List** window appears.
3. Click **New**. The **Tax Code Information** window appears.
4. Enter the name of the tax code found in step 1 and specify all required fields, including the **Linked Account for Tax Collected** and the **Linked Account for Tax Paid** fields.
5. Click **OK** to save the new tax code.
6. Retry the import.

Error 122: Mandatory inc-tax amount is invalid or blank

This error occurs when a purchase amount is too large to import. It can be caused by scanning a bar code into the **Unit Cos**t field of a **Goods Received** or **Goods Returned** transaction in RetailManager.

CAUTION : **Before you continue** If you have recorded Sales, Goods Received or Goods Returned transactions for an item at incorrect unit cost, or if you do not operate on an Average Cost stock costing basis, this error can have extensive implications. Unless you are certain that you can fix it, we strongly recommend that you contact MYOB retail technical support on **1300 555 115**.

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1. Open the Retail.txt file in Excel (see 'Opening the Retail.txt file in Excel' on page 342 for more information). Find the incorrect tax amount in the purchases (goods received) section (the lines beginning with the number two). The tax amount will be in column Q.
2. Replace the incorrect amount in the purchases (goods received) section with zero, making sure you edit only the amount and not the formatting of the file.
3. **Save** and **Close** the Retail.txt file and retry the import. The purchase will be imported into your MYOB business management software as a closed bill with a service layout. No action is required on this bill.

If you recorded a **Goods Received** or **Goods Returned** transaction with an incorrect unit cost in RetailManager, you will need to record a reversal followed by the correct transaction:

4. Record a **Goods Received** or **Goods Returned** transaction. In the **Unit Cost** field, enter the original amount, but as a negative value.
5. Record another **Goods Received** or **Goods Returned** transaction. In the **Unit Cost** field, enter the correct amount, and check the **Total (inc)** before clicking **Commit - F10** or pressing F10 to commit the information.
6. When you next perform an accounting export, repeat step 1 to step 2 to change the incorrect negative amount to zero.
7. **Save** and **Close** the file and retry the import.

Error 127: Transaction dated before your lock period date may not be imported: Importing cancelled

This error is similar to Error 13. To solve, repeat step 1 to step 3 for 'Error 13: Transactions dated before your posting complete date may not be imported' on page 344.

Error 169: Job not found in list of detail jobs

This error occurs when the job number specified for a shopfront in RetailManager either has not been specified or is a header job in your MYOB business management software.

In RetailManager:

1 Go to the **Setup** menu and choose **Options**. The **Options** window appears.

2 Select **Accounting** and click the **Export** tab. Make sure you have specified the correct **Job Number**.

In your MYOB business management software:

3 Go to the **Lists** menu and choose **Jobs**. The **Jobs List** window appears.

4 Make sure the job number for the RetailManager shopfront you are trying to import is specified. If the job number is not specified, create a new one:
   a Click **New**. The **New Job** window appears.
   b Complete the **Job Information** fields and click **OK**.

5 If the job number is already specified, make sure it is a detail job rather than a header job, as you cannot post transactions to header jobs. Header jobs appear in bold type.

6 Retry the import.

Warnings experienced during import into MYOB business management software

Issue	See
Warning 92: Phone or fax number too long: Truncated	below
Warning 138: Amount is zero: Line ignored	page 351
Warning 251: Foreign currency transaction must specify an exchange rate current exchange rate substituted	page 351
Warning 595: Invalid delivery status; current delivery status substituted	page 351

NOTE: Warnings during an Accounting Import Warnings experienced during an Accounting Import indicate that certain non-critical data had to be modified to import. A warning will not stop the import and in most cases will not require any action.

Warning 92: Phone or fax number too long: Truncated

This warning occurs when a phone or fax number for a supplier in RetailManager has too many characters to be imported into your MYOB business management software, and has been shortened. The number can be adjusted after the import.

Warning 138: Amount is zero: Line ignored

This warning occurs when there is a Last Cost variance of zero in the Retail.txt file. This line will be ignored by your MYOB business management software.

Warning 251: Foreign currency transaction must specify an exchange rate current exchange rate substituted

This warning occurs only if you use the Multicurrency option in Premier. You can ignore the warning, as the current exchange rate will be specified in the transaction by Premier.

Warning 595: Invalid delivery status; current delivery status substituted

From the release of Accounting v15, Accounting Plus v15 and Premier v9, the way you access the **Bill Delivery Status** field changed. The status options are:

- **P**—To be Printed
- **E**—To be Emailed
- **B**—To be Printed and Emailed
- **A**—Already Printed or Sent.

There is no **Bill Delivery Status** field in RetailManager, so Goods Received transactions are not marked with a delivery status when exported.

When you import Goods Received from RetailManager into your MYOB business management software, the delivery status will default to **P**—To be Printed.

To change the default delivery status of the supplier in your MYOB business management software:

1. Go to the **Card File** command centre and choose **Cards List**. The **Cards List** window appears.
2. Click the **Supplier** tab and select the supplier for whom you want to change the default delivery status. The **Card Information** window appears.
3. Click the **Buying Details** tab and in the **Purchase Order Delivery** field, select the required default delivery status.
4. Click **OK**.

RetailManager database corruptions

There are a number of reasons why an MYOB RetailManager shopfront database may be corrupted. This section explains the most common causes of corruption and the actions that you can take to reduce or eliminate risks.

The following topics are included in this section:

- 'Corruption messages' below
- 'Causes of corruption' on page 353
- 'Resolving corruptions' on page 355.

Corruption messages

Some messages and scenarios indicate a definite corruption of your RetailManager database. These include:

- 'Unrecognized database format'
- 'Not a valid bookmark'
- Illegible text displayed when viewing information in RetailManager.

Some messages and scenarios indicate a possible corruption of your RetailManager database, although they do not always indicate corruption. These include:

- 'Error occurred checking for exclusive use'
- 'The Microsoft jet database ending stopped the process because you and another user are attempting to change the same data at the same time'
- '… isn't an index in this table'
- 'DBErr #xxxx' (where xxxx is a four digit number)
- 'No read permissions'
- Inconsistent information, for example if items in a sales transaction add up to $40, but the docket for the transaction shows a total of $50.

There are also scenarios which may appear to be corruptions, but are not. These include:

- Incorrect dates recorded on transactions after you have changed the system date.
- Incorrect data recorded on reports after you have changed the system date.
- Incorrect data recorded by RetailManager.
- Editing the data in Microsoft Access.

Causes of corruption

Corruption of your RetailManager shopfront database can occur for a number of reasons. The most common causes are listed below.

Shutting down and restarting the computer

If the computer that stores your shopfront database is shut down or restarted while someone is logged into RetailManager from another computer, a corruption can occur. This is particularly likely if information was being committed in RetailManager at the time.

We recommend shutting down RetailManager when it is not in use, including overnight. An overnight power failure can have the same effect as an incorrect shut down. If you must leave your computers running overnight, we still recommend closing RetailManager.

Environmental issues

Power supply fluctuations A drop or surge in the power supply to your computers can impact your data as it is transferred from memory to disk.

If you are affected by such issues, you may want to ask your hardware supplier about purchasing an Uninterruptible Power Supply (UPS). A UPS will provide each connected computer with a few minutes' worth of power in the case of a power failure, and will possibly even out the supply of power to the connected computers.

If you are unsure whether you experience such issues, speak to your hardware supplier or electrician for assistance.

Power failures A power failure will cause all your computers to shut down, and can cause a corruption. This is particularly likely if information was being committed in RetailManager at the time.

You may want to ask your hardware supplier about purchasing an Uninterruptible Power Supply (UPS), which will provide each connected computer with a few minutes' worth of power in the case of a power failure.

Corrosive materials Materials such as chlorine and other chemicals stored and used at shops can corrode or damage internal components of your computers. Over time, such damage will impact your data as it is transferred from memory to disk.

If you store chemicals or other materials harmful to computer hardware, make sure that you make regular shopfront database backups, which may include making one or more backups during the day, or printing two copies of each transaction as entered. You should also make sure that you complete the RetailManager shopfront database maintenance procedures regularly. See 'Maintaining your shopfront database' on page 278.

You may also want to consult your hardware supplier for suggestions on minimising or eliminating damage to your computers.

Dust If you store your computers in a location prone to dust, over time the dust may interfere with the internal components.

You may want to consult your hardware supplier for suggestions on finding a better location for your computers that will minimise or eliminate the collection of dust in and on your computers.

Computer system and hardware issues

Wireless networks Wireless networks operate on radio waves, which are more susceptible to errors due to interference from outside sources and network hardware configuration.

Although RetailManager can run over a wireless network, it is slower, and database corruptions are more likely to occur. We recommend you use a 100 MBps network with Category 5 cables or later.

Network cables and hardware There may be issues with the cables that connect your networked computers. Such issues include electrical interference (such as the cables running too close to fluorescent lights) or failure. The hub, router or switch used to connect networked computers can also cause network issues.

Contact your hardware supplier to assist in locating and resolving network-related issues.

Faulty system hardware There may be faulty hardware in one or more of your computers. Hardware issues are experienced most commonly in the following components:

- RAM
- CPU
- Network card.

Contact your hardware supplier to assist in locating and resolving hardware-related issues.

Anti-virus software Your anti-virus software will be set, by default, to scan all data read from and written to disk, along with data sent and received over the network. This default setting may cause data flow issues. Reconfiguring your anti-virus software may resolve the issue.

Viruses Viruses may cause corruptions, as a number of viruses are intended to cause damage to files stored on your disk or within Windows. We strongly recommend that you make sure your virus definitions are up to date.

Server hard disk configuration Issues may occur if the computer that stores your shopfront database is configured to use your hard disks as a RAID array, particularly if it is configured to use the striping technique. This method enables multiple hard disks to be logically combined into one disk. When data is written to the disk, it is split evenly across the number of drives used. This may cause corruption when data is located by the database's internal pointers.

If the RAID array is configured to use the 'mirroring' technique, one disk is an exact copy of the main disk at all times, enabling the backup disk to take over should the main disk fail. This should not cause issues with the database as the data is not being split over more than one disk.

If you require any changes to the disk configuration of the server, contact your network or systems administrator for further information.

Opportunistic locking This is the default setting used for servers running Windows Vista, NT, XP, 2000 and Server 2003 to improve performance for file operations. It does not affect servers that are running Windows ME, 98 or 95.

Opportunistic locking can result in issues for Microsoft Access databases that are stored on servers with the setting enabled. Because a Microsoft Access database is used by RetailManager to store information, switching this setting off may help prevent shopfront database corruption.

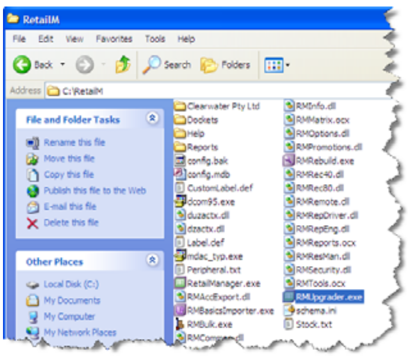
CAUTION : **Turning off opportunistic locking** To turn off the opportunistic locking setting, you need to edit the server's registry. If edited incorrectly, the server may no longer be usable. We strongly recommend speaking to your system or network administrator to assist in making this change. For more information on how to switch off opportunistic locking, go to http://support.microsoft.com/ and search for 'Configuring opportunistic locking in Windows' (article ID #296264).

Resolving corruptions

There are a number of steps that you can take to resolve corruptions in your RetailManager database. Wherever possible, you should perform these steps on your server, as this is more reliable than working over a network. If you require any assistance, contact RetailManager technical support.

Rebuild and compact your shopfront database To rebuild and compact your shopfront database, see 'Rebuilding and compacting your shopfront database' on page 281.

Upgrade your shopfront database To upgrade your shopfront database, use the **MYOB RetailManager Upgrader**, located at C:\RetailM\RMUpgrader.exe.



After using the MYOB RetailManager Upgrader, all structural information in your shopfront database is corrected, and any missing structural information is re-created. A log file that assists in resolving database corruptions is also produced, and can be read only by MYOB. You can upgrade your shopfront database even if you have upgraded it previously.

Restore your shopfront database from a backup file To restore your shopfront database from a backup file, see 'Restoring your shopfront from a backup file' on page 281.

CAUTION: Information loss and corruption when restoring your shopfront database from a backup file
When restoring your shopfront database from a backup file, you will lose any information entered in RetailManager between the time of initial backup and the time of the corruption. To check your restored shopfront database for corruption, run the **Rebuild/Compact** function on it prior to use to make sure that the backup itself is not corrupted.

Submit your shopfront database to MYOB To submit your shopfront database to MYOB for repair, you will need to complete a Database Submission Request form. You can obtain a copy from RetailManager technical support.

Sending your shopfront database using FTP

For support issues that involve database analysis and repair, MYOB may require a copy of your shopfront database. File Transfer Protocol (FTP) is an effective way of transferring your shopfront database across the Internet. If you are asked to send your shopfront database to MYOB using FTP, use the following instructions.

Requesting an FTP account

In order to access the MYOB FTP server, you will need an FTP account. You can request one by emailing rmdatafiles@myob.com.au with your MYOB RetailManager serial number in the subject line. Make sure to include your company details. You will receive a confirmation email from MYOB when your account has been created.

NOTE: File security Although a unique account is created for each FTP user, for additional security it is important that you place a password on your shopfront database. To set a password for your shopfront database go to the **Setup** menu, choose **Security**, click the **Assign Staff to Staff Groups** tab and then click **Set Shopfront Password.**

Uploading your shopfront database to the MYOB FTP server

NOTE: Shopfront database backup We strongly recommend that you back up your shopfront database before uploading it. This will reduce the size of the file and increase the speed of the upload.

1. Open your Internet browser and go to ftp://datafiles.myob.com.au/
2. If you have FTP software installed and set up on your computer:
   a. Log in using your RetailManager serial number as your user name and password.
3. If you do not have FTP software installed and set up on your computer:
   a. Log in using your RetailManager serial number as your user name and password, and then minimise your Internet browser.
   b. Open Windows Explorer and select the shopfront database you want to upload.
   c. Right-click the database icon and choose **Copy**.
   d. In your Internet browser, go to the **Edit** menu and choose **Paste**. The file you selected should begin to upload. A status box will show the progress of the upload.
   e. Repeat these steps for any other files you want to upload. The file(s) will now begin to upload from your computer to the new folder you created on the MYOB FTP server.
4. Once you have uploaded your database, email rmdatafiles@myob.com.au to confirm you have uploaded your database. In the email please include your RetailManager serial number, your company details, the name of your uploaded database and a brief description of why you have sent your database. This email will determine your place in the file repair queue.

   NOTE: FTP software and connection issues Due to restrictions from ISPs (Internet service providers), internal firewalls and Internet security settings, we cannot guarantee that you will be able to access the FTP server. MYOB is unable to provide support for FTP software or connection issues. For more detailed instructions on using your FTP software, refer to your FTP software documentation.

Making sure your shopfront database has uploaded properly

To make sure your database has uploaded properly, compare the size of the database on your hard drive and the uploaded database on the FTP server. In Windows Explorer, right-click your database and choose **Properties** to find the file size in KBs. Then, on the MYOB FTP server, right-click on your uploaded database and choose **Properties** to find the uploaded file size in MBs (there are 1024 KBs per MB). The file sizes should match. You can also download and test the databases to make sure they have uploaded properly.

Difficulties using FTP to submit your shopfront database

It may take considerable time to upload or download files depending on their size, your connection speed and the amount of traffic on the Internet. If the transfer is going to take longer than 30 minutes it may time out and you will have to start again. This is especially the case for dial-up modem connections. If the size of your database is over 10 MB and you are running dial-up Internet you may have difficulties using FTP to submit your database. If you are having difficulties submitting your database, we recommend that you post a copy of it to us to minimise further delays.

NOTE: **Restoring your repaired shopfront database** For information on restoring your repaired shopfront database, go to myob.com.au/supportnotes and view support note 9199 on restoring a repaired data file.

Sales, lay-bys, credit notes, and gift vouchers

A customer wants a refund for a product

Perform a sale as usual but make the quantity sold a negative quantity, for example '–1' instead of '1'. Make sure you refund using the same payment type. Do not use the **Returned Goods** window as this is for returns to suppliers only.

A customer wants to exchange a product

Sell the item the customer wants in the usual way. Enter the details of the product being returned as if you were selling it again, but enter the quantity of the product being returned as a negative quantity.

If the price of the returned product differs from the price of the initial purchase, you may have to refund (by cash or credit note) the difference, or the customer may have to pay the difference.

I used the wrong Staff (or Customer) No for a sale. How do I correct it?

Refund the sale using the same Staff (or Customer) number, that is, reenter the sale with a negative quantity in the **Qty** column, and reenter it with the correct details. For security reasons, MYOB RetailManager locks all transactions once they have been committed.

A customer wants to cancel one of three items on lay-by

If you are using the **Sales Period (inc. Lay-bys)** report, you should not edit lay-bys as this can cause the report to show invalid data. You should cancel the existing lay-by, refund any payments made, and recreate the lay-by for the two items.

If you don't use the **Sales Period (inc. Lay-bys)** report, make sure the **Don't Allow Editing of Lay-bys** option in the **General Options** window is deselected. To edit the lay-by, go to the **Lay-by Payments** window and select the lay-by. Highlight the item you want to remove and press ENTER. The item will appear at the top of the grid. Press DELETE to remove the item. Make sure you use the lay-by payment type. If the customer only has a single stock item on lay-by, you will have to cancel the lay-by, and refund any payments that have been made.

See 'To cancel or refund a lay-by' on page 211 for more information.

A customer cancelled a lay-by and I want to refund the lay-by admin fee

If your store charges an administration fee for lay-bys, for example $5, if a customer cancels the lay-by you will have to refund this fee.

You can do this by creating a stock item called 'Admin Fee', with a price of $5 and a static quantity. 'Sell' this stock item when you make the original lay-by sale. Then when the lay-by is cancelled, refund the lay-by and then refund the Admin fee 'sale'.

A customer purchases a $200 item and want to pay half in cash and put half on their account

Ring up the sale as normal, select the **Cash** payment method and enter $100 and then select the **Account** payment method. MYOB RetailManager will put the entire sale on account and then list an invoice payment of $100.

A customer lost the docket from a purchase 10 months ago and needs a copy of it for tax or warranty purposes

If you have stored your old data offline for this period, you will need to merge it back into the system before you can locate the docket. There are three ways of locating the docket:

- Press CTRL+L to view the **Lookup Transactions** window and select the criteria. When you find the docket, press F4 to reprint it.
- View the product's audit trail (from the **Audit** tab in the **Stock** window), locate the sale and press F4 to reprint the docket.
- View the customer's purchase history (from the **Purchases** tab in the **Customers** window), locate the transaction and press F4 to reprint it.

A customer returns some goods and I want to give them a credit rather than a cash refund

See 'To refund by credit note' on page 200.

I want to verify a returned sale without a receipt

Goods are often returned by customers because they don't fit, are the wrong colour, and so on. They have often lost the receipt, so the problem is how to check that they actually purchased the goods from the store.

The **Audit** tab in the **Stock** window gives you a complete history of any stock item. From this list you can view any individual sale made of the stock item. This should hopefully provide sufficient information to confirm that the sale was made at your store.

I want to issue free gift vouchers to mailing list customers

Create a payment type called 'Marketing'. Then issue a $20 gift voucher to each customer on the mailing list, using the 'Marketing' payment type to pay for it.

This means that when you cash up, these transactions using the 'Marketing' payment type will be easy to isolate.

You can also create a banking group to account for these marketing expenses correctly in your business management software package. See 'Setting up RetailManager to export to your business management software' on page 42 for more information.

I am required to enter a customer number for credit notes, gift vouchers and lay-bys, but the customer does not want to give their details

Create a 'general' default customer, i.e. a customer you can use for customers that do not want to give their details. You would also use this customer record for customers who are redeeming gift vouchers.

I have 5000 pre-printed and numbered customer cards. Can I use them?

Yes, when issuing a card, enter the number in the **Sales** window or **Customers** window and you will be prompted to enter the customer's details. For this to work the customer card's number must not have already been used in RetailManager.

If the customer card number has been used already, you can reallocate the existing customer number.

I want to give the window cleaner $10.00 out of the till. Will my till balance later?

Yes. To do this, you should create a payment method in the **Payment Type** view of the **Options** window called ‘Cash Out’, ‘Petty Cash’, or similar. Then in the **Sales** window, select the **Cash** payment method and enter ‘–10.00’ and then select ‘Cash Out’. It would be advisable to put the receipt in the till so as to balance when you cashup at the end of the day.

You can also create a banking group to account for these marketing expenses correctly in your business management software package. See ‘Setting up RetailManager to export to your business management software’ on page 42 for more information.

I want to prevent my staff from seeing my cost prices in the search window or in the Profit Details frame in the Sales and Lay-by Payments windows

Activate security on **Cost Pricing** in the **Security Options** window.

I want to sell an hourly ‘Mechanic’s Labour’ charge for $65.00 per hour for which we are charged $48.00 per hour

Create a product in the **Stock** window and call it ‘Mechanic’s Hourly Charge’. Set the cost to $48.00 and the sell to $65.00.

Make sure you select the **Static Quantity** option in the **Stock** window for the stock item. This means that whenever you sell one of these products, the **Qty** field always remains the same.

I have 5000 stock items and I need to sell a ‘Galvanised 30 mm Flathead Nail’, but the bar code is missing. Do I have to search though the entire list with F2?

No, where you would normally scan the product, type `=gal*30*nail` and press ENTER. RetailManager will display all products that start with ‘gal’, have ‘30’ in the description and ends with ‘nail’.

Some of my products are too large to carry to the scanner. Do I have to remember the 15-digit bar code?

No. Instead of entering the product code in the **Bar code** field, enter the ‘=’ sign, then a part of the product description and press ENTER.

I allocated a $25 sale to Visa instead of Cash. How do I correct it?

In the **Sales** window, move down to **Payment details** without entering any stock items, select **Cash** and enter $25.00, then select **Visa** and RetailManager will display ‘-$25’. If you want, press F3 to enter a comment that explains what you are doing. Commit this and your till has been corrected.

How can I display discounts given on specific items on customer dockets?

In the **General Options** window, deselect the **Use Shortened Sales Docket** option. The standard docket prints the RRP and the actual—in this case discounted—sell price.

How can I work out a 12 % discount off one item in a multi-item sale?

When in the **Sell** field in the item line, type `S-12%` and press ENTER.

I usually have all the skip fields set, but occasionally I need to enter a Customer Number or a Discount. How do I access these fields without changing my options?

If you press F12 or SHIFT+TAB from any field, the cursor will move to the previous field, even if you have selected the **Skip field** option.

Do I have to enter my staff number before each sale?

No. In the **Security Options** window, make your staff number the Default staff number. RetailManager will display your staff number in the **Sales**, **Lay-by Payments** and **Debtor Payments** windows.

How can I prevent staff from adjusting the sell price of items during a sale?

In the **Security Options** window, activate the **Lock Sell Price** option. The **Sell** field becomes display only and cannot be edited.

A customer wants to buy $40 worth of fruit that I sell for $1.50 per kilogram. How do I calculate this quantity easily?

Make sure that the **Allow fractional quantities** is selected for this item in the **Stock** window.

In the **Qty** field, type T40 (where 40 is the amount the customer wants to spend).

RetailManager will display 26.66 (kilograms) in the **Qty** field, being the quantity you can sell for $40.

The same method can be used for selling fuel.

I usually have 'Scan Individual Quantity' set. How can I not skip 'Qty' when a customer wants to return an item?

In the **Sales** window, press CTRL+I.

Purchase and customer special orders

A customer placed three items on special order, but cancelled one of the items

Go to the **Admin** menu, choose **Cancel Orders/Orderlines/CSO** and click the **Special Orders** tab. Highlight the product the customer does not want and press ENTER.

If you have allocated this item to a supplier, MYOB RetailManager automatically removes the item from the pending list in the **Allocation of Customer Special Orders** window.

The supplier sent me part of my order 10 days ago and I entered the goods in 'Goods Received'. I have now received the rest of the goods but can't locate my purchase order

You probably have set RetailManager to reject back orders from this supplier. Display the supplier's record in the **Suppliers** window and deselect this option if you plan to accept back ordered items from this supplier in the future.

I ordered 20 bags of rose fertiliser from my supplier and received 24, as well as a bag of lawn feeder which I didn't order. If I want to keep them all, how do I enter them in RetailManager?

Display your purchase order in the **Goods Received** window and change the rose fertiliser quantity from 20 to 24.

In a separate line, enter the product code for the lawn feeder and create the item either in the **Goods Received** or **Create New Stock Item** window.

How can I find out the status of a customer special order?

Go to the **Lookup Transaction** window and click the **Special** tab. Find the order by entering the appropriate search criteria. The **Status** column will display status of the special order as either 'Pending', 'On Order', 'Received' or 'Collected'.

Debtor payments and invoices

I accidentally paid off Customer A's account invoice with a cheque received from Customer B. How do I fix it?

1. In the **Reverse Debtor Payments** window, enter Customer A's customer number, and select the payment from the grid.
2. Enter the reason for the reversal in the **Comments** field and commit the transaction. This will correct Customer A's account.
3. Pay off Customer B's account in the **Debtor Payments** window as normal.

How do I customise my invoices?

To customise invoices you will need to use Crystal Reports from Seagate Software. Contact your MYOB RetailManager Professional for more information.

How can I prevent my staff from selling items on account to customers who have overdue invoices?

Select the **Account Security** option in the **Security Options** window and enter a password. Whenever an overdue or over credit terms account is being used, this password must be entered. See 'Tax codes' on page 54 for more information.

How do I give a customer a discount when they pay off their account?

You can do this in the **Debtor Payments** window. It will also generate another transaction to reflect the loss of profit, as the profit shown on the original sale would have been overstated. See 'Customer statements' on page 240 for more information.

How do I write off a bad debt or record a petty cash transaction?

RetailManager does allow you to record bad debt and petty cash transactions and have them correctly accounted for in your MYOB business management software.

The process involves creating a new bad debt or petty cash payment type, linking it to an export group, recording the transaction in RetailManager, and then accounting for the transaction when you cash up.

1 **Create a new payment type**.

To do this, go to the **Setup** menu and choose **Options**. The **General Options** window appears. Choose **Payment types**. The **Payment Type** window appears. Click **Add** and enter a name for the payment type, for example 'bad debts' or 'petty cash'. Click **OK** and then **Apply**.

See 'Payment Type options' on page 28 for more information about payment types.

2 **Create an export group**.

To do this, choose the **Accounting Options** window, and enter the name of the account, for example 'Petty Cash' or 'Bad Debts' in the **Export Group & A/C code** field. Enter an expense account that has already been set up in your MYOB business management software to deal with bad debts or petty cash. See 'Setting up RetailManager to export to your business management software' on page 42 for more information about setting up export groups.

3 **Record the petty cash or bad debt transaction in RetailManager.**

If you are:

- **writing off a bad debt**, go to the **Debtor Payments** window. Enter your staff number and select the required customer. Select the customer's invoice and enter the amount to be written off in the **Paying** field. Choose the Bad Debts payment type you created in the **Payment Details** list and commit the transaction.
- **writing off petty cash**, go to the **Sales** window. Enter your staff number. Highlight the **Cash** payment type in the **Payment Details** list, and enter the amount of petty cash you are writing off as a negative amount. Then highlight the **Petty Cash** payment type and enter the amount of petty cash you are writing off as a positive amount. Commit the transaction.

4 **Account for the Petty Cash or Bad Debt transaction when cashing up.**

When you cash up, you need to record the total amount of the petty cash or bad debt transaction against the Petty Cash or Bad Debt payment type.

See 'Cashing Up' on page 249 for more information about cashing up.

Goods received and returned goods

After I commit my ‘Goods Received’, the Bar Code window doesn’t display

Go to the **General Options** window and select the **Print Bar codes with Goods Received** option. Go to the **Tools** menu, choose **Reprint**, and **Last Goods Received**.

If you have already committed your Goods Received, and you didn’t have this option checked, you can always go to the **Custom Bar Codes** window in the **Tools** menu, click **Load Options**, and then click the **Goods Received** tab. In this window you can print bar codes for any Goods Received transaction you have already committed.

How do I receive several invoices before printing my bar codes?

After each ‘Goods Received’, ALT+TAB back to the **Goods Received** window, leaving the **Print Bar codes** in the background. The bar code printing grid will keep accumulating items until you either print them or close the window.

I usually round cash transactions to the nearest dollar and but don’t want to round account transactions. How do I set the rounding rule?

If cash transactions are more common in your business, you can set the rounding rule to the nearest dollar for the **Cash** payment type.

To change the rounding for the payment type, go to the **Setup** menu and choose **Options**. The **General Options** window appears. Choose **Payment Type**. The **Payment Type** window appears. Select the **Cash** payment type and click **Edit**. Set the **Round to nearest** option to **$1.00** and click **OK**.

When a sale is made, RetailManager will display the rounding amount in the **Discount** field. If you don’t want to round the total, simply delete the amount in the **Discount** field and process the sale as normal.

I need to sell a new item which has just arrived, but it is part of a delivery of 237 items. Do I have to receive all the items prior to selling the one I need now?

No. As soon as you have created a stock item in the **Goods Received** or **Stock** window, you can go to the **Sales** window and sell it. However, the quantity of the stock item will not be increased until you commit the **Goods Received**.

When recording a Goods Returned transaction, no invoice number appears when I enter the stock item bar code

This means that the stock item that you are returning has never been received from that supplier.

What’s the fastest way to receive 4 pairs of jeans in 3 different sizes into stock?

You can click the **Duplicate Stock** button in the **Goods Received** window to quickly create one or more duplicates of an item. For details, see ‘To add duplicate stock items in the Goods Received window’ on page 136.

Creating duplicates is even simpler if you have already set up a department with appropriate categories (size, for example). You can use the **Departments & Categories Assistant** to set up departments and categories. For details, see ‘Maintaining stock items’ on page 93.

How do I work out the most profitable product mix for the store?

Use the **Profit** reports, particularly the **Profit by Supplier** report, which analyses the turnover and profitability of each supplier. This information can be of more use than knowing the sales performance of a specific stock item over a period of time.

I have received a part quantity of an item—8 1/2 kilos of birdseed. How do I enter it in RetailManager?

If this is:

- **a new product**, and you are receiving it through Goods Received, choose the extended stock creation option and select the **Allow Fractional Quantities** option (in the **Create New Stock Item** window). Then enter `8.5` in the **Qty** field in the **Goods Received** window.
- **an existing product**, bring up the item record in the **Stock** window, and select the **Allow Fractional Quantities** option. Then enter `8.5` in the **Qty** field in the **Goods Received** window.

Stocktake

I committed the stocktake by accident and now I have zeroed all my stock quantities. How can I recover them?

Just before you commit a stocktake, MYOB RetailManager makes a backup of your recent.mdb, offline.mdb and archive.mdb files in the Stocktake Backup folder within your shopfront folder. Restore these files. See 'Maintaining your shopfront database' on page 278 for more information.

After committing the stocktake, I noticed that some products were not counted. Do I have to do another complete stocktake?

No. You can make single item adjustments using the **Single Item Stocktake** function. For more information see 'Adjusting stock levels of a single item' on page 177.

What do I do if I entered a count of 90 when I should have entered only 9?

If you haven't already committed the stocktake, click the incorrect line in the stocktake grid and enter the correct count.

If you have already committed the stocktake, you will need to make a single item adjustment. For more information see 'Adjusting stock levels of a single item' on page 177.

Each stock item is located in many places in my shop—how can I see if I have double-counted an item?

By clicking on the **Description** column header in the stocktake grid, the grid will be sorted by description. You will now be able to view all the counts of a particular stock item.

How do I monitor stock shrinkage through shoplifting?

You can monitor stock shrinkage by regularly running partial stocktakes for the relevant department or category. This is a much easier and faster option than running a complete stocktake.

You can also run the **Shortages** report. This report displays any shortages in stock quantities for the selected category or custom fields. See ‘Reports’ below for more information.

How can I remove stock from inventory without creating a sale?

You can make a single item adjustment using the **Single Item Stocktake** function. For more information see ‘Adjusting stock levels of a single item’ on page 177.

Stock window

The Audit tab of the Stock window shows that I have sold 3 of an item but I still have 3 in stock when I should have zero

The **Static Quantity** field may have been set when the sales were made. To correct your stock levels, make an adjustment in the **Single Item Stocktake** window. For more information see ‘Adjusting stock levels of a single item’ on page 177.

When I scanned an item in the Sales window, RetailManager told me that the item could not be found

You have either deleted the item or opted to hide it in searches and reports. Enter the item bar code in the **Stock** window. If the item was not deleted, the item details will be displayed. Deselect the **Hide in Searches/Reports** option.

We have a code 345 which is used for ‘BIC Black Pen’ and another staff member created code 784 for exactly the same item. How can I move all the data from one into another?

You can do this in the **Merge/Delete Records** window. For more information see ‘Merging stock items’ on page 122.

The supplier has changed the product code of an existing item, so when I attempted to receive it, RetailManager told me that it was a new item. How can I change this product’s code so I don’t end up with two?

You can do this in the **Reallocate Numbers** window. For more information see ‘Reallocating bar codes’ on page 152.

How can I change the quantity of a product in the Stock window?

You can’t change the quantity of a stock item directly in the **Stock** window. Stock item quantities change in response to Sales, Goods Received and Goods Returned transactions, or when you do a stocktake (see ‘Stocktaking and stock adjustment’ on page 167)or merge stock items (see ‘Merging stock items’ on page 122).

When viewing the Audit tab in the Stock window, I want to see all of the 'Goods Received' together

Click the **Trn** (Transaction) header and the grid will be sorted in alphabetic order of **Trn**. Thus all Sales, Goods Received, and so on, will be grouped together. This sort method works in other grids too. By default, the grid is sorted by date.

How can I delete a category heading?

You cannot delete a category heading. You can, however, rename the heading, remove it from a department, or change the values that belong to it.

Can I have Supplier A as my default supplier for a product, and also receive the product occasionally from Suppliers B and C?

Yes. RetailManager allows you to receive products from suppliers other than your default supplier. When the product is received from a different supplier, an alert message appears to make you aware of this. Simply click **OK** to continue.

I sell books and want to record the publisher of each book. I don't want to enter it as part of the 'Description'

In the **Security Options** window, label one of the Stock Custom fields 'Publisher'. The **Publisher** field appears in the **Stock** and **Create New Stock Item** windows. Record the publisher of each book here.

How do I sell a hat, overcoat, and a pair of gloves as a package?

Create a stock item using a descriptive name such as 'Clothing Package', and select the **Package** option to flag this item as a package. For more information about grouping stock items as a package, see 'Packages' on page 115.

I want to remove a component from a package and add another

See 'To update package details' on page 117.

I receive a product from several suppliers. How can I find out who gives me the best deal?

The **Supplier** tab in the **Stock** window lists all the suppliers you have received the product from, together with the cost of the product.

Reports

When viewing reports, the date is too small to read

Increase the zoom percentage in the **Zoom** field ( ) located at the top of the **Reports** window. For more information see 'Using the MYOB RetailManager report viewer' on page 268.

I am viewing the What's in Stock report. I have over a thousand products in inventory. How do I find a particular item in the list?

Click the search icon ( ) at the top of the **Reports** window. For more information see 'Using the MYOB RetailManager report viewer' on page 268.

How do I open a report in Excel?

Click the export icon ( ) at the top of the **Reports** window and select **Excel** as the export format. Select **Application** in the **Destination** field and click **OK**. The report will open in Excel. For more information see 'Using the MYOB RetailManager report viewer' on page 268.

Can I conduct a customer survey using RetailManager?

Yes. Label the **Custom** field in the **Sales** window 'Survey' (see 'Custom options' on page 39) and enter the customer's survey responses in this field during a sale. Run the **Survey** report to view the count for each survey response.

My system slows down when I run a report. How can I improve the speed?

You can improve the speed by storing your old data offline. See 'Storing data offline' on page 284 for more information. Also see 'Improving the performance of RetailManager' on page 318 for general information about running RetailManager at optimal speed.

General

My system slows down when I commit a transaction. How can I improve the speed?

You can improve the speed by storing your old data offline. See 'Storing data offline' on page 284 for more information. Also see 'Improving the performance of RetailManager' on page 318 for general information about running RetailManager at optimal speed.

When I do a cashup the expected takings don't equal my sales

The expected takings include all lay-bys and debtor payments. As these are not regarded as sales in RetailManager (lay-bys are not regarded as sales until the lay-by has been fully paid off and the goods taken by the customer), the takings will not equal sales. Account sales are treated as sales but no money is taken, thus sales may not equal expected takings whenever lay-bys, debtor payments or account sales are involved.

When I do a cashup, where are the backups that are created stored?

RetailManager creates separate backups for each cash drawer and puts the backups into folders called ‘Monday Backup\Drawer A’, ‘Tuesday Backup\Drawer A’, and so on—one for each day of the week. These are located within your Shopfront folder in the RetailManager program folder, and are overwritten each week.

I get a “Unrecognised Database Format” error message

If the power cable is disconnected from your computer while you are committing a stocktake, you will receive the ‘Unrecognised Database Format’ error message when RetailManager is restarted.

Rebuild and compact your database (see ‘Rebuilding and compacting your shopfront database’ on page 281). If this does not work, you will need to restore from a backup (see ‘Restoring your shopfront from a backup file’ on page 281), or contact your MYOB RetailManager Professional or technical support.

Appendix a: Setting Up Hardware

This section describes how to set up your hardware devices—docket printer, cash drawer, pole display, terminal, scales and bar code scanner.

We recommend that you seek assistance from an MYOB RetailManager Professional or specialist reseller, to make sure that your retail system is set up and configured properly to best meet your needs.

We have endeavoured to include as much information as possible about configuring your hardware for MYOB RetailManager. This information should be used in conjunction with the documentation supplied with your hardware, and any advice obtained from your MYOB RetailManager Professional or specialist reseller.

Before you set up your hardware To ensure that your hardware devices are identified and configured correctly in RetailManager, connect them to your computer and turn them on.

NOTE : Communication ports and USB ports Many of the retail hardware devices that you can connect to your RetailManager computer require a dedicated communication port (COM port) or a USB port. Ensure your computer has enough COM ports and USB ports to support the hardware you require.

The following topics are included in this section.

Control codes

[Com Ports and Parallel ports only] Hardware devices such as cash drawers, docket printers, scales and pole displays require a signal to be sent from the computer (to which they are connected), in order to perform a specific task. For example, the docket printer requires one signal from the computer to activate the paper cutter, and another signal to print in a second colour.

These signals are sent from your computer to your docket printer in the form of *control codes*. Your printer documentation will present these control codes in one of the following formats: as hex values, as decimal values, or as control characters.

You will need to enter these control codes in RetailManager as part of the process of configuring your docket printer.

Control codes can only be entered as *control characters* in RetailManager:

- If your hardware documentation presents control codes as control characters, you can enter them directly in RetailManager.
- If the documentation presents them as hex or decimal values, you will first need to convert these values to control characters before entering them in RetailManager.

  For example, your cash drawer manual states that the code to open the cash drawer is '12 H' (where H indicates Hex). This hex value, when converted to a control character, is CTRL+R, which is the value you need to enter in RetailManager.

We have tried to make this process as simple as possible. The control codes for some common brands of hardware devices will appear automatically in the **MYOB RetailManager Hardware** window. We have also provided a conversion chart in this section to help you convert hex and decimal values to the format used in RetailManager. For the conversion chart, along with full instructions on how to convert to control codes and enter them in RetailManager, see 'Converting to control codes' on page 388.

Note that while the control codes we have provided were accurate at the time of writing, these values are subject to change by manufacturers. We recommend that you check with your hardware documentation or hardware supplier.

Note also that due to differences between individual computers and operating systems, special characters may not be displayed correctly on your machine when you enter them in the required field of the **MYOB RetailManager Hardware** window. This does not mean that the code you have entered is incorrect, only that it is not being displayed correctly on your machine. RetailManager records the code as you type it, not necessarily as it is displayed on screen.

Setting up a docket printer

MYOB RetailManager works with the majority of docket printers. RetailManager supports two docket widths: 40 column and A4 (80 column). A maximum of 40 characters can be printed on a single line in a 40 column docket.

In addition to your sales dockets, you can also print your lay-by dockets, invoices, payments, goods received and returned, and orders on your docket printer.

NOTE: Troubleshooting docket printers See ‘Docket printers’ on page 328 for troubleshooting tips.

Serial and parallel port printers You can connect a docket printer to your computer using either a serial (COM) port or a parallel (LPT) port. The number of printers you can connect depends on the number of ports you have available on your computer. For example, you will need two parallel ports to run a report printer and a docket printer using parallel ports.

If you are using a serial printer, make sure the serial cable supplied comes from the printer manufacturer, as other serial cables may not work.

If you are using either a serial or parallel port, do not install any drivers included with your printer—RetailManager communicates with the printer directly.

If your docket printer has a cash drawer connected to it, you must select the same port for both. For example, if you connect your docket printer to a serial port, you must select this serial port in RetailManager for both your docket printer and cash drawer.

USB Printer If you are using a USB docket printer, you need to install the driver software supplied with your docket printer. Follow the instructions from your manufacturer to install the driver software.

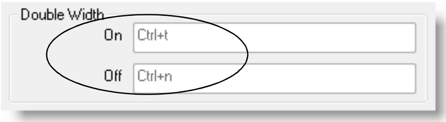
Docket printer features supported by RetailManager RetailManager supports the following docket printer features:

- paper cutter—RetailManager supports both perforated cut and full cut.
- normal width and double width printing.
- black ink and red ink (second colour printing).

Note the following points about these features:

- Not every feature is supported by every docket printer.
- These features are activated by entering a set of control codes in RetailManager (see ‘Control codes’ on page 372 and ‘Converting to control codes’ on page 388 for more information).

  These codes vary from printer to printer and should have been supplied with your docket printer. For some common docket printer models, RetailManager provides the control codes in the appropriate fields. Refer to your printer documentation and check that these values are correct.
- Most docket printers require you to enter an **On** control code to activate a feature (for example, double-width printing) and an **Off** control code to turn off the feature.



If your printer requires both **On** and **Off** values, enter them in the fields provided. Some printers require only the **On** control code (the feature is turned off automatically). In this case, you would enter only the **On** value in RetailManager and leave the **Off** field blank.

- If you don't require a supported feature, simply delete the control codes displayed in the fields.

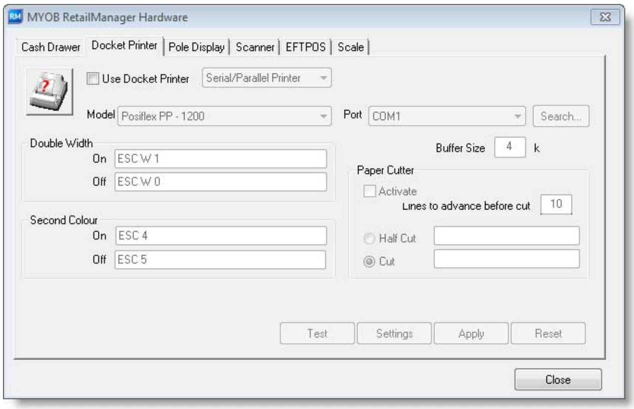
To set up your docket printer

NOTE: To set up a Posiflex PP 8000 USB thermal docket printer For information on setting up a Posiflex PP 8000 USB thermal docket printer, go to myob.com.au/supportnotes and view support note 9374. For troubleshooting see 'My Posiflex PP 8000 USB thermal docket printer does not work in RetailManager' on page 333.

1 [USB docket printers only] Install the driver software supplied with your printer. Follow the instructions from your manufacturer to install the driver software.

2 Go to the **Setup** menu and choose **Hardware**. The **MYOB RetailManager Hardware** window appears.

3 Click on the **Docket Printer** tab. The **Docket Printer** window appears.



4 Select the **Use Docket Printer** option.

5 From the drop down list, select either the **Serial/Parallel Printer** or **USB Printer** option.

If you selected this...	Do this...
Serial/Parallel Printer	1 Click in the **Model** field and select your docket printer model from the list. If your printer model is not listed, select 'Other'. If your printer supports second colour printing, double width printing or a paper cutter, the control codes required to activate these features are displayed in the appropriate fields. 2 Click in the **Printer Port** field and select the port from the list. If you want to automatically search for your docket printer, click **Search**. RetailManager searches for printers physically connected to your computer and, if you are using a Local Area Network (LAN), printers available over the network. When the search is complete, select your printer from the **Port** list. If your docket printer is connected to your serial port, click **Settings** and complete the **Baud Rate**, **Data Bits**, **Parity**, **Stop Bits** and **Flow Control** fields. Then, click **Apply**. You can find the values for these fields in your printer documentation. NOTE: **Separate port** If you are using other RetailManager hardware (such as a pole display or EFTPOS terminal) that uses the same **type** of port as your docket printer, make sure you have separate ports available for your other hardware.
USB Printer	Click in the **Model** field and select your docket printer from the list. If your printer supports second colour printing, double width printing or a paper cutter, the control codes required to activate these features are displayed in the appropriate fields.

6 Select the **Activate** option and select either **Half Cut** or **Cut** to activate the paper cutter.

NOTE: **No paper cutter** Deselect the **Activate** option if your printer does not have a paper cutter.

RetailManager displays the Paper Cutter control codes for your selected printer. Check that these values are correct and change them if required.

[Serial and Parallel port printers only] If you selected 'Other' as your printer model, enter the correct control codes in the **Paper Cutter** fields. Refer to your printer documentation for these values.

In the **Lines to advance before cut** field, enter the number of lines you want the docket to advance before it is cut. The recommended number of lines is 10.

Click **Test** to make sure your paper cutter is functioning correctly as per your specifications.

7 RetailManager displays the double-width printing control codes in the Double Width **On** and **Off** fields for your selected printer. Check that these values are correct and change them if required.

[Serial and parallel port printers only] If you specified 'Other' as your printer model, find these codes in your printer documentation and enter them in the appropriate fields.

8 Click **Test** to make sure your printer is printing double-width. On the docket that is printed, the first line 'Double Width On' should be printed in double width, and the second line 'Double Width Off' should be printed in normal width.

NOTE: Double-width printing If you do not require double-width printing, delete the values in the Double Width **On** and **Off** fields.

9 RetailManager displays the second colour printing control codes in the Second Colour **On/Off** fields for your selected printer. Check that these values are correct and change them if required.

[Serial and parallel port printers only] If you specified 'Other' as your printer model, find these codes in your printer documentation and enter them in the appropriate fields.

10 Click **Test** to make sure your printer is printing in a second colour. On the docket that is printed, the first line 'Second Colour On' should be printed in the second colour available, and the second line 'Second Colour Off' should be printed in black.

NOTE: Second colour printing If you do not require second colour printing or you are using a single colour ribbon, delete the values in the Second Colour **On/Off** fields. If your printer cannot print in two colours, do not enter any values in the Second Colour **On/Off** fields.

11 Click **Apply** to save your changes and **Close** to close the window.

12 Specify the type of dockets you want to print to your docket printer. For more information, see the following section.

Setting up printing options

Once you have set up your hardware settings for your docket printer, you need to specify the type of dockets you want to print to it—sales dockets, invoices, orders, payments, etc. This is done by selecting the **Docket (40 column)** option for each docket type in the **Printing Options** window. For full instructions on setting up your printing options, see 'Printing options' on page 31.

Sharing docket printers (serial printers only)

You may want to share a docket printer between two or more tills. MYOB RetailManager allows you to share both docket and report printers between tills.

When you share a docket printer between tills, the printer features need to be activated locally in each computer. Note that you do not have to specify the same settings for each computer. For example, Computer A can opt to turn off second colour printing and select a perforated cut, while Computer B can print in second colour and select a full cut. For more information on activating these docket printer features, see 'Setting up a docket printer' on page 373.

To share a docket printer between two tills installed on different computers—for example, Computer A and Computer B—you need to do the following:

- **Step 1**—Install the generic printer driver on the computer the docket printer is plugged into (Computer A). Make the **Generic/Text Only** printer a 'shared' printer, and grant Computer B permission to print to it.

  See 'Install a generic printer driver and share the printer' on page 377.

- **Step 2**—On Computer B, start up RetailManager and select the shared G**eneric/Text Only** printer that you set up on Computer A.

  See 'Task 2: Select the shared printer in RetailManager' on page 377.

Task 1: Install a generic printer driver and share the printer

Windows Vista

1 Click the Windows **Start** button at the bottom left corner of the window and then click **Control Panel**. The **Control Panel** window appears.

2 Click **Hardware and Sound** and then click **Printers**. The **Printers** window appears.
   - If there is an icon in this window called **Generic/Text Only**, then your **Generic/Text Only** printer is already set up. Read step 4 to make sure that you have the correct settings, then go to step 5.
   - If there is no **Generic/Text Only** icon, then you will need to create it. Continue with this procedure.

> NOTE : **Shared device must be in the same network domain** You need to make sure that the computer the docket printer is connected to is in the same domain as the computers that will be sharing the printer.

3 Choose **Add a printer**. The **Add Printer** window appears.

4 Complete each step in the **Add Printer** window.

   Generally, the following settings should be chosen when defining the printer. Note that the **Add Printer** window may request the Windows CD-ROM during installation.

   a Choose **Add a local printer**.

   b Select the port the printer is connected to.

   c Select **Generic** in the **Manufacturer** list. **Generic/Text Only** should be highlighted in the **Printers** list.

   d Confirm the printer name.

   e When you click **Finish**, the **Generic/Text Only** icon should displayed in the **Printers** window.

5 Make the printer shared by doing the following:

   a Highlight the **Generic/Text Only** icon, right-click and choose **Properties**.

   b Click the **Sharing** tab and then click **Change Sharing Options**. If you are not logged in as Administrator, you will be prompted to enter the Administrator password.

   c Click the **Share this printer** option and enter a **Share name**. This name will appear as the printer name on the network. Make sure you enter a name that all users can identify easily. Do not use any apostrophes or spaces when entering a share name.

6 Click **Apply**.

7 Click **OK** to close the printer's **Properties** window.

Task 2: Select the shared printer in RetailManager

You have installed the generic printer driver on the computer the docket printer is connected to, made the printer shared, and granted permission to other users to print to it. The next step is to select the shared printer in each computer that will be sharing it.

To select the shared printer

1 Go to the **Setup** menu and choose **Hardware**. The **MYOB RetailManager Hardware** window appears.

2 Select the **Serial/Parallel Printer** option

3 Click the **Docket Printer** tab and select the **Use Docket Printer** option.

4 Select your printer model from the **Model** drop-down list.

5 Click in the **Printer Port** field and select the shared printer from the displayed list. The printer name will appear as, for example, '\\Jupiter\Generic Text', where 'Jupiter' is the name of the computer the docket printer is connected to and 'Generic Text' is the name of the shared printer.

> **NOTE: Selecting correct printer** Make sure you select the SHARED printer. This printer should not be confused with the local Generic/Text Only printer that you may have set up on your computer.

6 Complete the other fields in this window as required. See 'Setting up a docket printer' on page 373.

> **NOTE: Printing Options** You need to set printing options individually for each computer. For more information, see 'Printing options' on page 31.

Setting up a cash drawer

MYOB RetailManager supports two types of cash drawers:

- cash drawers connected to the **docket printer** (see 'Cash drawers connected to a docket printer' on page 379)
- cash drawers connected directly to a **port** of your computer (see 'Cash drawers connected to a serial or parallel port' on page 381).

We recommend a cash drawer connected via a docket printer, because this way you would have one less device connected to the computer.

When setting up a cash drawer in RetailManager, you need to specify the control codes required to open the cash drawer. For more information, see 'Control codes' on page 372. For full instructions on how to enter control codes in RetailManager, see 'Converting to control codes' on page 388.

> **NOTE: Troubleshooting cash drawers** See 'Cash drawers' on page 326 for troubleshooting tips.

Serial cash drawers Cash drawers rely on receiving a signal from the computer and use this signal to activate the drawer. Most cash drawers require the signal to be sent only once in order to open. Some serial cash drawers, however, require the signal to be sent repeatedly, the number of repeats varying from cash drawer to cash drawer.

> **NOTE: Cash drawers requiring multiple signals** We **do not** recommend serial cash drawers that require multiple signals, for use with RetailManager.

When setting up your cash drawer in RetailManager, if your cash drawer does not respond to a single signal, we suggest that you increase the value in the **Multiplier** field. The **Multiplier** field displays the number of times a signal is sent from the computer to the cash drawer. If there is no response, increment the value by five each time until you establish the correct number of signals required to open your cash drawer.

Cash drawers in a network RetailManager allows you to cash up all your cash drawers either together or separately.

If you are running RetailManager on a network, how you cash up your client computers depends on what cash drawer you specify for each client computer:

- Specifying the **same** cash drawer identifier for any or all of your client computers allows you to cash up these computers together at the end of the day. You can do this from any one of the computers that share the same cash drawer.

  Even if your server doesn't have a cash drawer attached, you can still cash up other client computers from the server by specifying a cash drawer in RetailManager for the server.

- Specifying a **different** cash drawer identifier for each client computer, such as Cash Drawer A, B, C, and so on, allows each client computer to be cashed up separately.

Cash drawers connected to a docket printer

Your cash drawer can be connected to a serial printer, a parallel printer or a USB printer.

NOTE: Check connections Make sure your cash drawer is plugged into your docket printer.

To set up a cash drawer connected to a serial printer

1. Go to the **Setup** menu and choose **Hardware.** The **MYOB RetailManager Hardware** window appears.
2. Make sure the **Cash Drawer** tab is selected.
3. Select the **Use Cash Drawer** option.
4. In the **Cash Drawer Model** field select **Cash Drawer Connected to Serial Printer**.
5. Click in the **Printer Port** field and choose the serial port your docket printer is connected to, from the drop-down list.
6. Click **Settings**. The port properties are displayed. RetailManager uses the Windows default port properties. However, in some cases, the default bit per second (or 'baud') rate of 9600 may not work; if this happens, try 4800 or 2400. Refer to your cash drawer documentation for more information.
7. Choose the docket printer model from the **Model** drop-down list. If your printer is not listed, select 'Other'.

   The **Trigger** field displays the control codes required to open the cash drawer. Refer to your cash drawer documentation and check that these values are correct. Change the values if required.

   If you selected 'Other' as your printer model, enter the control codes to activate your cash drawer in the **Trigger** field. Refer to your cash drawer documentation for this setting.
8. Click **Test**. If all settings have been entered correctly, the cash drawer will open.
9. Click **Apply** to save your settings and close the window.

To set up a cash drawer connected to a parallel printer

1. Go to the **Setup** menu and choose **Hardware**. The **MYOB RetailManager Hardware** window appears.
2. Make sure the **Cash Drawer** tab is selected.

3 Select the **Use Cash Drawer** option.

4 In the **Cash Drawer Model** field select **Cash Drawer Connected to Parallel Printer**.

5 Click in the **Printer Port** field and choose the parallel port your docket printer is connected to, from the drop-down list.

6 Choose the docket printer model from the **Model** list. If your printer is not listed, select **Other**.

7 The **Trigger** field displays the control codes required to open the cash drawer. Refer to your cash drawer documentation and check that these values are correct.

If you selected 'Other' as your printer type, enter the control codes in the **Trigger** field to activate your cash drawer. Refer to your cash drawer documentation for this setting.

8 Click **Test**. If all values have been entered correctly, the cash drawer should open.

9 Click **Apply** to save your settings, and close the window.

To set up a cash drawer connected to a USB printer

Before setting up your cash drawer, make sure your USB docket printer has been set up. See 'To set up your docket printer' on page 374.

1 Go to the **Setup** menu and choose **Hardware**. The **MYOB RetailManager Hardware** window appears.

2 Make sure the **Cash Drawer** tab is selected.

3 Select the **Use Cash Drawer** option.

4 In the **Cash Drawer Model** field select **Cash Drawer Connected to USB Printer**.

5 Your USB docket printer appears in the **USB Printer** field.

6 The **Trigger** field displays the control codes required to open the cash drawer. Refer to your cash drawer documentation and check that these values are correct.

7 Click **Test**. If all values have been entered correctly, the cash drawer should open.

8 Click **Apply** to save your settings, and close the window.

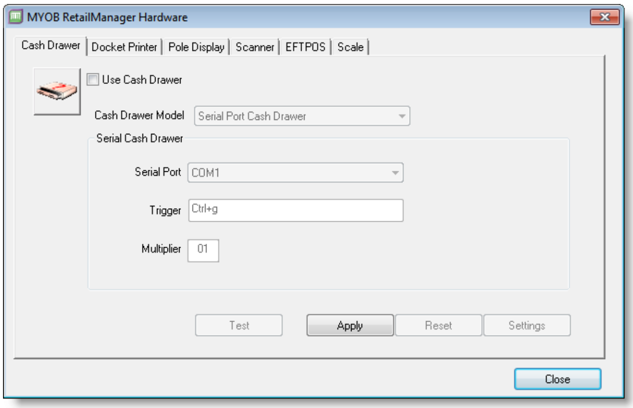
Cash drawers connected to a serial or parallel port

Your cash drawer can be connected directly to a serial or parallel port on your computer.

To set up a cash drawer connected directly to a port

1 Go to the **Setup** menu and choose **Hardware**. The **MYOB RetailManager Hardware** window appears.

2 Select the **Cash Drawer** tab. The **Cash Drawer** view appears.



3 Select the **Use Cash Drawer** option.

4 In the **Cash Drawer Model** field, select:

- **Parallel Port Cash Drawer**, if the cash drawer is connected directly to a parallel port. Click in the **Parallel Port** field and select the port the cash drawer is plugged into. Go to step 7.
- **Serial Port Cash Drawer**, if the cash drawer is connected directly to a serial port. Click in the **Serial Port** field and select the port the cash drawer is plugged into.

5 If you are using a serial port cash drawer, click **Settings** and enter the **Baud Rate**, **Data Bits**, **Parity**, **Stop Bits** and **Flow Control** details. Then, click **Apply**. Refer to your cash drawer documentation for these settings.

6 The **Trigger** field displays the control codes to activate the cash drawer. Refer to your cash drawer documentation and check that these values are correct.

7 If you are using a serial port cash drawer, enter the *multiplier* in the **Multiplier** field. The multiplier is the number of times a signal needs to be sent from the computer to open the cash drawer.

8 Click **Test**. If all settings have been entered correctly the cash drawer will open.

9 Click **Apply** to save the settings, and close the window.

Setting up a pole display

A pole display displays the product description, current price, total, change due, etc. to the customer while a sale is in progress.

MYOB RetailManager supports pole displays with two rows of 20 characters each—a total of 40 alphanumeric characters.

Most pole displays have an automatic 'text wrap' feature—that is when the last character is entered on Line 2 of the display, the cursor automatically moves to the beginning of the first line and clears it for new text. Some pole displays, however, require a set of control codes to be entered in RetailManager to enable this feature. Check your pole display documentation for these values. For more information on control codes, see 'Control codes' on page 372. For full instructions on entering control codes in RetailManager, see 'Converting to control codes' on page 388.

Do not install any drivers included with your pole display—RetailManager communicates with compatible pole displays directly. If you do have a pole display driver installed, this driver may interfere with the operation of the pole display when using it.

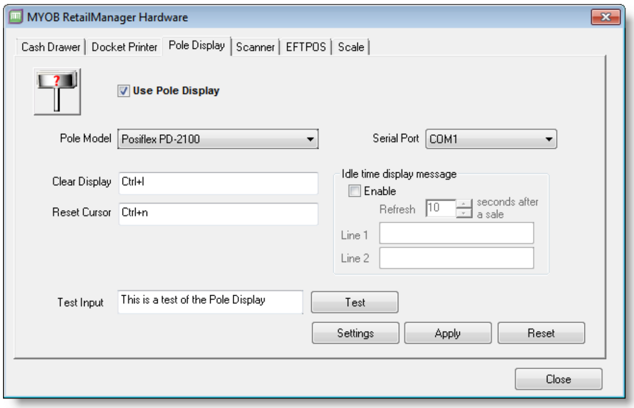
NOTE: Troubleshooting pole displays See 'Pole displays' on page 336 for troubleshooting tips.

Pole displays can only be connected to a serial port on your computer.

To set up the pole display

1 Go to the **Setup** menu and choose **Hardware.** The **MYOB RetailManager Hardware** window appears.

2 Click the **Pole Display** tab**. The Pole Display** view appears.



3 Select the **Use Pole Display** option.

4 Select your pole display model from the **Pole Model** list. If your pole model is not listed, select 'Other'.

5 Select the port your pole display is connected to from the **Serial Port** list.

NOTE: Separate port If you are using other RetailManager hardware that uses the same **type** of port as your pole display (such as a docket printer or EFTPOS terminal), ensure you have separate ports available for your other hardware.

6 Click **Settings**. Complete the **Baud Rate**, **Data Bits**, **Parity**, **Stop Bits** and **Flow Control** fields with the settings provided with the pole display and click **Apply**.

7 If your pole display does not have the automatic text wrap feature, enter the appropriate control characters in the **Clear Display** and **Reset Cursor** fields.

RetailManager displays the control codes for the pole display models on the list. Refer to your pole display documentation and check that these values are correct.

8 Select the **Enable** option in the **Idle time display message** frame to enable your pole display to show a message during idle time.

9 Enter the number of seconds that the message should be delayed before being displayed (set by default to the minimum time of 10 seconds.)

10 Type the display message in the **Line 1** and **Line 2** fields.

11 Once you have entered the correct settings, click **Test** to test your pole display. The text appearing in the **Test Input** field should appear in your display. You can type any text you want in this field to test whether it appears on the pole display.

12 Click **Apply** to save your settings, then close the window.

Setting up a bar code scanner

Bar code scanners can be connected to your serial port, a USB port or plugged into the keyboard port of your computer as a 'keyboard wedge device' (a connection where the scanner is connected to the computer through the keyboard).

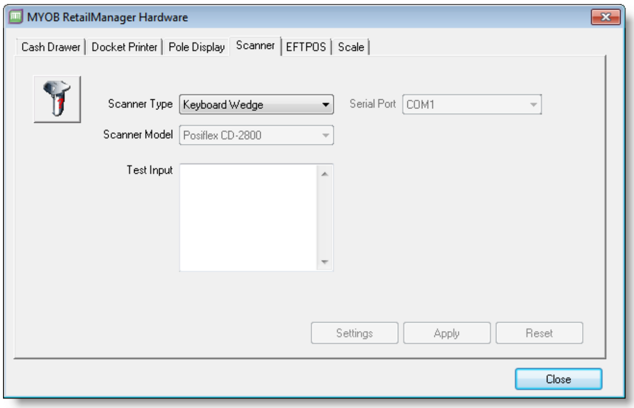
Do not install any drivers included with your scanner—MYOB RetailManager communicates with the bar code scanner directly.

NOTE: Troubleshooting bar code scanners See 'Scanners' on page 334 for troubleshooting tips.

To set up your bar code scanner

1 Go to the **Setup** menu and choose **Hardware.** The **MYOB RetailManager Hardware** window appears.

2 Click the **Scanner** tab. The **Scanner** view appears.



3 Select your scanner type. Click in the **Scanner Type** field and choose:

- **Keyboard Wedge** if your bar code scanner is plugged into your keyboard. Go to step 7.
- **Serial Scanner** if your bar code scanner is connected to a serial port.
- **USB Scanner** if your bar code scanner is connected to a USB port.

4 [Serial Scanner only] Select your scanner Model from the **Scanner Model** drop-down list.

5 [Serial Scanner only] Select the serial port your scanner is plugged into from the **Serial Port** drop-down list.

6 [Serial Scanner only] Click **Settings** and complete the **Baud Rate**, **Data Bits**, **Parity**, **Stop Bits** and **Flow Control** fields with the settings supplied with your scanner and click **Apply**.

7 Test your scanner by scanning several bar codes. The bar code values should appear in the **Test Input** field. Click **Clear** to clear the **Test Input** field.

8 Click **Apply** to save your settings, and then close the window.

Setting up a connected EFTPOS terminal

MYOB RetailManager supports the following types of EFTPOS terminals:

- ANZ POS Plus
- CBA – Premium Plus
- DPS Payment Express – Integrated EFTPOS
- MYOB EFTPOS
- NAB Integrated via PC EFTPOS
- PC – EFTPOS
- St George – Integrated POS Solution
- St George/Bank SA (two-ways)
- Tyro – IP EFTPOS

- Westpac (one-way)
- Westpac (two-ways)

These terminals connect to the computer from which you run RetailManager via a serial cable and port. The terminal, connectors and software are supplied by your financial institution and you should contact them for information about connecting the terminal.

If you are using a DPS Payment Express - Integrated EFTPOS terminal If you are using a DPS Payment Express - Integrated EFTPOS terminal, you will need to purchase an Uninterruptible Power Supply (UPS) to use in conjunction with the terminal and RetailManager. The UPS will provide each connected computer with a few minutes' worth of power in the case of a power failure. For more information about purchasing and using a UPS, contact your hardware supplier.

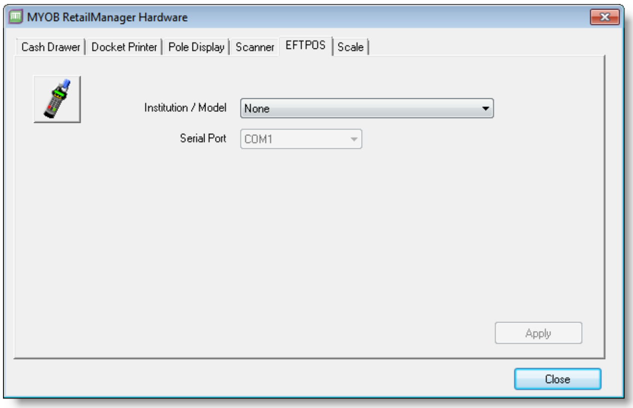
You will also need to define a printer named 'Receipt' in Microsoft Windows. To do this, either add a new docket or A4 printer in Windows, or rename an existing printer as 'Receipt'.

Note that you cannot preview DPS Payment Express - Integrated EFTPOS transactions.

To set up your EFTPOS terminal

1 Go to the **Setup** menu and choose **Hardware.**

2 Click on the **EFTPOS** tab. The **EFTPOS** view appears.



3 From the **Institution/ Model** list, select the terminal model.

4 From the **Serial Port** list, select the port your terminal is plugged into.

NOTE: **Separate port** If you are using other RetailManager hardware that uses the same **type** of port as your EFTPOS terminal (such as a pole display), ensure you have separate ports available for your other hardware.

5 Click **Apply** to save your settings, and close the window.

Additional settings for Ingenico PC-EFTPOS, DPS Payment Express - Integrated EFTPOS and Tyro - IP EFTPOS terminals

If you have an Ingenico PC-EFTPOS or Tyro - IP EFTPOS terminal and a docket printer, you can choose to print your signature slips on this docket printer instead of the default docket printer specified in the **Setup** tab of the **Printing** view of the **Options** window. To do this, choose the **Use Docket Printer for Signature Slip** option in the **Settings** tab of the **Printing** view of the **Options** window. See 'Printing options' on page 31 for more information.

If you have an Ingenico PC-EFTPOS, DPS Payment Express - Integrated EFTPOS or Tyro - IP EFTPOS terminal, you can restrict staff from processing refunds on these terminals by choosing the **Lock PC-EFTPOS/DPS Payment Express Integrated EFTPOS/Tyro IP EFTPOS Refunds** option in the **Security** window. See 'Restricting staff group privileges' on page 292 for information about choosing which functions and windows your staff can access.

Setting up scales

MYOB RetailManager supports a number of different scale models, including models from Wedderburn, Toledo and Magellan.

Before you begin

NOTE: You will need to refer to the manual provided with your scales. If you require assistance setting up your scale, contact the vendor of your scale or an MYOB RetailManager Professional.

Identify the interface (also referred to as protocol) your scale uses The interface refers to the method your scale uses to communicate with your computer. You need to identify the type of interface your scale uses. You can do this by checking the settings on your scale and then referring to the manual provided with your scale.

Check the default interface used in RetailManager The table below shows the default interface used in RetailManager and the Weight Request Code that corresponds to this interface. For example, in RetailManager, the Magellan model has been configured to the Mettler Toledo 8213 interface, which corresponds to Weight Request Code 'W'.

If your scale is configured to a different type of interface than the one listed in the table, you need to do one of the following:

- reconfigure your scales to match the default interface used in RetailManager, or
- change the default interface in RetailManager to match the interface used by your scale.

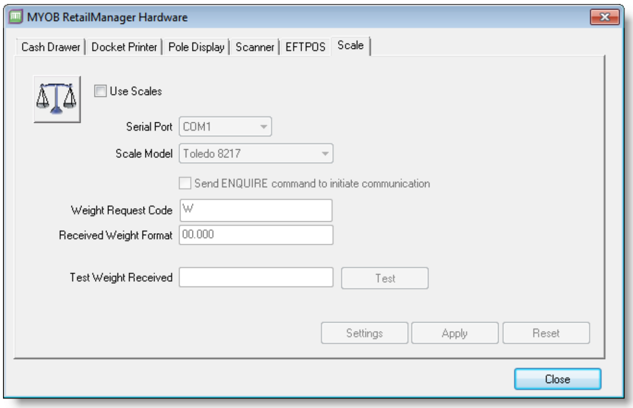
  NOTE: If you want to change the default interface, you must choose an interface that matches the Weight Response Data Formats used in RetailManager. Refer to the table below for a list of data formats used in RetailManager.

  To change the default interface in RetailManager, you need to specify a different Weight Request Code. You will find a list of Weight Request Codes to match the interfaces you can use with your scale in your scale manual. Note that Weight Request Codes may be referred to as ASCII values. In RetailManager, ASCII values are entered as keyboard commands (for example, ‘W’).

Model	Method of Communication RS232 Protocol/Interface	Weight Request Code (This column shows the ASCII code of the keyboard command.)	Weight Response Data Format
Mettler Toledo 8217	Mettler Toledo 8213	Uppercase W (ASCII 87)	STX WW.WWW CR
Magellan	Mettler Toledo 8213	Uppercase W (ASCII 87)	STX WW.WWW CR
Wedderburn DS 770/772	ICL (Actual)	CTL+q (ASCII 17) ENQ (ASCII 5)	STX ID WWWWW BCC
ACOM PC-100	Mettler Toledo 8213	Uppercase W (ASCII 87)	STX WW.WWW CR
CAS PD-II	ECR-Type 3	Uppercase W (ASCII 87)	STX XXXXX CR

To set up scales

1. Go to the **Setup** menu and choose **Hardware.** The **MYOB RetailManager Hardware** window appears.
2. Click on the **Scale** tab**.** The **Scale** view appears.



3. Select the **Use Scales** option.
4. From the **Serial Port** list, select the port you have connected your scales to.

NOTE : Separate port If you are using other RetailManager hardware that uses the same **type** of port as your scales (such as a pole display or EFTPOS terminal), ensure you have separate ports available for your other hardware.

5. Select the model of your scales from the **Scale Model** list.
6. If the interface you want to use requires an ENQ (ASCII 5) command, select the **Send ENQUIRE command to initiate communication** option. For example, if you are using the Wedderburn DS 770/772 model, you will need to select this option.
7. If required, type a different value in the **Weight Request Code** field.

8 If required, type a different value in the **Received Weight Format** field. The format you type should match the display on your scales. For example, if your scales shows 0.000, type `0.000` in this field.

9 Click **Settings**. Complete the **Baud Rate**, **Data Bits**, **Parity**, **Stop Bits** and **Flow Control** fields with the settings provided with your scales and click **Apply**.

10 Click **Test** to test your scales. The value returned by the scales is displayed in the **Test Weight Received** field.

11 Click **Apply** to save your settings.

12 Click **Close**.

Converting to control codes

When setting up your hardware devices in MYOB RetailManager, use the ASCII or control code conversion chart to convert hex codes or decimal values to control characters before entering them in RetailManager. The following sections provide information about converting to control codes:

- ‘Control code conversion chart’ on page 389
- ‘Converting hex codes to control characters’ on page 390
- ‘Converting decimal values to control characters’ on page 391.

Once you have converted the codes to control characters, refer to ‘Entering control characters in RetailManager’ on page 392 for more information.

If your hardware documentation presents control codes as control characters, you can enter them directly in RetailManager. See ‘Entering control characters in RetailManager’ on page 392 for more information.

For more information about control codes, see ‘Control codes’ on page 372.

Control code conversion chart

Ctrl	Dec	Hex	Char	Code	Dec	Hex	Char	Dec	Hex	Char	Dec	Hex	Char	Dec	Hex	Char	Dec	Hex	Char	Dec	Hex	Char	Dec	Hex	Char
^@	0	00		NUL	32	20	sp	64	40	@	96	60	`	128	80	Ç	160	A0	á	192	C0	└	224	E0	α
^A	1	01	☺	SOH	33	21	!	65	41	A	97	61	a	129	81	ü	161	A1	í	193	C1	┴	225	E1	ß
^B	2	02	☻	STX	34	22	"	66	42	B	98	62	b	130	82	é	162	A2	ó	194	C2	┬	226	E2	Γ
^C	3	03	♥	ETX	35	23	#	67	43	C	99	63	c	131	83	â	163	A3	ú	195	C3	├	227	E3	π
^D	4	04	♦	EOT	36	24	$	68	44	D	100	64	d	132	84	ä	164	A4	ñ	196	C4	─	228	E4	Σ
^E	5	05	♣	ENQ	37	25	%	69	45	E	101	65	e	133	85	à	165	A5	Ñ	197	C5	┼	229	E5	σ
^F	6	06	♠	ACK	38	26	&	70	46	F	102	66	f	134	86	å	166	A6	ª	198	C6	╞	230	E6	µ
^G	7	07	•	BEL	39	27	'	71	47	G	103	67	g	135	87	ç	167	A7	º	199	C7	╟	231	E7	τ
^H	8	08	◘	BS	40	28	(	72	48	H	104	68	h	136	88	ê	168	A8	¿	200	C8	╚	232	E8	Φ
^I	9	09	○	HT	41	29	)	73	49	I	105	69	i	137	89	ë	169	A9	⌐	201	C9	╔	233	E9	Θ
^J	10	0A	◙	LF	42	2A	*	74	4A	J	106	6A	j	138	8A	è	170	AA	¬	202	CA	╩	234	EA	Ω
^K	11	0B	♂	VT	43	2B	+	75	4B	K	107	6B	k	139	8B	ï	171	AB	½	203	CB	╦	235	EB	δ
^L	12	0C	♀	FF	44	2C	,	76	4C	L	108	6C	l	140	8C	î	172	AC	¼	204	CC	╠	236	EC	∞
^M	13	0D	♪	CR	45	2D	-	77	4D	M	109	6D	m	141	8D	ì	173	AD	¡	205	CD	═	237	ED	φ
^N	14	0E	♫	SO	46	2E	.	78	4E	N	110	6E	n	142	8E	Ä	174	AE	«	206	CE	╬	238	EE	ε
^O	15	0F	☼	SI	47	2F	/	79	4F	O	111	6F	o	143	8F	Å	175	AF	»	207	CF	╧	239	EF	∩
^P	16	10	►	DLE	48	30	0	80	50	P	112	70	p	144	90	É	176	B0	░	208	D0	╨	240	F0	≡
^Q	17	11	◄	DC1	49	31	1	81	51	Q	113	71	q	145	91	æ	177	B1	▒	209	D1	╤	241	F1	±
^R	18	12	↕	DC2	50	32	2	82	52	R	114	72	r	146	92	Æ	178	B2	▓	210	D2	╥	242	F2	≥
^S	19	13	‼	DC3	51	33	3	83	53	S	115	73	s	147	93	ô	179	B3	│	211	D3	╙	243	F3	≤
^T	20	14	¶	DC4	52	34	4	84	54	T	116	74	t	148	94	ö	180	B4	┤	212	D4	╘	244	F4	⌠
^U	21	15	§	NAK	53	35	5	85	55	U	117	75	u	149	95	ò	181	B5	╡	213	D5	╒	245	F5	⌡
^V	22	16	▬	SYN	54	36	6	86	56	V	118	76	v	150	96	û	182	B6	╢	214	D6	╓	246	F6	÷
^W	23	17	↨	ETB	55	37	7	87	57	W	119	77	w	151	97	ù	183	B7	╖	215	D7	╫	247	F7	≈
^X	24	18	↑	CAN	56	38	8	88	58	X	120	78	x	152	98	ÿ	184	B8	╕	216	D8	╪	248	F8	°
^Y	25	19	↓	EM	57	39	9	89	59	Y	121	79	y	153	99	Ö	185	B9	╣	217	D9	┘	249	F9	∙
^Z	26	1A	→	SUB	58	3A	:	90	5A	Z	122	7A	z	154	9A	Ü	186	BA	║	218	DA	┌	250	FA	·
^[	27	1B	←	ESC	59	3B	;	91	5B	[	123	7B	{	155	9B	¢	187	BB	╗	219	DB	█	251	FB	√
^\	28	1C	∟	FS	60	3C	<	92	5C	\	124	7C	¦	156	9C	£	188	BC	╝	220	DC	▄	252	FC	ⁿ
^]	29	1D	↔	GS	61	3D	=	93	5D	]	125	7D	}	157	9D	¥	189	BD	╜	221	DD	▌	253	FD	²
^^	30	1E	▲	RS	62	3E	>	94	5E	^	126	7E	~	158	9E	₧	190	BE	╛	222	DE	▐	254	FE	■
^_	31	1F	▼	US	63	3F	?	95	5F	_	127	7F	⌂†	159	9F	ƒ	191	BF	┐	223	DF	▀	255	FF	

Converting hex codes to control characters

An example of a hex code sequence is 1BH 45H, where H indicates Hex.

With relation to hex codes, the 'Control code conversion chart' on page 389 can be divided into three sections:

- hex values between 00H and 1FH
- hex values between 20H and 7EH
- hex values above 7EH.

The method you use to convert hex values to control characters depends on which of these sections your hex value falls into. Read the appropriate set of instructions below to convert your hex value to control characters.

If the hex value is between OOH and 1FH

Using the 'Control code conversion chart' on page 389:

1. Find the required hex value in the **Hex** column.
2. Find the corresponding value in the **Ctrl** column.

Example To convert OBH find OB in the **Hex** column. Find the corresponding value in the **Ctrl** column which is ^K (^ indicates the Ctrl key). Press CTRL+K in RetailManager by holding down the CTRL key and pressing K.

If the hex value is between 20H and 7EH

Using the 'Control code conversion chart' on page 389:

1. Find the required hex value in the **Hex** column.
2. Find the corresponding value in the **Char** column. This is the character you will enter in RetailManager.

Example To convert 35H, find 35 in the **Hex** column. The corresponding character in the Char column is 5. Simply type **5** in the appropriate field in RetailManager.

If the hex value is greater than 7EH

Note that on some operating systems, the special characters that you enter will not appear differently from characters in the control code chart.

Hex values above 7EH have corresponding special characters in the Character column. These special characters—for example, Ä, £, ¿, ñ—don't have a corresponding key on the keyboard and need to be entered using a combination of keys.

Using the 'Control code conversion chart' on page 389:

1. Find the required hex value in the **Hex** column.
2. Find the corresponding decimal value in the **Dec** column.
3. On your keyboard, set number lock on by pressing NUM LOCK.
4. Hold down ALT on your keyboard.
5. Using the numeric keypad, type in the decimal value in the RetailManager field.
6. Release ALT. Your special character value should now be displayed in the field.

Example To key in ACH (the ¼ character), find AC in the **Hex** column. Find the corresponding decimal value in the **Dec** column which is 172. Turn NUM LOCK on. Hold down the ALT key and, using the numeric keypad, enter 172. Release the ALT key. The ¼ character is displayed in the field.

Converting decimal values to control characters

An example of a decimal code sequence is 27D 77D, where D indicates decimal.

With relation to decimal values, the control code chart can be divided into three sections:

- decimal values between 0 and 31
- decimal values between 32 and 126
- decimal values above 126.

The method you use to convert decimal values to control characters depends on which of these sections your decimal value falls into. Read the appropriate set of instructions below for converting your decimal value to control characters.

If the decimal value is between 0 and 31

Using the 'Control code conversion chart' on page 389:

1. Find the required decimal value in the **Dec** column.
2. Find the corresponding value in the **Ctrl** column. This is the control character you will enter in RetailManager.

Example: To convert 16, find 16 in the **Dec** column. The corresponding value in the CTRL column is ^P (where ^ indicates the CTRL key). Enter this in RetailManager by holding down CTRL and pressing P.

If the decimal value is between 32 and 126

Using the 'Control code conversion chart' on page 389:

1. Find the required decimal value in the **Dec** column.
2. Find the corresponding value in the **Char** column. This is the character you will enter in RetailManager.

Example: To convert 35, find 35 in the **Dec** column. The corresponding character in the **Char** column is # (hash). Simply type # in the appropriate field in RetailManager.

If the decimal value is greater than 126

Decimal values above 126 have corresponding special characters in the **Character** column. These special characters—for example, Ä, £, ¿, ñ—don't have a corresponding key on the keyboard and need to be entered using a combination of keys.
Using the 'Control code conversion chart' on page 389:

1. Find the required decimal value in the **Dec** column.
2. On your keyboard, set num lock on by pressing NUM LOCK.
3. Hold down the ALT key on your keyboard.
4. Using the numeric keypad, type in the decimal value in the RetailManager field.
5. Release the ALT key. Your special character value are now be displayed in the field.

Note that some computers may not display the characters as they appear on the chart. They may appear as a different character, a black square, or blank.

Example To display the ¼ character (by keying in 172), turn NUM LOCK on. Hold down the ALT key, and using the numeric keypad enter 172. Release the ALT key. The ¼ character is displayed in the field.

Entering control characters in RetailManager

An example of a control character sequence is Esc d 0.

If your hardware documentation has given you the control codes as control characters, you can enter them directly in the appropriate RetailManager field.

Note the following about entering control characters in RetailManager:

- **Ctrl**. Where you see a 'Ctrl + (character)' that means hold down the Control key and press the character key. For example, CTRL+N means hold down CTRL and press the N key.
- The ^ symbol indicates the CTRL key. ^ K is, therefore, the same as CTRL+K; to enter ^K in RetailManager, hold down CTRL and press the K key.
- **<Space>** Where you see <Space>, press the SPACEBAR once.
- **Esc**. Where you see Esc, press the ESC key once. The Escape key is usually found at the top left hand corner of the keyboard.
- **CTRL+<Enter>**. Where you see CTRL+<Enter>, hold down the CTRL key and press the J key. CTRL+<Enter> will appear in the field.
- **NULL**. Where you see NULL, hold down both the CTRL key and the SHIFT key and type 2.

Working with additional hardware

Adding additional serial ports

It is quite possible that when you start adding additional hardware to your MYOB RetailManager setup, that you find you have run out of serial ports. This very much depends on how many serial ports your computer has, and whether or not hardware items such as your mouse already use one of your serial ports.

The following hardware items commonly use a serial port:

- EFTPOS teminals
- pole displays
- scales
- external modems

With most models of IBM-compatible PCs, there are one or two serial ports built in. These ports have interrupt settings (IRQ) allocated to them.

If you have added a serial card to provide additional serial ports, you must ensure that any additional ports each have a unique IRQ. Some less expensive models of serial port cards do not use additional IRQs, and these models will not work properly with RetailManager and extra serial devices.

Compact and custom retail displays

Specialised displays are available that are designed for retail operation. These displays are often high-resolution, compact displays which integrate into a streamlined retail hardware system. Typical options include super-sharp SVGA 10-inch displays and flat-panel LCD displays.

Keep in mind that RetailManager supports only two-line displays with 20 characters per line.

Your RetailManager reseller can provide more information.

Other options

Other options include touch screens, multiple displays and specialised computer systems designed for retail installation.

Your RetailManager reseller can provide more information.

Working with programmable keyboard devices

Programmable keyboard devices are commonly used in a variety of retail situations.

Programmable keyboard devices are used to reduce the number of keystrokes required to make a transaction. They work in three basic ways:

- You can program a single key using macros to make a complete sale. For example, you might program the #1 key to be a sale of a single cup of coffee paid for by cash as follows: ‘Staff number’ + ‘<Enter>’ + ‘product code for cup of coffee’ + ‘<Enter>’ + ‘<Enter>’ + ‘<Enter>’, and so on.

  The macro you set depends on the skip fields options you have set in the **Options** window.
- You can program a single key using macros to enter a product in the **Sales** window. For example, you might program the #21 key to be B.L.A.T. sandwich as follows: ‘Product code of B.L.A.T. sandwich’ + ‘<Enter>’.
- You can program a single key to perform a menu command. For example, you might program the #68 key to print the till balance as follows: ‘Alt’ + ‘C’ + ‘down’ + ‘<Enter>’.

Membrane keyboards are keyboards commonly used in wet or dusty areas—they have no moving parts. A large variety of enhanced retail keyboards are also available. These have up to 300 or more keys which can be programmed.

We recommend that you consult your RetailManager reseller or consultant for further advice about programmable keyboard devices, and about choosing the device that will best suit your business needs. Note that not every keyboard is compatible with RetailManager.

Appendix b: Networking

If you have multiple tills in your retail business and want to maintain and update a single database, you need to run MYOB RetailManager on a network.

NOTE: Database The term **database** refers collectively to four files: recent.mdb, archive.mdb, mirror.mdb and offline.mdb. These files are stored together in your shopfront folder.

Setting up a RetailManager network

Your main shopfront (or database) is located on the computer you designate as your server. Your server can be any computer you designate; you can also choose to use your server as a till or keep it as an office computer (in which case you don't need to have a cash drawer or docket printer attached). You don't even need to install MYOB RetailManager on your server; the server is simply the computer on which the shopfront database is located.

Your client computers—each of the other tills in the shop—are then connected to that shopfront. When you start up your client computers in the morning, they are automatically connected to the shopfront on your server. The client computers all update the single shopfront database. When you cash up in the evening, depending on how your cash drawers are set up, you have the option of cashing up all your client computers from the server, or cashing up your client computers individually.

Setup summary These two steps summarise the procedure for setting up a RetailManager network:

- 'Sharing the RetailManager program folder on the server' on page 396
- 'Connecting to an external shopfront' on page 397.

NOTE: Configuring hardware All hardware, such as docket printers, scanners and cash drawers, must be configured individually for each client computer.

There are also a number of global and workstation options from which you can choose. For more information see 'Shopfront options' on page 398.

Licences If you are running RetailManager on a network, you will need to purchase additional licences for the maximum number of computers from which you intend to operate the RetailManager database. For example, if you have two licences and four computers, you can only operate RetailManager from the computers installed with RetailManager and registered with unique unlock codes. Each licence entitles you to a single, unique unlock code.

If you attempt to access the database with a third machine installed with RetailManager using an unlock code already in use, a warning will be displayed, and you will be unable to connect to the database.

You have the option of transferring from one computer on your network to another, however, once the licence is transferred to another computer RetailManager will not allow database access from any other computer on the network using the transferred unlock code. To access RetailManager from all four computers on the network would require four unique registrations and unlock codes.

NOTE : Installation and registration See the RetailManager *Getting Started* guide for full installation and registration instructions.

Sharing the RetailManager program folder on the server

1 Decide which computer will be the server (the server can also operate as a till). In a larger retail business, this will often be the office computer, from which all your reports are run.

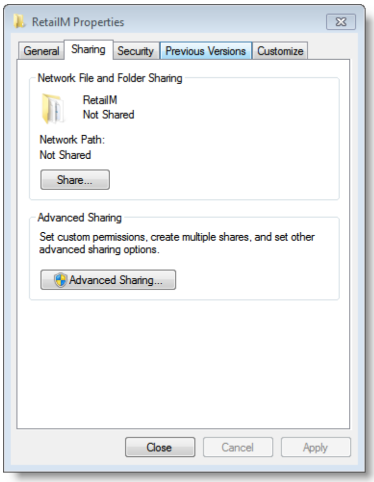
Install MYOB RetailManager on the server computer, and register it. See the RetailManager *Getting Started* guide for more information.

Create a new shopfront for your retail business on the server. See 'Creating a new shopfront' on page 17 for instructions.

2 Go to the RetailManager program folder on the server and highlight it.

3 Go to the **File** menu, select **Properties** and then click on the **Sharing** tab. The tab may look different depending on the version of Windows you are using.

For example, if you are using Windows 7, the following **Sharing** window is displayed.



4 Click the **Share, Share this folder** or **Shared As** option (the name of the option depends on the version of Windows you are using). The share name defaults to 'RetailM'.

If you want to change the share name, make sure the name you enter is eight characters or fewer. Some workstations may not be able to access the folder if the share name has more than eight characters.

5 Make sure that the server’s RetailManager folder has full shared access:

If you are using...	Do this...
Windows 7	Click **Advanced Sharing,** then click **Permissions** and select the **Full control** option in the **Allow** column.
Windows Vista	Click the **Security** tab and select the **Full control** option in the **Allow** column.
Windows XP	Click **Permissions** and select the **Full Control** option in the **Allow** column.

6 Click **Apply** and then **OK**. The RetailManager folder will now be displayed in Windows Explorer with a hand beneath the folder, indicating that the folder is shared.

7 You can now connect the client computer to the ‘external’ server RetailManager shopfront.

Connecting to an external shopfront

In MYOB RetailManager you can either connect to an external shopfront during installation or at a later time when you have another shopfront open (such as the Clearwater shopfront).

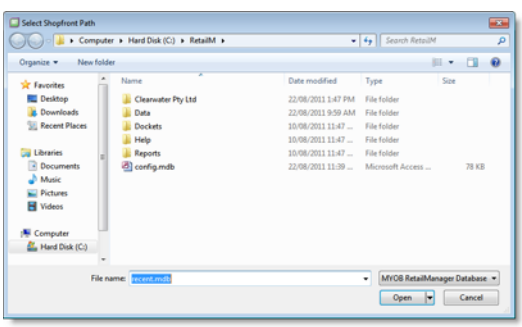
Before you begin Before you can connect to an external database, you must already have:

- shared the RetailManager program folder on your server. See ‘Sharing the RetailManager program folder on the server’ on page 396.
- installed and registered RetailManager on the client computer. See the RetailManager *Getting Started* guide for more information.

To connect to the server shopfront

1 Go to the **File** menu and select **Configuration**. You can do this while you are running RetailManager, using another database or the Clearwater database. Any windows you currently have open will be closed, and the **Shopfront Configuration** window is displayed.

2 Make sure the **Shopfronts** tab is selected, and click **Network To**. The **Select Shopfront Path** window appears.



3 Locate the RetailManager shopfront you want to connect to on the network. To do this, click in the **Look in** field, go to **Network Neighbourhood**, and double-click the server. Double-click the shared RetailManager program folder. The contents of the shared folder are displayed. Double-click the shopfront you want to connect to and click **Open**.

NOTE: Disconnecting a shopfront Disconnecting a shopfront does not delete a shopfront, but simply removes the shopfront as an option in this window.

4 When asked for confirmation that you want to connect to the specified shopfront, click **Yes.** The specified shopfront is displayed in the list.

5 Close the **Shopfront Configuration** window. In RetailManager, you are now connected to the server database on your client computer. You will be automatically connected to this server shopfront the next time you start up RetailManager.

6 Repeat this procedure for every client computer you want to connect to the shopfront on the RetailManager server.

Shopfront options

In MYOB RetailManager some of the options you set in the **Options** window are workstation options, which apply only to a single workstation on which a copy of RetailManager has been installed. Other options apply globally to the shopfront, and apply to all workstations connected to the shopfront.

Some options are set once from any workstation and apply to the shopfront. These are called global options. Global options are saved with the shopfront, and apply to any user who connects to the shopfront from any workstation.

Global options

The following are **global** options in RetailManager.

Window	Option
General Options	In the **Other** tab view, the **Use Average Cost** option and all options in the **Lay-by Options** group and **Quote Options** group are global.
GST Options	All GST options are global.
Message Options	All message options are global.
Custom Options	All settings in the **Custom Field Labels** group and the **Capitals** group are global.
Accounting Options	All accounting options are global.
Serial Number Options	All serial number options are global.
Email Defaults	All email defaults are global.

NOTE: Setting options For more information about setting these options, see 'Customising MYOB RetailManager' on page 21.

Workstation options

All other RetailManager options are workstation options, and only apply to a single workstation. They are saved with the copy of RetailManager installed on the workstation, and apply whenever that copy of RetailManager is in use.

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