

**Oracle[®] Retail Store21 Point of
Service**
Manager's Guide
Release 4.71

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CHAPTER 1

About This Guide

Overview

Note: The rebranding for the latest version of this documentation set is in development as part of post MICROS acquisition activities. References to former MICROS product names may exist throughout this existing documentation set.

Store21™ is a point-of-sale (POS) application for use in store registers. Store21 is used to perform standard POS functionality, including sales, layaways, send sales, and returns. Additionally, Store21 provides other services, including deals, discounts, inventory tracking, time cards, loyalty programs, and more.

Audience

This manual describes the use of Store21 in a management environment. This manual is intended for use by managers and technical personnel who need to know and understand Store21 processes. This manual assumes that the reader has some basic knowledge of computers and their use.

Assumptions

This manual assumes that Store21 is installed, configured properly, and running. This manual also assumes that data has been populated in the database and the system has connectivity to the central database server.

About This Manual

The following chapters are available in this manual:

- ["Screen Conventions" on page 3](#) explains the terminology used in this manual and the methods for using the screens, menus, and fields in Store21.
- ["Administrative Menu Functions" on page 15](#) describes the functions available through the Administrative Menu and the procedures for using those functions.
- ["Manager Functions" on page 59](#) describes the procedures for several manager-specific functions performed through Store21.
- ["Register Open" on page 85](#) provides step-by-step procedures required when opening a Store21 register.
- ["Cash Drawer Management" on page 97](#) provides the procedures necessary for managing cash drawers and tenders.
- ["Employee Records" on page 161](#) offers procedures for creating and maintaining employee records in Store21.

- ["Timecard Maintenance" on page 207](#) explains the procedures for maintaining timecard information in Store21.
- ["Payroll Records" on page 217](#) offers step-by-step procedures for maintaining payroll records in Store21.
- ["Special Transactions" on page 229](#) provides procedures for performing management functions on special transactions.
- ["Scheduling and Goals" on page 249](#) explains the methods for creating and maintaining schedules and employee goals in Store21.
- ["Customer Information" on page 273](#) describes the procedures for performing management functions on customer records.
- ["Electronic Journal" on page 289](#) provides the procedures used to search for information in the Electronic Journal.
- ["Parameters Menu" on page 301](#) describes the methods for closing the system and starting and stopping peripherals through Store21.
- ["Credit Services" on page 317](#) describes the methods for managing Credit Services through Store21.
- ["System Close" on page 339](#) explains how to shut down the Store21 system.

Additional Information

Store21 User Manual - Describes the procedures required to perform transaction entry, tendering, and other miscellaneous functions performed by cashiers and store associates on a day-to-day basis.

Store21 Manager's Guide - Describes the procedures required for performing the manager-level functions available within Store21. These procedures include the maintenance of Time and Attendance records, using the Electronic Journal, Scheduling, and many other manager activities.

Store21 Shipping, Receiving, and Inventory Manual - Describes the procedures required to perform the closely-related functions of shipping, receiving, and inventory control.

Store21 Technical Guide - This book provides a summary of all new features for the software version and the new/modified/deleted configurable (code and code value) definitions and settings. It includes modifications to the table structures, indexes, references, views, triggers, etc. at the programmer and implementation personnel level.

Store21 File Interface Guide - This book is a data dictionary for the files that are downloaded by Store21 systems and uploaded to corporate. The files used to process updates to Store21 operating tables are described in this document. This document is intended for programmers and implementation personnel.

Store21 TLog Interface Guide - This book is a data dictionary for the Transaction Log (TLog) files that are created by Store21 systems and uploaded to corporate. The Transaction Log contains information describing all the transactions performed by a Store21 system. This document is intended for programmers and implementation personnel.

CHAPTER 2***Screen Conventions*****Overview**

This section focuses on learning your way around Store21. You will learn about the types of screen conventions used to initiate Store21 features:

- Function Buttons
- Focus Bar
- Message Box
- List Box
- Search Form
- Data Entry Box
- Alert Message
- System Information Prompt
- Touch Screen Menu

Provided in this section are brief descriptions and examples of the conventions. Once you are familiar with them, you will have a good understanding of how to use Store21.

Function Buttons

Function Buttons indicate which keyboard function keys to press to initiate actions. The Function Names list the available actions. The function names and the function buttons display along the bottom of the screen. It is important to point out that the description and functionality of the buttons change depending on the process.

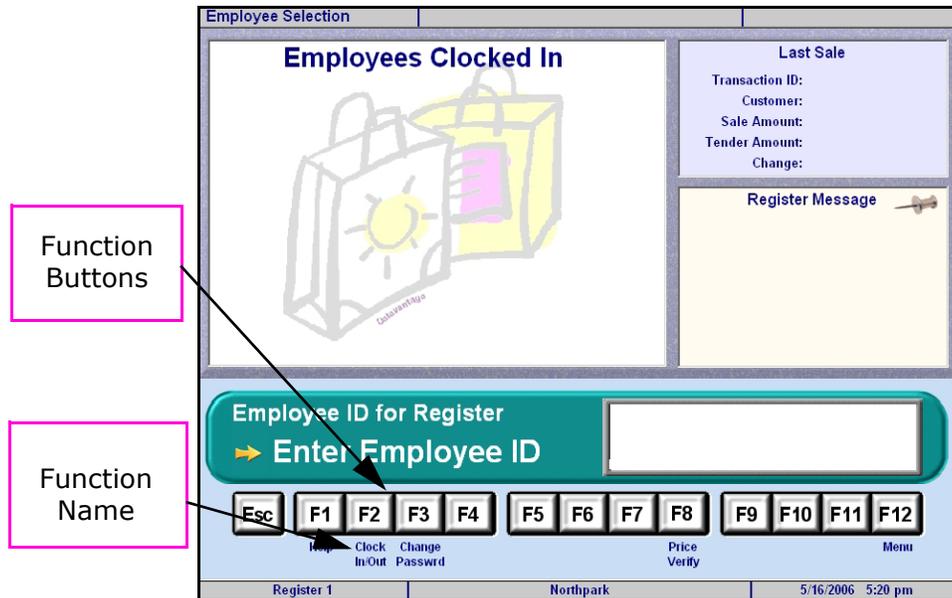


Figure 2-1: Function Button Example

- **Function Buttons** — initiate the action and indicate which keyboard function key to press. Also referred to as Function Keys
- **Function Names** — lists the available Store21 actions

Focus Bar

The focus bar is the main communication area on the screen. Located just above the function buttons, the focus bar contains a message area and a text box.

- **Message Area** — prompts the user for information on the focus bar.
- **Text Box** — provides a location on the focus bar to enter information. By following the instructions in the message area, you enter clock-in, log-in, or transactional information.



Figure 2-2: Focus Bar - Enter Employee ID

The focus bar uses colors to indicate the specific function. The color of the focus bar helps quickly identify the proper transaction type, helping to reduce transaction errors:

- **Purple** — change password, layaways
- **Teal** — tender entry
- **Yellow** — clock-in information
- **Medium Blue** — sales items
- **Red** — return merchandise
- **Dark Blue** — send sales, log-in information
- **Dark Green** — Locate/Orders
- **Gray** — edit mode

Note: Individual customers may change the color of the focus bars. The examples shown are taken from the base version of the Store21 software.

Using the Focus Bar

In the example that follows, the message area prompts for an Employee ID and password. The **[ENTER]** key is normally used to accept information entered into the focus bar.

1. At the Employee Selection screen, the focus bar prompts for an Employee ID.



Figure 2-3: Focus Bar - Enter Employee ID

- Key in the Employee ID then press **[ENTER]**. The focus bar prompts for a password.



Figure 2-4: Focus Bar - Enter Password

- Key in the password then press **[ENTER]**. Store21 opens the sales screen and displays the Associates Credited with Sale window.



Figure 2-5: Sales Screen and Associates Credited Window

Message Box

A message box requests confirmation or cancellation of an action. A message box appears automatically when you initiate a task that requires confirmation. The message box contains:

- **Message Area** — contains the confirmation request
- **Function Buttons** — initiate the action and indicate which keyboard key to press
- **Response Option(s)** — lists the available answers



Figure 2-6: Message Box Example

Using a Message Box

In this example, the Message Box requests an employee's clock-in confirmation.

1. At the Employee Selection screen, press **[F2]**. The focus bar prompts for an Employee ID.



Figure 2-7: Focus Bar - Clock-in/out

2. Key in the appropriate Employee ID, then press **[ENTER]**. The focus bar then prompts for a password.



Figure 2-8: Focus Bar - Clock-in/out Password

3. Key in the appropriate password, then press **[ENTER]**. The message box will display this confirmation request.



Figure 2-9: Message Box - Clock-In/Out

4. Press **[Y]**, **Yes**, to confirm the clock in. The Type of Hours list box displays.

List Box

A list box is an itemized selection box that automatically appears when you must select a parameter. It will also appear when you press a look-up key, such as **[F2]**. The list box contains:

- **Selection Description** — explains what you are selecting
- **List of Selections** — itemizes the available choices
- **Function Buttons** — initiate the action and indicate which keyboard key to press
- **Function Names**— identify the available actions

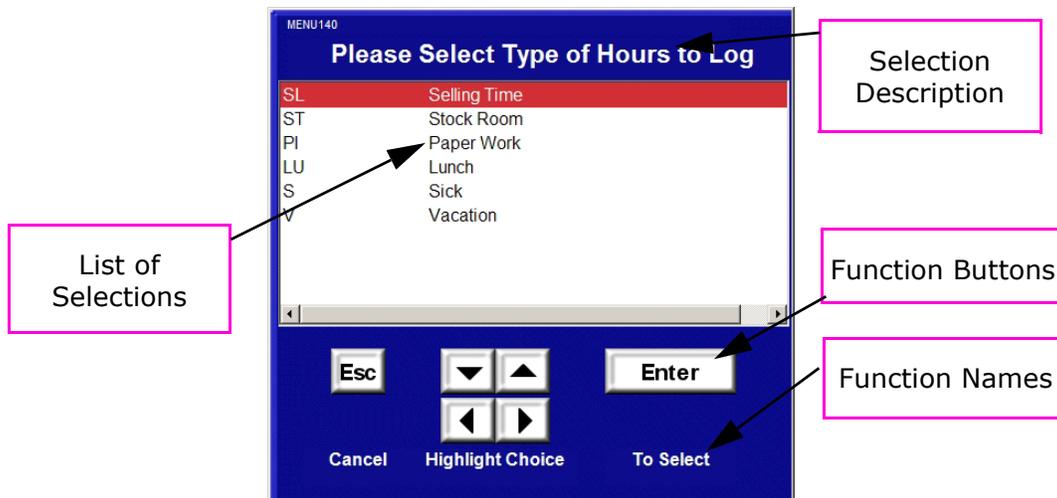


Figure 2-10: List Box Example

Note: Contents of List Boxes are determined by the home office.

Using a List Box

The example that follows completes the clock-in procedure from ["Using a Message Box" on page 7](#).

1. In the Type of Hours list box shown above, highlight the appropriate hour type.

Note: Throughout this text, the word "highlight" means to press the up/down or right/left arrow keys on the keyboard to select the appropriate option in a list box.

2. Press **[ENTER]**. The clock-in information displays on the Employee Selection screen.



Figure 2-11: Employee Selection Screen Showing Employees Clocked In

Search Form

In a Search Form, you enter parameters, or criteria, to initiate a database search; it automatically appears when the system requires specific information from you. The search form contains:

- **Search Description** — identifies the category of your search
- **Search Parameters** — shows the options available to initiate a search
- **Search Fields** — provide data-entry areas
- **Function Buttons** — indicate which keyboard key to press and initiates the action
- **Function Names** — identify the available search actions



Figure 2-12: Search Form Example

Search Commands

The search commands common to all types of search forms include:

- **[F1], Help** — displays a help message, if available
- **[F6], Clear Search** — removes all parameters from the search form
- **[F7], List All** — lists all, when available
- **[F8], Execute Search** — initiates the search
- Other search-type specific commands will show as applicable

Notes:

- To initiate a search, you need only the first few letters or numbers in the appropriate search parameter(s).
- If you do not know the first letter or number, enter a percent sign (%) before the characters you do know. For example, if you key in "%john" into the Customer Name field, the search result will be names with the letters "john" in them, such as Johns, Johnson, Little john, etc.
- The more parameters you enter, the narrower the search.

- If there is not a match to one of the parameters, the system uses the remaining parameters to conduct a broader search.
- If the system cannot find any matches, a message appears.

Using Search Boxes

The example that follows reflects using the customer search form.

1. In the Last Name and/or First Name field, key in the customer's name.



Customer Search

Customer ID:

Last Name:

First Name:

City:

Postal Code: -

Phone Number: () -

Esc Cancel Search F1 Help F2 Empl Sale F3 F4 F5 Add Cust F6 Clear Search F7 List All F8 Execute Search

Figure 2-13: Search Form Example

Note: Press **[ENTER]** to move between the fields.

2. Press **[F8]**, **Execute Search**. A list of customers displays who meet your parameters.

Data Entry Box

The data entry box is an information input form. This form requires specific information about the initiated activity. data entry boxes contain:

- **Selection Description** — defines the type of information
- **Information Field** — provides entry locations for the required information
- **Function Buttons** — initiate the action and indicate which keyboard key to press
- **Function Names** — identify the available actions

Figure 2-14: Data Entry Box Example

Using a Data Entry Box

The example that follows is part of a tax-exempt sales transaction.

1. At the Tender list box, press **[F6], Change Tax**. The system displays the Tax Exempt Customer Information box.

Figure 2-15: Tax Exempt Customer Information

Red text in the description field indicates that the field must be filled in prior to saving the data.

2. Key in the required information, then press **[F8], Save**, to save the data. The transaction is now tax exempt.

Alerts

System Alerts are visual indicators generated by the system to notify managers and sales associates of activities that require attention. The Alerts are highly configurable and combine color, text, and icons to indicate the priority level of the Alert. Icons appear to the right of the message, showing the priority level of the current messages. The icons are displayed going left to right, beginning with the highest priority.



Figure 2-16: Alert Example

1. Alerts display when the system detects that there is an activity or transaction that needs the attention of a store associate.
2. Once an Alert is indicated on the item screen, an associate can display the Action Items shown below by pressing **[F9], Alerts**.



Figure 2-17: Alerts Function Button

Note: The ability to respond to an Alert will depend upon the store associate's position and assigned security level. For example, if a sales associate is not authorized to process an order from another store, he/she will not be able to respond to the Alert that indicates a new order request is waiting.

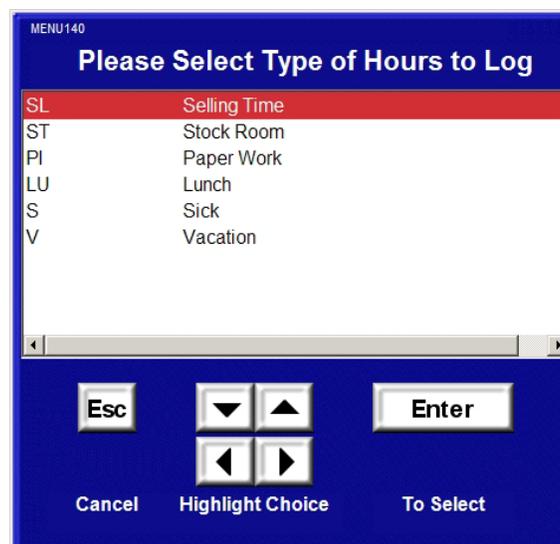


Figure 2-18: Alert Action Items

System Information Prompts

Throughout Store21, the system will display an information message indicating the system is processing a request or transaction.

The following prompt displays during a customer search.

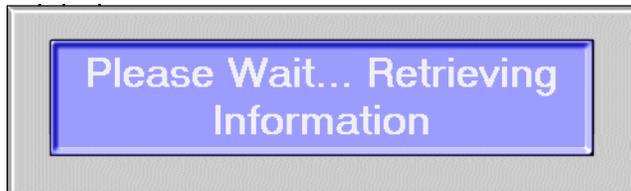


Figure 2-19: Please Wait Message

It is important to wait for the system to re-prompt for the next step.

During the tender process, the system will prompt you to remove and insert Gift Certificates, Checks, Travelers Checks, and other tenders, depending upon the tender selected. Wait and read each prompt carefully to ensure that the correct tender is franked with the correct information.

Touch Screen Functionality

Touch screen Functionality in Store21 is a configurable option. The touch screen shows the keyboard, number pad and function keys on the screen. Throughout the system, touch the spot on the monitor where the function key or function name displays. The functionality of the Store21 register system remains the same. In addition to touching the monitor, you can select the appropriate functions by using a mouse to point to a selection and clicking the left mouse button. Figure 2-20 is an example of the touch screen.

The F-key functionality of the keyboard has been incorporated into the function buttons along the right side of the screen monitor.

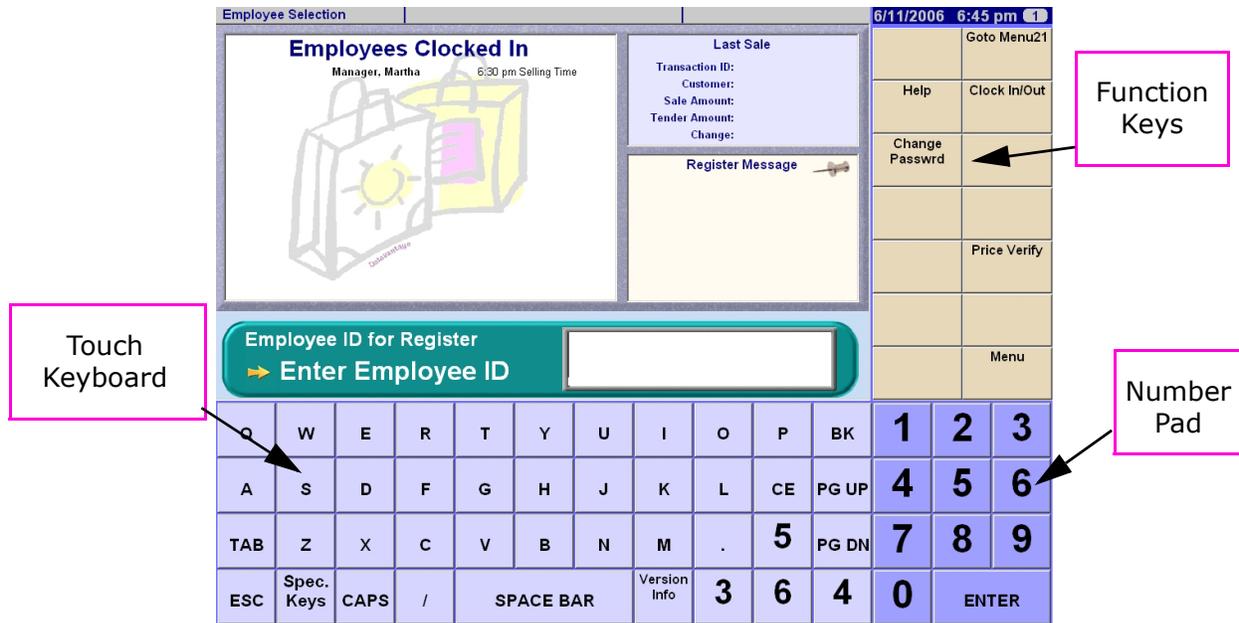


Figure 2-20: Employee Selection Screen with Touch Screen Enabled

Note: The Touch screen functionality requires the use of a monitor set to 1024 x 768 resolution.

CHAPTER 3

Administrative Menu Functions

Overview

Several Back Office services are available in Store21 and are divided into separate menus. This chapter describes the services that are included in the Administrative Menu.

The selections at this menu include register functions, reports, and using other applications. The instructions include step-by-step details and the optional choices that are available for each selection within the group:

- Access the Top of Menu
- Access the Administrative Menu
- Register Close
- No Sale
- Petty Cash In
- Petty Cash Out
- Post Void
- Print Gift Receipt
- Reprint Transaction
- Register Message Maintenance
- Exchange Rate Maintenance
- Store21 E-Mail
- MS Excel
- MS Outlook
- Spiff Paid Out
- Tag Order
- Tender Exchange
- Training Mode

See also: For information describing Email communication in Store21, see the *Store21 User Manual*.

Access the Top of Menu

The Back Office functions require store employees to open the Menu screen which is where the Top of Menu is located. It is accessible from the Employee Selection screen or from the Register screen. The methods are slightly different from one another.

From the Employee Selection Screen

When you attempt to access the Top of Menu from the Employee Selection screen, the focus bar prompts for an Employee ID and Password.

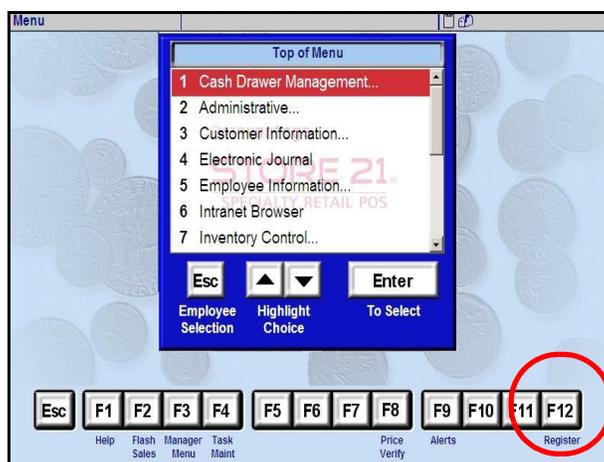


Figure 3-1: Employee Selection Screen

1. Press **[F12], Menu**.
2. The color of the focus bar changes to blue.



Figure 3-2: Employee ID for Menu Focus Bar

3. Enter your employee ID. The Password focus bar displays.



Figure 3-3: Password for Menu Focus Bar

4. Enter your password. The Top of Menu displays.

From the Register Screen

When you attempt to access the Top of Menu from the Register screen, the System Security data input form appears.

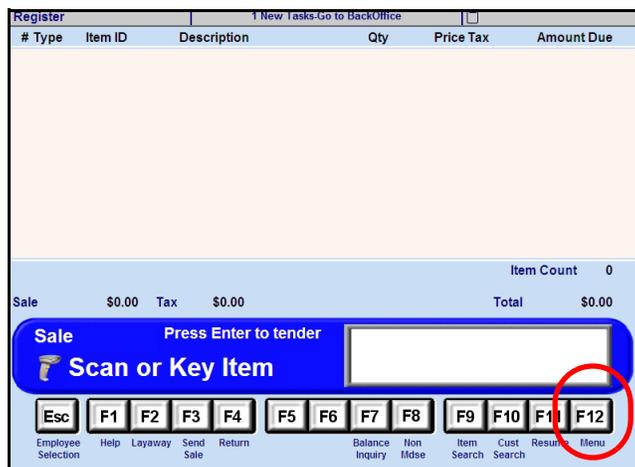


Figure 3-4: Register Screen

1. Press **[F12]**, **Menu**. The System Security input form displays.



Figure 3-5: System Security Input Form

2. Enter your Employee ID and Password. Press **[ENTER]**. The Top of Menu displays.

Top of Menu

This is the Menu screen with the Top of Menu. All managerial and non-sale transactions are accessible through this screen/menu.



Figure 3-6: Menu Screen with Top of Menu

Note: When attempting to access **Top of Menu**, employees without the authorized security level will see a message stating that they cannot perform the operation and will be returned to the Employee Selection screen.

Access the Administrative Menu

Access the Administrative menu for activities involving miscellaneous register functions such as No Sale, Petty Cash In/Out, as well as accessing other software programs such as MS Outlook, MS Excel, and MS Word.

See also: ["Access the Top of Menu" on page 16.](#)

1. From the Top of Menu, highlight **Administrative**.

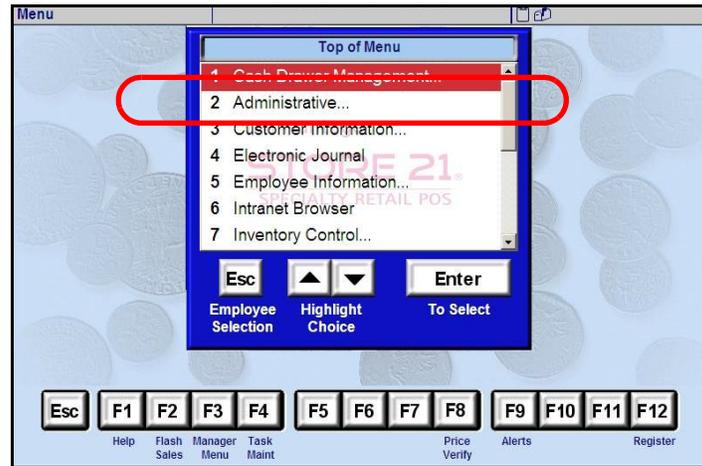


Figure 3-7: Top of Menu - Administrative

2. Press **[ENTER]**.

The Administrative Menu displays.



Figure 3-8: Administrative Menu

3. Use the scroll bar to locate the desired function and press **[ENTER]** to initiate it.

Register Close

Performing the Register Close process is required for both Register Accounting and Till Accounting modes. Ensure the cash drawer is counted or all tills are removed. This process is required in order to perform a system close procedure at the end of the day.

1. From the Top of Menu, highlight **Administrative** and press **[ENTER]**. The Administrative menu displays.



Figure 3-9: Administrative Menu

2. Highlight **Register Close** and press **[ENTER]**.

If the cash drawer has not been counted or the till not removed, an error message displays.



Figure 3-10: Register Close Error Message

Press **[ENTER]**. The system returns to the Administrative menu.

3. If the cash drawer has been counted, the following confirmation displays:

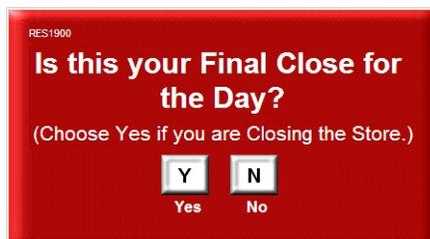


Figure 3-11: Final Close Confirmation Message

- Press **[Y]**, **Yes**, if this is the Final Close for the Day. The system will clock out the employees from the register and close the register. It cannot be restarted for the same business day. See ["Initiate System Close" on page 340](#) for more information.
- Press **[N]**, **No**, if this is not the Final Close. The system shuts down, but does not clock out the employees from the register, and it can be restarted.

No Sale

Use the No Sale function to open the cash drawer of a register.

See also: ["Access the Administrative Menu" on page 19](#)

1. From the Administrative menu, highlight **No Sale** and press **[ENTER]**.



Figure 3-12: Administrative Menu - No Sale

The No Sale screen displays with the No Sale Reason list.



Figure 3-13: No Sale Reason List

2. Highlight the appropriate reason and press **[ENTER]**. The cash drawer opens, and a 'No Sale' receipt prints with the reason the drawer was opened.

Petty Cash In

Record any cash put into the cash drawer(s) that is not a result of a sale transaction.

See also: ["Access the Administrative Menu" on page 19](#)

1. From the Administrative menu, highlight **Petty Cash In** and press **[ENTER]**.



Figure 3-14: Administrative Menu - Petty Cash In

The Petty Cash data entry form displays with the cursor in the Petty Cash Reason field.

 A screenshot of a data entry form titled "Petty Cash In" for "Martha Manager (100)". The form is titled "Petty Cash In Information" and contains three input fields: "*Petty Cash Reason:" (with a cursor in the first field), "*Petty Cash Amount:", and "Additional Comments:". A red asterisk indicates that the Reason field is a required field. At the bottom of the form is a row of function key buttons: Esc (Exit), F1 (Help), F2 (Lookup), F3, F4, F5, F6, F7, F8 (Save), F9, F10, F11, and F12 (Register).

Figure 3-15: Administrative Menu - Petty Cash In

2. With the cursor in the Petty Cash Reason field, press **[F2], Lookup**. This is a required field.

The Petty Cash In reason code list displays.



Figure 3-16: Petty Cash Reason List

3. Highlight the appropriate reason code and press **[ENTER]**.

The Petty Cash data entry form displays with the reason code entered into the field.

4. Press **[TAB]** or **[ENTER]** to move the cursor to the next required field, Petty Cash Amount. Key in the cash amount without a decimal point.

Note: Store21 assumes that the last two digits entered are the decimal (cents).

5. Press **[TAB]** or **[ENTER]** to move the cursor to the Additional Comments field. Key in a brief, helpful description as to the origin of the cash.

Figure 3-17: Petty Cash In Data Entry Form

Depending upon the reason code that was entered, input into the Comments field may or may not be required by the home office. The labels of required fields are red with an asterisk next to them.

- a. If you enter any characters into the comments field and press **[F8]**, **Save**, the comment is saved and the system proceeds to the next step.
- b. If entering a comment is not required for the reason code, you can press **[F8]**, **Save**, without entering a comment.

- c. If a comment is required for the selected reason code and you press **[F8], Save**, without entering any characters into the comments field, an error message displays.



Figure 3-18: Petty Cash Comments Error Message

- 1) Press **[ENTER], To Continue**.
 - 2) Type a comment into the Additional Comments field.
6. Press **[F8], Save**. A confirmation prompt displays.



Figure 3-19: Petty Cash Confirmation

7. Respond to the prompt:
- a. Press **[N], No**, to return to the data entry form.
 - b. Press **[Y], Yes**. The information is sent to the receipt printer, labeled 'Petty Cash In' prints each of the line items.

A prompt displays that provides the choice to complete the transaction or to add another petty cash item.

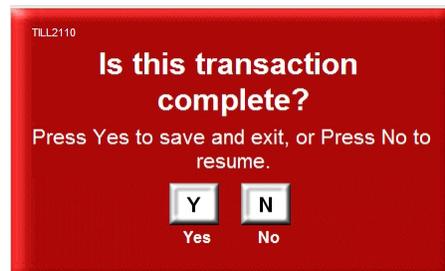


Figure 3-20: Petty Cash Transaction Complete Prompt

- a. Press **[N], No**. The Petty Cash data entry form displays (Figure 3-17).
 - b. Press **[Y], Yes**. The information is sent to the receipt printer, and a receipt labeled 'Petty Cash In' prints.
8. Store21 returns to the Administrative menu.

Petty Cash Out

Record any cash removed from the cash drawer(s) that is not a result of a sale transaction.

See also: ["Access the Administrative Menu" on page 19](#)

1. From the Administrative menu, highlight **Petty Cash Out** and press **[ENTER]**.



Figure 3-21: Administrative Menu - Petty Cash Out

The Petty Cash data entry form displays with the cursor in the Petty Cash Reason field.

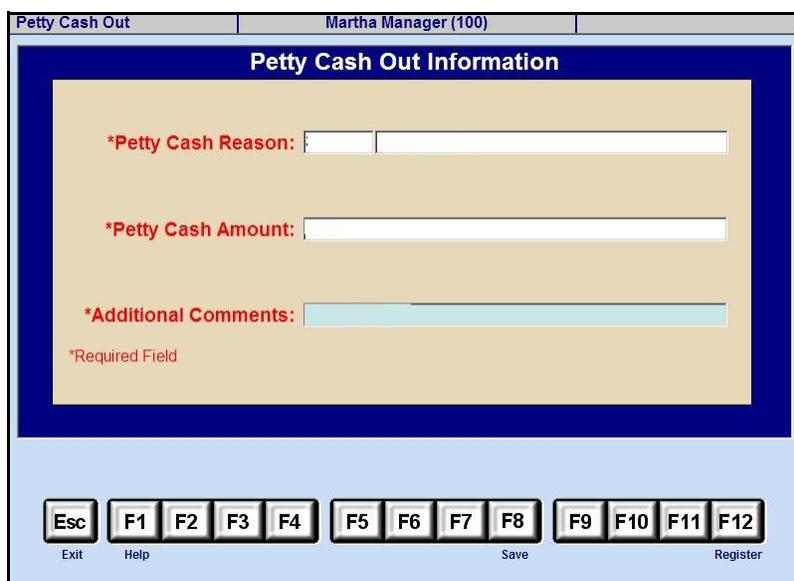
A screenshot of the 'Petty Cash Out Information' data entry form. The form has a blue border and a tan background. It contains three input fields: '*Petty Cash Reason:' (with a cursor), '*Petty Cash Amount:', and '*Additional Comments:'. A '*Required Field' label is at the bottom left. At the bottom, there is a row of function keys: Esc (Exit), F1 (Help), F2, F3, F4, F5, F6, F7, F8, F9, F10, F11, and F12 (Register). The 'Save' label is positioned between F8 and F9.

Figure 3-22: Petty Cash Out - Data Entry Form

2. Press **[F2]**, **Lookup**, to open the Petty Cash list. The reason codes are determined by the home office. This is a required field.

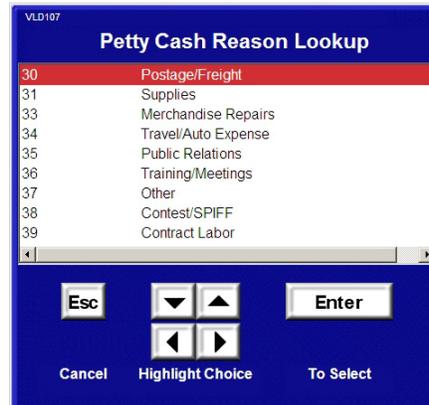


Figure 3-23: Petty Cash Out Reason List

3. Highlight the appropriate reason code and press **[ENTER]**. The Petty Cash data entry form displays with the reason code entered into the field.
4. Press **[TAB]** or **[ENTER]** to move the cursor to the next required field, Petty Cash Amount. Key in the cash amount without a decimal point.
5. Press **[TAB]** or **[ENTER]** to move the cursor to the Additional Comments field. Depending upon the reason code that was entered, input into the Comments field may be required by the home office. The labels of required fields are red, and an asterisk appears next to it.
6. Press **[F8]**, **Save**. A confirmation prompt displays.



Figure 3-24: Petty Cash Confirmation

7. Respond to the prompt:
 - a. Press **[N]**, **No**, to return to the data entry form and reenter the amount.
 - b. Press **[Y]**, **Yes**, to complete this line item.

A prompt displays that provides the choice to complete the transaction or to add another petty cash item.

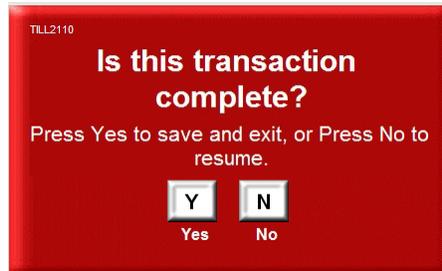


Figure 3-25: Petty Cash Transaction Complete Prompt

- a. Press **[N], No**. The Petty Cash data entry form displays (Figure 3-22).
 - b. Press **[Y], Yes**. The information is sent to the receipt printer, and a receipt labeled 'Petty Cash Out' prints each of the line items.
- 8.** Store21 returns to the Administrative menu.

Post Void

Initiating a Post Void transaction cancels a previously-completed transaction. It is necessary to have the transaction number.



Transactions can only be post voided on the same day they were created.

See also: ["Access the Administrative Menu" on page 19](#)

1. From the Administrative menu, highlight **Post Void** and press **[ENTER]**.



Figure 3-26: Administrative Menu - Post Void

The Transaction ID input form displays.

A screenshot of a form titled "Enter Transaction ID". The form has a text input field containing the number "85624". Below the input field are two buttons: "Esc" (Cancel) and "Enter" (Continue). The form is set against a dark blue background.

Figure 3-27: Post Void - Transaction ID Input Form

2. Key in the transaction number and press **[ENTER]**. The transaction details display.

The screenshot shows a window titled "Post Void" with a light blue background. At the top, there are fields for Register (1), Cashier (100), and Transaction (308). To the right, the Date is 5/20/2006 and the Time is 12:19:11 PM. Below this, it says "Petty Cash In". A table follows with columns for "Tender Type", "Tender Items", and "Amount". The table contains rows for Taxable Amount, Non Taxable Amount, Sales Tax, and Total. Below the table, "Money Found In Store" is listed as 5.00. At the bottom of the table, "Total Amount" is listed as 5.00. At the very bottom of the window, there is a row of function key buttons: Esc (Exit), F1 (Help), F2 (New Trans), F3, F4, F5, F6, F7, F8 (Void Trans), F9, F10, F11, and F12.

Figure 3-28: Post Void Screen - Transaction Details

3. Press **[F7]**, **Void Trans**. The Select Void Reason list displays.

The screenshot shows a window titled "Select Void Reason" with a dark blue background. The title bar says "TRSV390". The list of reasons includes: Customer Cancel (highlighted in red), Wrong Sales Person, Person Decided Not To Purchase, Wrong SKU, Wrong Price, Wrong Color, Wrong Size, and Other. At the bottom, there are navigation buttons: Esc (Cancel), a set of four arrow keys (Highlight Choice), and Enter (To Select).

Figure 3-29: Post Void Reason List

4. Highlight the appropriate Post Void reason and press **[ENTER]**. The confirmation message displays.

The screenshot shows a red confirmation window titled "Transaction successfully Voided." with the text "Enter To Continue" and an "Enter" button.

Figure 3-30: Post Void Successful

5. Press **[ENTER]** to return to the Administrative menu.

Print Gift Receipt

At the conclusion of a sale transaction, Store21 provides the opportunity to print a Gift Receipt. If the employee responds 'Y' at the original Sale Complete prompt and the transaction closes, the gift receipt can be printed from the Administrative menu. A gift receipt will print only one time per item.

See also: ["Access the Administrative Menu" on page 19](#)

1. From the Administrative menu, highlight **Print Gift Receipt** and press **[ENTER]**.

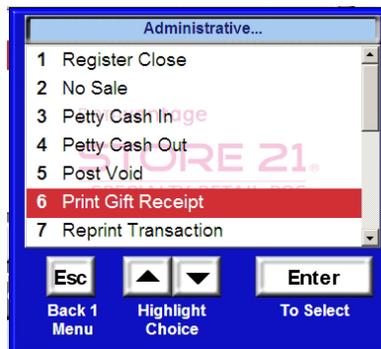


Figure 3-31: Administrative Menu - Print Gift Receipt

The Print Gift Receipt screen displays with an input form for the Transaction Number.



Figure 3-32: Gift Receipt - Transaction Number Input Form

2. Enter the Transaction Number, then press **[ENTER]**. Store21 processes the request.

If there are items on the sale transaction that are eligible to print on a gift receipt, the Print Gift Receipt screen displays.

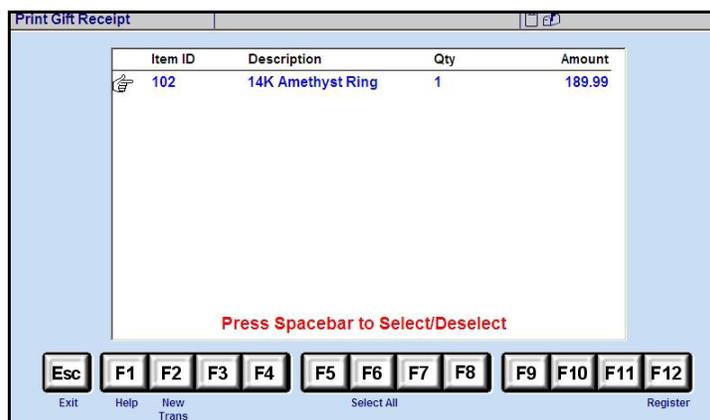


Figure 3-33: Gift Receipt - Item List

Note: The 'pointing finger' icon indicates which item will be selected when you press the spacebar.

- a. Point to the appropriate item and press **[SPACEBAR]**.
 - b. If all items are to print on gift receipts, press **[F6], Select All**.
3. The items to print are highlighted.

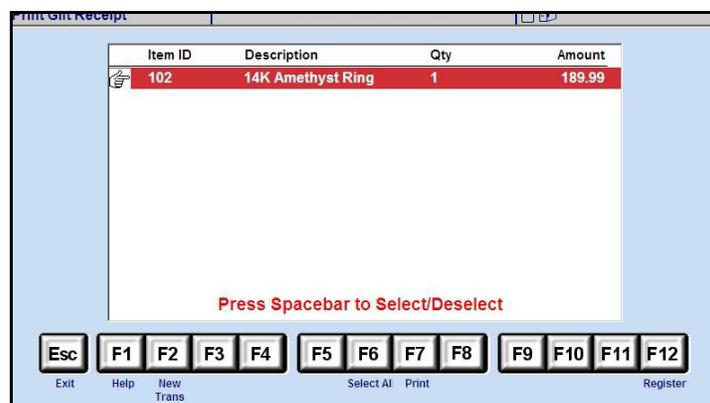


Figure 3-34: Gift Receipt - Selected Items

4. Press **[F7], Print**. The Gift Receipts print on the register printer.
5. The Print Gift Receipt screen with input form displays again. Repeat these steps to print the next gift receipt, or press **[ESC], Cancel**, to return to the Administrative menu.

- If all items on the sale transaction were already printed on a gift receipt, an error message displays.



Figure 3-35: Gift Receipt Error Message

- Press **[ENTER]**. Store21 returns to the Print Gift Receipt screen with input form. Press **[ESC]** to return to the Administrative menu.

Note: Although a gift receipt can only be printed one time per item purchased, if the receipt printer fails to print a gift receipt during its initial printing, Store21 makes the item eligible to be reprinted on the gift receipt from this Back Office menu selection.

Reprint Transaction

This function reprints all receipts for a selected transaction to the register printer. "Reprint" appears on all of the receipts.

See also: ["Access the Administrative Menu" on page 19](#)

- From the Administrative menu, highlight **Reprint Transaction** and press **[ENTER]**.



Figure 3-36: Administrative Menu - Reprint Transaction

The Transaction ID form displays.

Figure 3-37: Transaction ID Input form

- Key in the transaction number and press **[ENTER]**. The transaction displays on the screen.

Type	Description	Amount Due
Layaway	Deposit	27.44
Layaway	TAN Oscar Blazer	0.00
Layaway	BLK Givenchy Slack	0.00

Register	1	Date	5/20/2006
Cashier	100	Time	5:07:42 PM
Transaction	251	Store	37
Customer	Rebecca Findley		S00037000000002
Sales Associates	100		

Tender Type	Amount
Taxable Amount	0.00
Non Taxable Amount	27.44
Sales Tax	0.00
Total	27.44
Cash	27.44

Balance Due \$0.00

Figure 3-38: Reprint Transaction Screen

- Press **[F7]**, **Print**. The transaction prints on the receipt printer, and you return to the Administrative menu.

Register Message Maintenance

Register Messages are the communication components available on the Employee Selection screen.

The Register Message displays on the Employee Selection screen and supplies information on a daily basis to employees. The displayed information can be entered by the manager or downloaded from the home office during polling. The manager can assign when to display the message and on which register(s) is should be displayed.

Go to the Back Office menu to add, delete, or edit a Register Message.

Figure 3-39: Employee Selection Screen With Register Message

See also: [“Access the Administrative Menu” on page 19](#)

- In the Administrative Menu, highlight **Register Message Maint** and press [ENTER]. The Message Search Data Form displays.

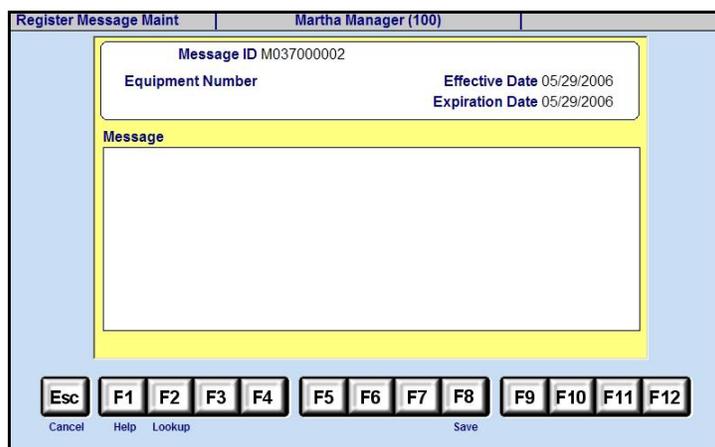
Figure 3-40: Message Search Data Form

5. Use the function buttons of the search form to look up existing messages for editing or add new messages.
 - Press **[F2], Lookup**, to open a lookup list with appropriate parameters for the search field.
 - Press **[F6], Clear Search**, to clear the parameters from the search fields.
 - Press **[F8], Execute Search**, to display all messages that match the search parameter(s).
 - Press **[F5], Add Message**, to add a new message.
 - Press **[F7], List All**, to show all existing messages.

Add a Register Message

Managers can add messages to be viewed on one or more registers for a given date range.

1. From the Message Search Data Box (Figure 3-40), press **[F5], Add Message**. A blank message screen displays.



The screenshot shows a software window titled "Register Message Maint" for "Martha Manager (100)". The window contains a form with the following fields:

- Message ID: M037000002
- Equipment Number: (blank)
- Effective Date: 05/29/2006
- Expiration Date: 05/29/2006
- Message: (large empty text area)

At the bottom of the window is a row of function buttons: Esc (Cancel), F1 (Help), F2 (Lookup), F3, F4, F5 (Add Message), F6, F7, F8, F9, F10, F11, F12 (Save).

Figure 3-41: Blank Register Message

Note: The Message ID is assigned by the system.

- The Equipment Number is the register number where you want to display the message. Press **[F2]**, **Lookup**, to choose from a list of registers where this message will display, or highlight **All Registers**.

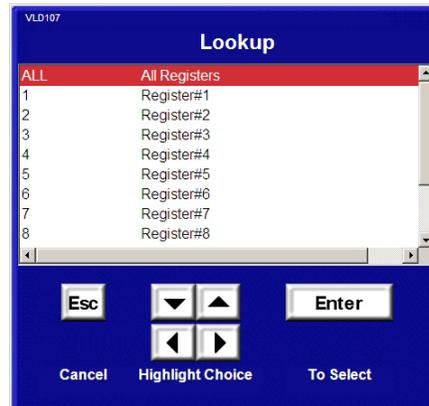


Figure 3-42: Lookup Register Number List

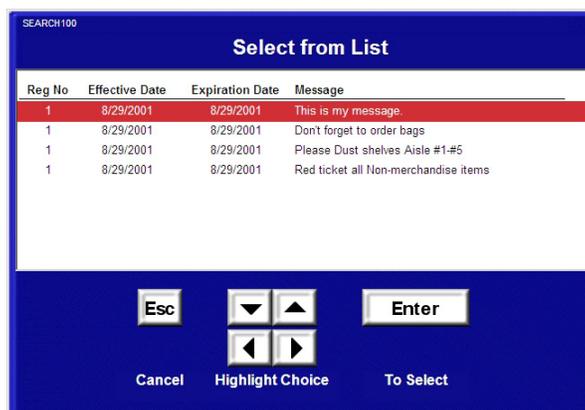
- Press **[TAB]** to move to the Effective Date, and enter the first date the message is to appear on the register.
- Press **[TAB]** to move to the Expiration Date, and enter the last date the message is to appear on the register.
- Press **[TAB]** to move the Message, and enter the text of the message to appear on the register.
- Press **[F8]**, **Save**, to save the message.

Edit a Register Message

- From the Message Search form, use one of the search methods to select the message to edit:
 - With the cursor on one of the search box fields, press **[F2]**, **Lookup**, to open a lookup list with appropriate parameters for the search field.
 - With the cursor on one of the search box fields, key in the appropriate information and press **[ENTER]**.
 - Press **[F7]**, **List All**, to show all messages.

Search for the message to edit, then you can make and save your changes.

- The Register Message list displays.



SEARCH100

Select from List

Reg No	Effective Date	Expiration Date	Message
1	8/29/2001	8/29/2001	This is my message
1	8/29/2001	8/29/2001	Don't forget to order bags
1	8/29/2001	8/29/2001	Please Dust shelves Aisle #1-#5
1	8/29/2001	8/29/2001	Red ticket all Non-merchandise items

Esc [Down] [Up] Enter

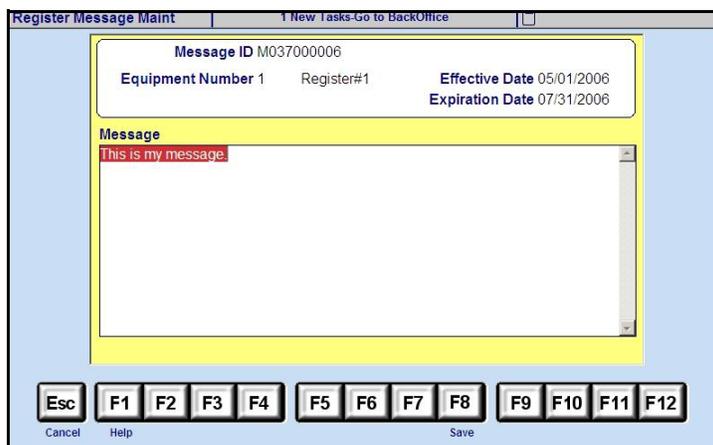
[Left] [Right]

Cancel Highlight Choice To Select

Figure 3-43: Register Message List

- Highlight the message to edit and press **[ENTER]**.

The Register Message Maintenance screen displays. You can change any of the fields except the Message ID field.



Register Message Maint 1 New Tasks-Go to BackOffice

Message ID M037000006

Equipment Number 1 Register#1 Effective Date 05/01/2006

Expiration Date 07/31/2006

Message

This is my message.

Esc F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12

Cancel Help Save

Figure 3-44: Register Message Maintenance Screen

- Press **[F8]**, **Save**, to save the message.
- Press **[F12]**, **Register**, to view the message on the Register screen.

Store Traffic Maintenance

Store Traffic Maintenance provides the ability to take a snapshot of all of the customers in the store for a given week, and compare that number to the number of transactions and the total sales for those transactions on a daily basis.

See also: ["Access the Administrative Menu" on page 19](#)

1. From the Administrative menu, highlight **Store Traffic Maintenance** and press **[ENTER]**.

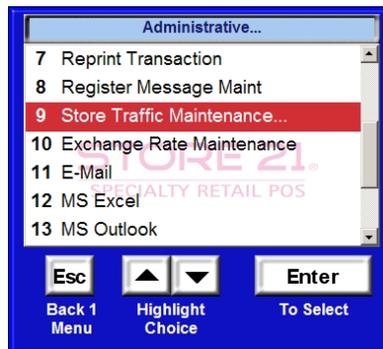


Figure 3-45: Administrative Menu - Store Traffic Maintenance Menu

The Store Traffic Maintenance Menu displays.



Figure 3-46: Store Traffic Maintenance Menu

2. Highlight the appropriate item and press **[ENTER]**.
 - Select **Process Traffic File** to generate the data.
 - Select **Conversion Rate Report** to view the Conversion Rate Report.
 - Select **Traffic Count Report** to view the Traffic Count Report.

Process Traffic File

1. Highlight **Process Traffic File** and press **[ENTER]**. A confirmation prompt displays.



Figure 3-47: Store Traffic Maintenance - Process File Confirmation

2. Press **[Y]**, **Yes**, to generate the data for the traffic counter reports, or press **[N]**, **No**, to cancel the request.
3. You return to the Store Traffic Maintenance menu.

Conversion Rate Report

1. Highlight **Conversion Rate Report** and press **[ENTER]**. A week-ending date input form displays.

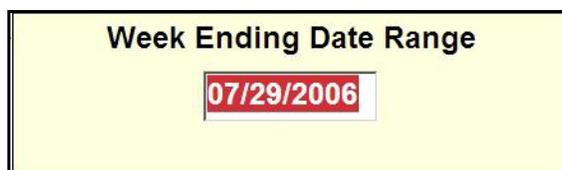


Figure 3-48: Traffic Maintenance Report - Week Ending Input

The current week-ending date displays by default. Key in a different date, if desired.

2. Press **[F7]**, **View Report**. The Conversion Rate Report displays.

Conversion Rate Report						
Conversion Rate Report						
Week Ending Dates: 07/29/2006						
	Date	Total Traffic	Transactions	Conv %	Total Sales	Average Trans Amt
Sun	7/23/2006	265	64	24.15%	\$4,227.67	\$66.06
Mon	7/24/2006	232	64	27.59%	\$3,273.65	\$51.15
Tue	7/25/2006	270	49	18.15%	\$2,359.87	\$48.16
Wed	7/26/2006	0	0	0.00%	\$0.00	\$0.00
Thu	7/27/2006	0	0	0.00%	\$0.00	\$0.00
Fri	7/28/2006	0	0	0.00%	\$0.00	\$0.00
Sat	7/29/2006	0	0	0.00%	\$0.00	\$0.00
	Total	767	177	23.08%	\$9,861.19	\$55.71

Page 1 of 1 Date/Time: 7/29/2006 8:42:18 PM

Esc	F1	F2	F3	F4	F5	F6	F7	F8	F9	F10	F11	F12
Select Criteria	Help	Previous	Next			Print Report	Graph	Register				

Figure 3-49: Store Traffic Maintenance - Conversion Rate Report

3. Press **[F8]**, **Print Report**, to print the report on the report printer.
4. The report is also viewable as a graph. Press **[F9]**, **Graph**.

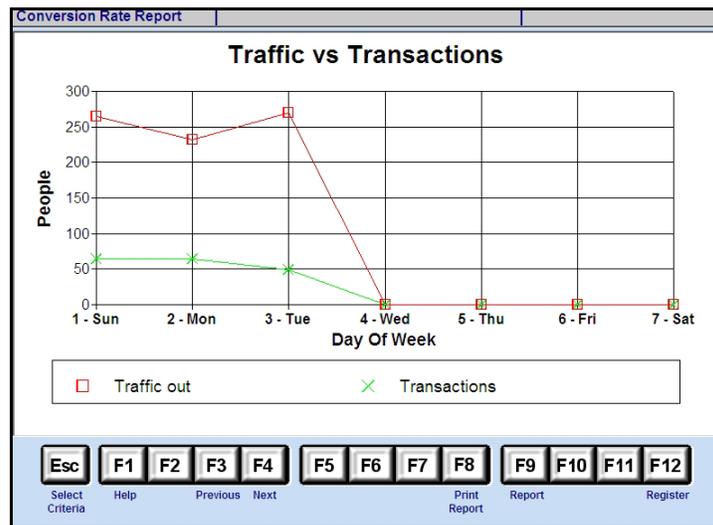


Figure 3-50: Conversion Rate Report Graph

Use the function buttons to navigate scroll up/down the report on screen.

5. Press **[F8]**, **Print Report**, to print the report on the report printer.

Traffic Count Report

1. Highlight **Traffic Count Report** and press **[ENTER]**. A week-ending date input form displays.

Week Ending Date Range

07/29/2006

Figure 3-51: Traffic Maintenance Report - Week Ending Input Form

The current week-ending date displays by default. Key in a different date, if desired.

2. Press **[F7]**, **View Report**. The Traffic Count Report displays.

Time	7/23/2006	7/24/2006	7/25/2006	7/26/2006	7/27/2006	7/28/2006	7/29/2006	Total
12:00 am	0	0	0	0	0	0	0	0
12:15 am	0	0	0	0	0	0	0	0
12:30 am	0	0	0	0	0	0	0	0
12:45 am	0	0	0	0	0	0	0	0
1:00 am	0	0	0	0	0	0	0	0
1:15 am	0	0	0	0	0	0	0	0
1:30 am	0	0	0	0	0	0	0	0
1:45 am	0	0	0	0	0	0	0	0
2:00 am	0	0	0	0	0	0	0	0
2:15 am	0	0	0	0	0	0	0	0
2:30 am	0	0	0	0	0	0	0	0
2:45 am	0	0	0	0	0	0	0	0
3:00 am	0	0	0	0	0	0	0	0
3:15 am	0	0	0	0	0	0	0	0
3:30 am	0	0	0	0	0	0	0	0
3:45 am	0	0	0	0	0	0	0	0
4:00 am	0	0	0	0	0	0	0	0

Page 1 of 6 Date/Time: 7/29/2006 1:43:52 PM Store: Mall

Esc **F1** **F2** **F3** **F4** **F5** **F6** **F7** **F8** **F9** **F10** **F11** **F12**
 Select Criteria Help Previous Next Print Report Pie Graph Register

Figure 3-52: Store Traffic Maintenance - Traffic Count Report

3. Press **[F8]**, **Print Report**, to print the report on the report printer.

- The report is also viewable as a pie graph. Press **[F9]**, **Pie Graph**.

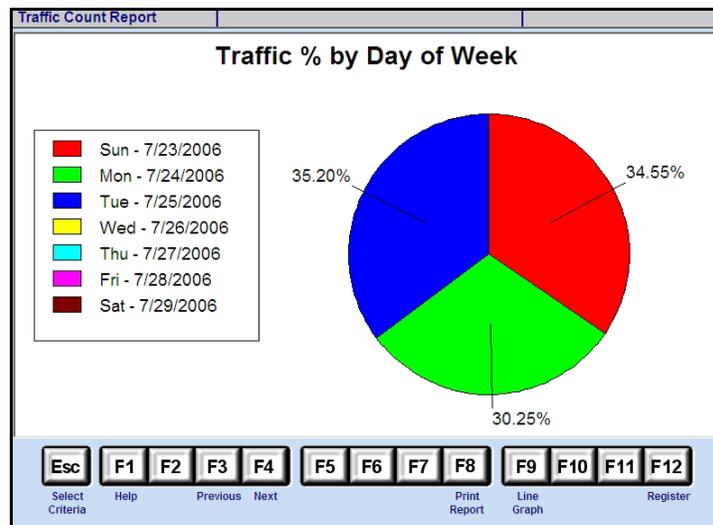


Figure 3-53: Traffic Count Pie Graph

Use the function buttons to navigate scroll up/down the report on screen.

- Press **[F8]**, **Print Report**, to print the report on the report printer.
- The report is also viewable as a line graph. Press **[F9]**, **Line Graph**.

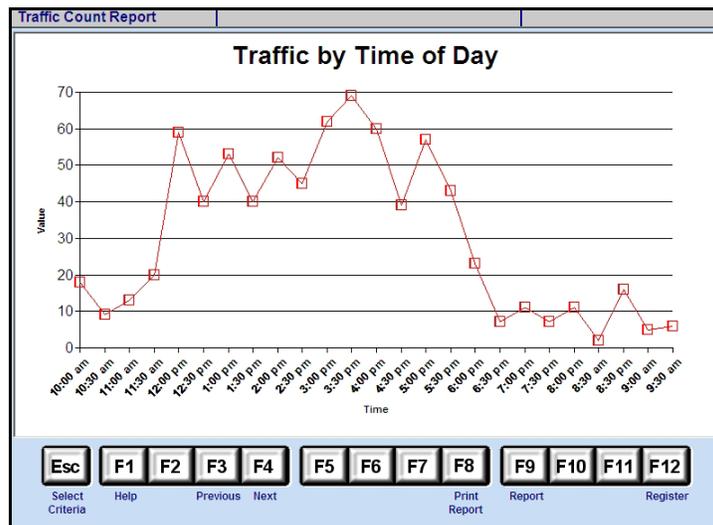


Figure 3-54: Traffic Count Line Graph

Use the function buttons to navigate scroll up/down the report on screen.

- Press **[F8]**, **Print Report**, to print the report on the report printer.
- Press **[ESC]** twice to return to the Administrative Menu.

Exchange Rate Maintenance

Use Exchange Rate Maintenance to modify the current currency exchange rate. Changes can be made on any register and the system will update the rate on the rest of the registers.

See also: ["Access the Administrative Menu" on page 19](#)

1. From the Administrative menu, highlight **Exchange Rate Maintenance** and press **[ENTER]**.

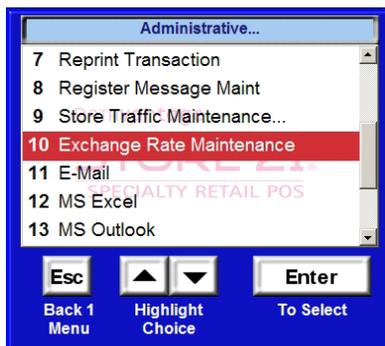


Figure 3-55: Administrative Menu - Exchange Rate Maintenance

The Exchange Rate Maintenance screen displays. The types of currency accepted are determined by the home office, and will be listed on the screen.

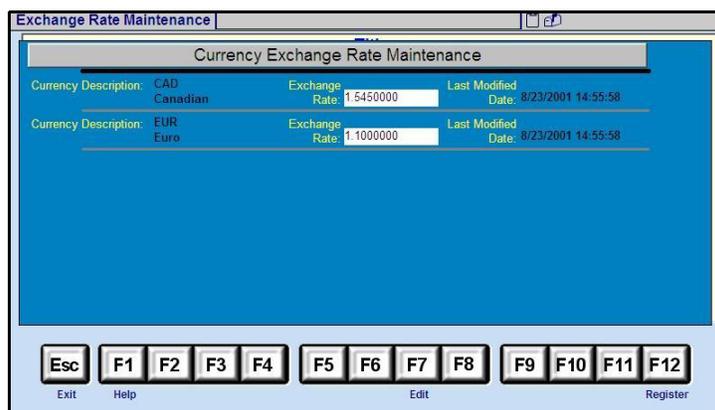


Figure 3-56: Exchange Rate Maintenance Screen

2. Press **[F7]**, **Edit**. The current values are shown on the screen, the cursor appears in the first field, and the **[F8]**, **Save**, function button is enabled.
3. Key in the changes, pressing **[ENTER]** to move between the fields.
4. Press **[F8]**, **Save**.
5. Press **[ESC]**, **Exit**, to return to the Administrative menu.

E-Mail

The creation and maintenance of Store21 E-Mail Messages are covered in the *Store21 User Guide*. See the Communications chapter for instructions.

MS Excel

Microsoft Excel is a spreadsheet program used for saving sales information and other data to spreadsheet files. From the Administrative menu, highlight **MS Excel** and press **[ENTER]**.

See also: ["Access the Administrative Menu" on page 19](#)

1. From the Administrative menu, highlight **MS Excel** and press **[ENTER]**.

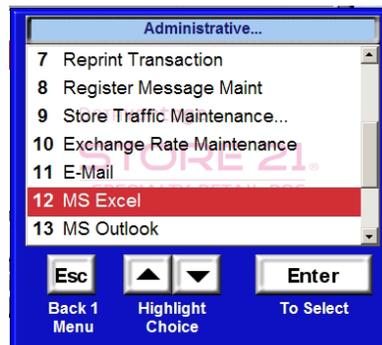


Figure 3-57: Administrative Menu

2. MS Excel software application loads. Upon closing the MS Excel application, the system returns to Store21.

MS Outlook

Microsoft Outlook is an E-mail and Scheduling program used for corporate communications. From the Administrative menu, highlight **MS Outlook** and press **[ENTER]**.

See also: ["Access the Administrative Menu" on page 19.](#)

1. From the Administrative menu, highlight **MS Outlook** and press **[ENTER]**.



Figure 3-58: Administrative Menu - MS Outlook

2. MS Outlook software application loads. Upon closing the application, the system returns to Store21.

Spiff Paid Out

Record spiff transactions as they occur.

See also: ["Access the Administrative Menu" on page 19](#)

1. From the Administrative menu, highlight **Spiff Paid Out** and press **[ENTER]**.

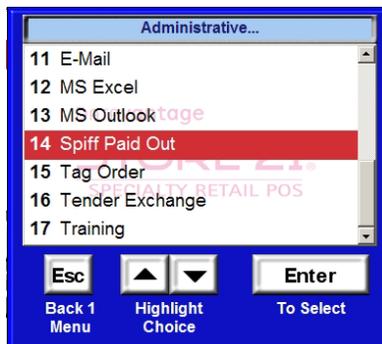


Figure 3-59: Administrative Menu - Spiff Paid Out

The Spiff Paid Out screen displays with a transaction data entry form. The cursor is in the Employee ID field.

A screenshot of the "Spiff Paid Out" data entry form. The window title is "Spiff Paid Out" and the main title is "Spiff Transaction". The form has a light blue background with a central tan area containing two input fields: "*Employee ID:" and "*Amount:". Below the fields is a red asterisk and the text "*Required Field". At the bottom of the window is a row of function keys: Esc (Exit), F1 (Help), F2, F3, F4, F5, F6, F7, F8, F9, F10, F11, and F12 (Register).

Figure 3-60: Spiff Paid Out - Data Entry Form

- Key in the employee ID, or press **[F2]**, **Lookup**, to display to Employee list.



Figure 3-61: Employee List

- Highlight the appropriate employee and press **[ENTER]**.
- Key in the dollar amount to be paid out. The information appears on the form.

Figure 3-62: Spiff Transaction with Data

Note: Do not enter a decimal point in the Amount field. The last two digits in the Amount is assumed to be the decimal (cents).

- Press **[F8]**, **Save**. A confirmation message displays.



Figure 3-63: Spiff Confirmation

- Press **[N]**, **No**, to return to the Spiff Paid Out screen, or press **[Y]**, **Yes**, to print the spiff transaction on the receipt printer.
- You return to the Administrative Menu.

Tag Order

Use the Tag Order function to order price tags for specific items. The orders are uploaded to the home office for processing, and a temporary tag is generated by Store21.

See also: ["Access the Administrative Menu" on page 19](#)

1. From the Administrative menu, highlight **Tag Order** and press **[ENTER]**.

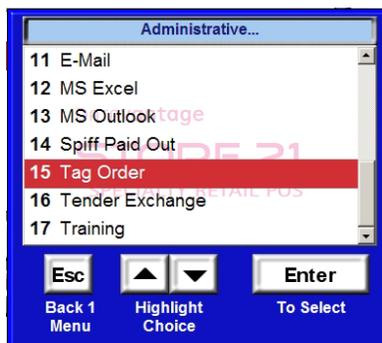


Figure 3-64: Administrative Menu - Tag Order

The Tag Order screen displays, and the focus bar prompts for the first item number.

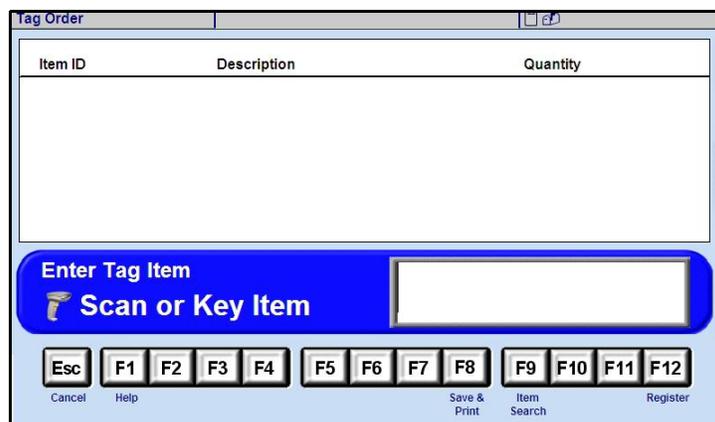


Figure 3-65: Tag Order Screen

Note: If you do not know the item number, press **[F9]**, **Item Search**, to display the Item Search form. See the *Store21 User Guide, Search for Items* section for more information about searching for items.

2. Scan or key in the Item number and press **[ENTER]**.

The focus bar prompts for the tag quantity.



Figure 3-66: Focus Bar - Enter Tag Quantity

- Key in the tag quantity and press **[ENTER]**. The item and the quantity appear on the Tag Order screen.



Figure 3-67: Tag Order Screen with Items

- Continue entering items and quantities as needed.
- You cannot edit items that are entered. Instead, highlight the item to be corrected and press **[F6]**, **Delete Item**.



Figure 3-68: Tag Order Confirmation

- Respond to the prompt:
 - Press **[N]**, **No**, to return to the Tag Order screen without the change.
 - Press **[Y]**, **Yes**, to delete the item. The item is removed from the screen, and the order list. You return to the Tag Order screen.

7. Press **[F8]**, **Save & Print**.



Figure 3-69: Tag Order Confirmation

8. Press **[N]**, **No**, to return to the Tag Order screen, or press **[Y]**, **Yes**, to save the order. The saved information will be uploaded to the home office. One temporary tag for each item number prints to the receipt printer. If multiple quantities are on the tag order for the same item number, the multiple quantity is shown on the tag.

Tender Exchange

The Tender Exchange is a customer service function that give employees the ability to transfer funds from one gift card to another, cash personal checks, or 'make change'.

See also: ["Access the Administrative Menu" on page 19.](#)

1. From the Administrative menu, highlight **Tender Exchange** and press **[ENTER]**.

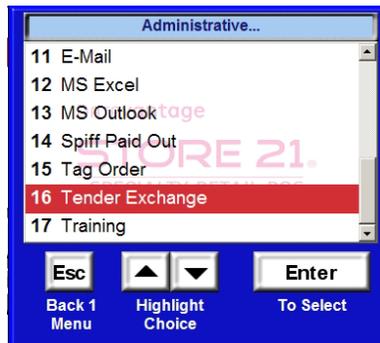


Figure 3-70: Administrative Menu - Tender Exchange

2. The Tender Exchange screen with the Tender list displays. The focus bar prompts to select the tender type you are receiving from the customer.

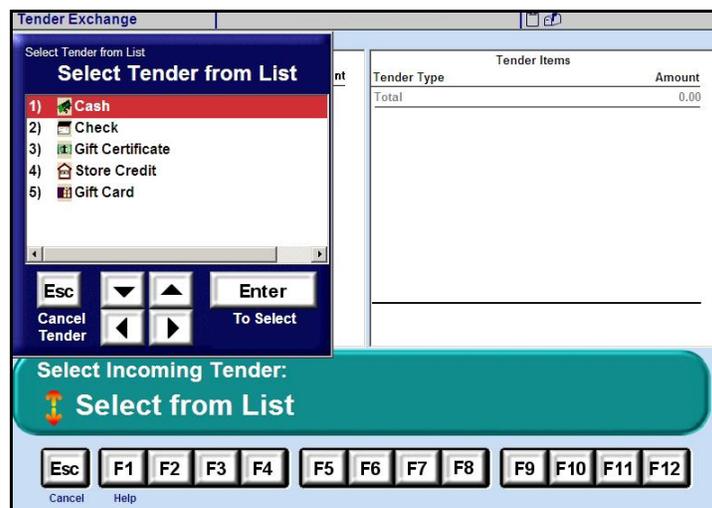


Figure 3-71: Tender Exchange Screen with Tender List

Make Change

Exchange currency denominations. For example, give a customer two \$10 bills for a \$20 bill.

1. From the Tender list (Figure 3-71), highlight the **Cash** tender type and press **[ENTER]**. The focus bar prompts for the amount.



Figure 3-72: Focus Bar - Enter Cash Amount

2. Key in the amount of cash from the customer and press **[ENTER]**. The Tender list displays again.

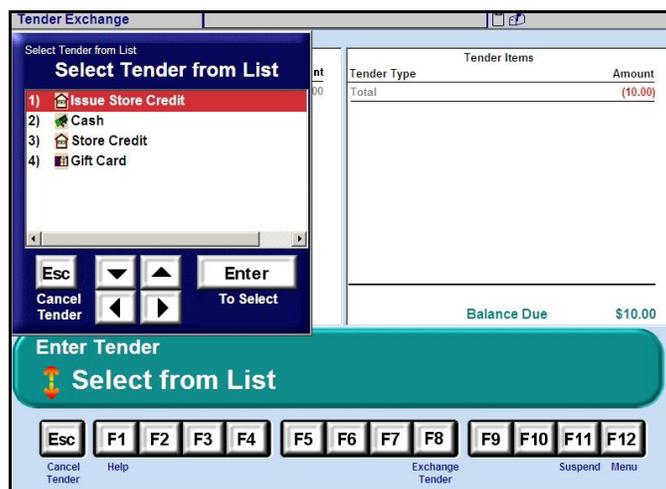


Figure 3-73: Tender Exchange Screen - Select Tender

3. Select **Cash** from the Tender list and press **[ENTER]**. The focus bar prompts you to enter an amount.
4. Press **[ENTER]**. A confirmation prompt displays.



Figure 3-74: Tender Exchange Complete Confirmation

5. Press **[Y]**, **Yes**, to complete the exchange. A receipt prints on the receipt printer.

Cash a Personal Check

Cash a customer's personal check that is not part of a sale transaction.

1. From the Tender list (Figure 3-71), highlight the Check tender type and press **[ENTER]**. The focus bar prompts for the account number.



Figure 3-75: Focus Bar - Enter Checking Account Number

2. Key in the checking account number and press **[ENTER]**. The focus bar prompts for the bank routing number.



Figure 3-76: Focus Bar - Enter Routing Number

3. Key in the routing number of the bank and press **[ENTER]**. The focus bar prompts for the check number.



Figure 3-77: Focus Bar - Enter Check Number

4. Key in the check number and press **[ENTER]**. The focus bar prompts for the check amount.



Figure 3-78: Focus Bar - Enter Check Amount

5. Key in the amount of the check from the customer and press **[ENTER]**. Store21 submits the request to the check authorizing service for approval.

- If the system cannot communicate with the service, an input form displays with a number to call for authorization.



Figure 3-79: Check Authorization Input Form

Call the phone number provided, and key in the authorization number when it is available. Press **[ENTER]**.

6. The Tender list displays again:

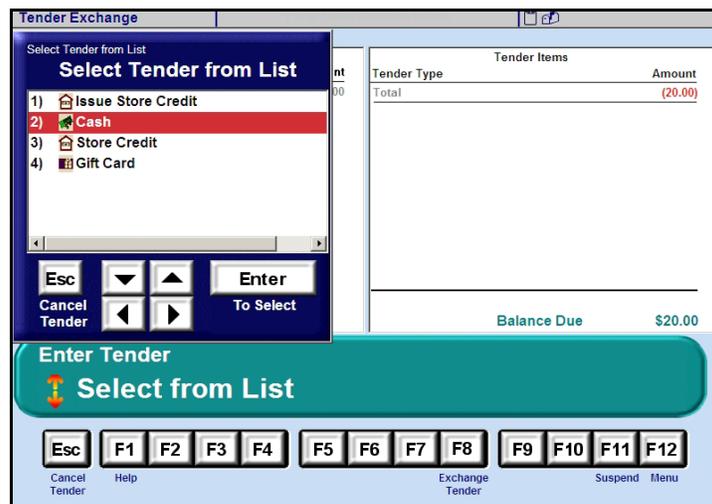


Figure 3-80: Tender Exchange Screen

7. Highlight Cash in the Tender list and press **[ENTER]**. The focus bar prompts for the amount of cash you are giving back to the customer.



Figure 3-81: Focus Bar - Cash Exchange Amount

- Key in the cash amount to give to the customer and press **[ENTER]**. If the amount of the check equals the amount of cash, the Tender Exchange complete confirmation message displays.



Figure 3-82: Tender Exchange Complete Confirmation Prompt

- Press **[Y]**, **Yes**. A transaction receipt prints on the receipt printer, and you return to the Administrative menu.

Exchange a Gift Certificate

This function allows a customer to exchange a gift certificate for cash.

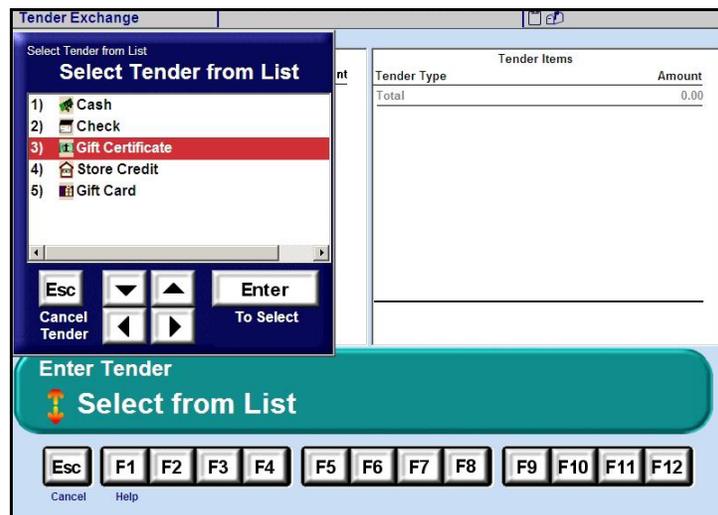


Figure 3-83: Tender Exchange - Gift Certificate

- From the Tender list, highlight the Gift Certificate tender type and press **[ENTER]**. The focus bar prompts for the gift certificate number.



Figure 3-84: Focus Bar - Enter Gift Certificate Number

- Key in the gift certificate number and press **[ENTER]**. The focus bar prompts for the gift certificate amount.



Figure 3-85: Focus Bar - Enter Amount

- Key in the gift certificate amount and press **[ENTER]**. The Tender list displays again.

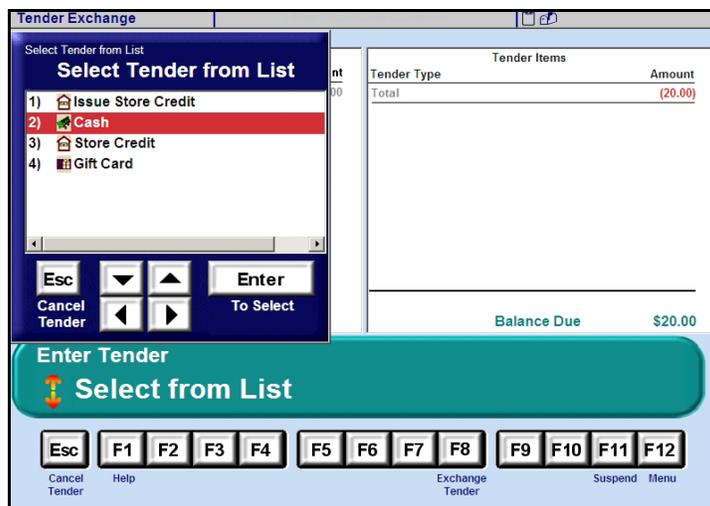


Figure 3-86: Tender Exchange Screen

- Highlight Cash in the Tender list and press **[ENTER]**. The focus bar prompts for the amount of cash you are giving back to the customer.



Figure 3-87: Focus Bar - Cash Exchange Amount

- If the amount of the gift certificate equals the amount of cash, the Tender Exchange complete confirmation message displays.



Figure 3-88: Tender Exchange Complete Confirmation Prompt

- Press **[Y], Yes**. A transaction receipt prints on the receipt printer, and you return to the Administrative menu.

Other Exchange Types

The types of acceptable tender exchanges are determined by the home office. Other exchange types include options such as exchanging a gift certificate for a gift card, exchanging a gift card for cash, or exchanging a store credit for a gift card. The methods for entering the tender types and the amount of the tenders are the same as those already detailed in this section. Follow the prompts to complete the transactions.

Training Mode

Store21's training mode allows employee training to be performed at your convenience. While in training mode, new store employees can complete transactions without affecting any information in the system. You will not have to post void practice transactions later. And, you can exit training mode at any time by accessing the Back Office menu.

Start Training Mode

See also: ["Access the Administrative Menu" on page 19](#)

1. From the Administrative menu, highlight **Training** and press **[ENTER]**.



Figure 3-89: Administrative Menu - Training

2. The Training screen with a confirmation form displays.



Figure 3-90: Training Mode Confirmation

3. Respond to the prompt:

- Press **[N], No**, to cancel the function and return to the Administrative menu.
- Press **[Y], Yes**, to switch to training mode. A message appears to signal that the register is in training mode.



Figure 3-91: Training Mode Started Message

4. Press **[ENTER]** to continue.

The Register screen displays in Training Mode.

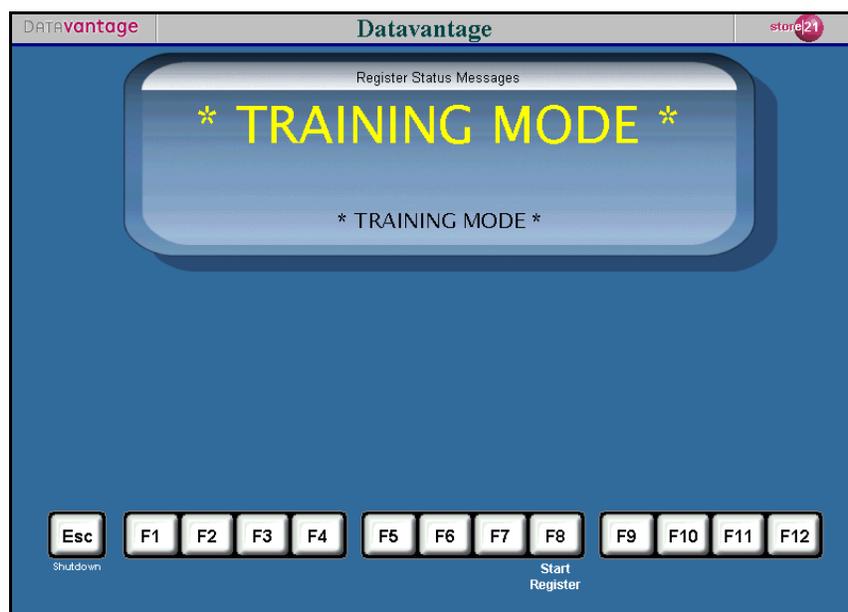


Figure 3-92: Training Mode Opening Screen

5. Press **[F8], Start Register**, to open the register in training mode.

Note: The word "Training" displays at the bottom of the screen, and the border color changes from blue to red.

Exit Training Mode

Exit the training mode and return to the sales mode.

See also: ["Access the Administrative Menu" on page 19](#)

1. From the Administrative menu, highlight **Training** and press **[ENTER]**.



Figure 3-93: Administrative Menu - Training

2. The Training screen with a confirmation form displays.



Figure 3-94: Training Mode Confirmation

3. Press **[Y]**, **Yes**. A confirmation message displays that training mode is complete.



Figure 3-95: Training Mode Complete Confirmation

4. Press **[ENTER]** to exit training mode.

CHAPTER 4

Manager Functions

Overview

This section explains several Back Office managerial functions available in Store21. All topics in this chapter require that the register is open and the employee is clocked in.

The topics covered in this chapter are:

- Access the Top of Menu
- Opening Screen Reports
- Management Reports
- Flash Sales
- Task Maintenance

Access the Top of Menu

The first step to most of these functions is to access the Top of Menu screen. These Back Office functions require store employees to open the Menu screen. It is accessible from the Employee Selection screen or from the Register screen. The methods are slightly different from one another.

Top of Menu From the Employee Selection Screen

When you attempt to access the Top of Menu from the Employee Selection screen, the focus bar prompts for an Employee ID and Password.

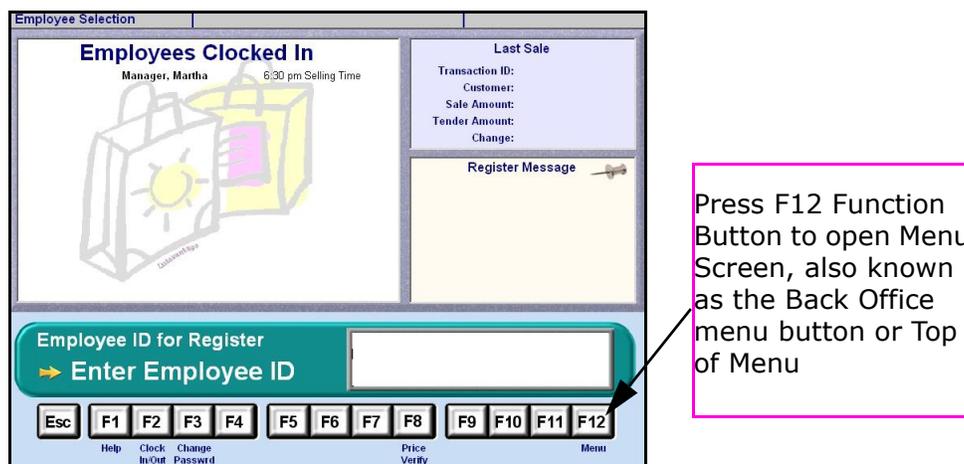


Figure 4-1: Employee Selection Screen

1. Press **[F12]**, **Menu**. The color of the focus bar changes to blue.



Figure 4-2: Employee ID for Menu Focus Bar

2. Enter your employee ID. The Password focus bar displays.



Figure 4-3: Password for Menu Focus Bar

3. Enter your password. The Top of Menu displays.

Top of Menu From the Register Screen

When you attempt to access the Top of Menu from the Register screen, the System Security data input box appears.

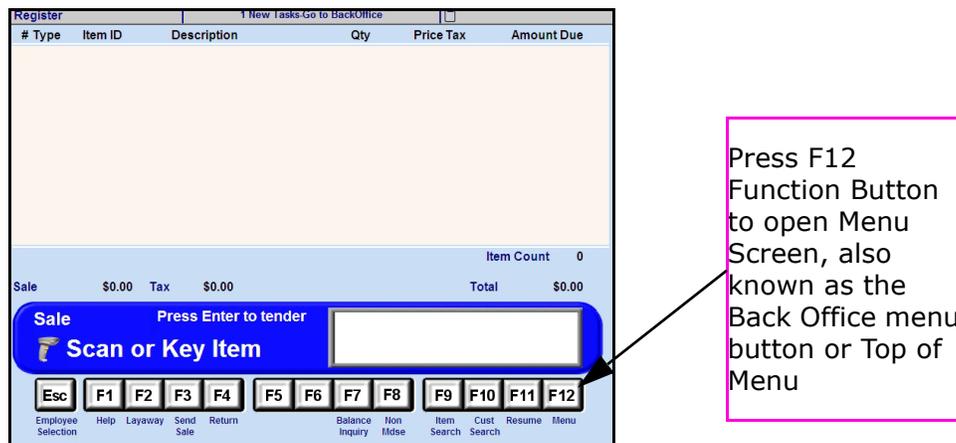


Figure 4-4: Register Screen

1. Press **[F12]**, **Menu**. The System Security input box displays.



Figure 4-5: System Security Input Box

2. Enter your Employee ID and Password. Press **[ENTER]**. The Top of Menu displays.

Top of Menu

This is the Menu screen with the Top of Menu. All managerial and non-sale transactions are accessible through this screen/menu.

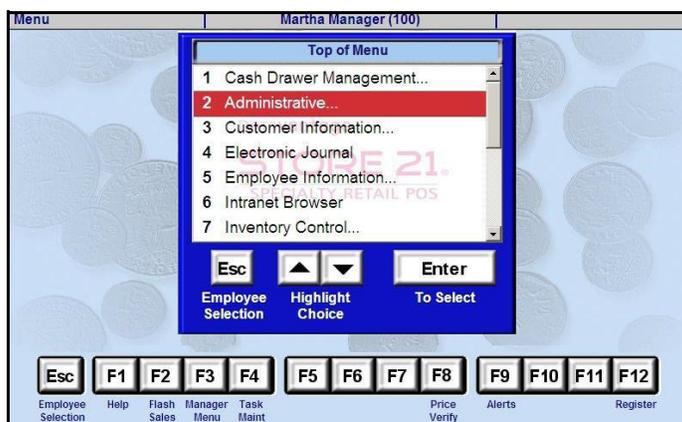


Figure 4-6: Menu Screen with Top of Menu



When attempting to access Top of Menu, employees without the authorized security level will see an error message stating that they cannot perform the operation. Pressing [ENTER] returns to the Employee Selection screen.



Opening Screen Reports

The Opening screen displays each day during the Register Open process and this screen offers several reports describing data from the previous business day. These reports can also be accessed from the Top of Menu.

See also: ["Access the Top of Menu" on page 59](#)



Figure 4-7: Top of Menu - Opening Screen

1. With the Top of Menu visible, highlight **Opening Screen** and press **[ENTER]**. The Opening screen displays.

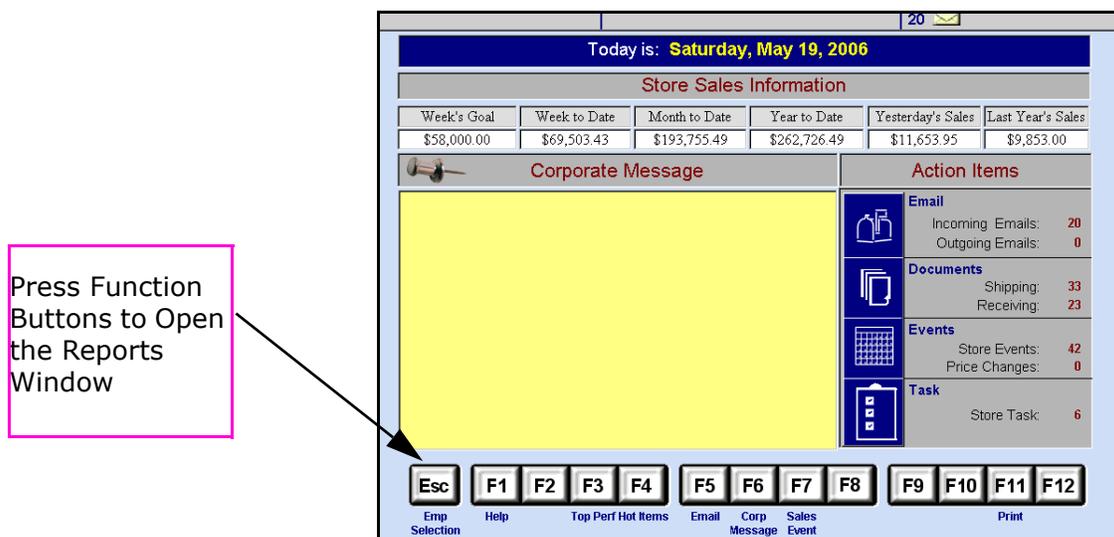


Figure 4-8: Opening Screen

2. Use the function keys noted to view and/or print the performance documents.

- Press **[F3]**, **Top Perf**, to display the Top Performers report. This report identifies the employees who were the highest-performing sales employees the previous business day. The number of employees shown may vary.

Top 5 Performers For Aug 23, 2006.						
EmpName	Emp ID	Trans Count	Items Sold	Item/Trans	Net Sales	Average Sale
Martha Manager	100	17.5	77.5	4.4	\$5,856.93	\$334.68
Mick Jagger	101	12.5	78.5	6.3	\$5,228.02	\$418.24

Figure 4-9: Opening Screen - Top 5 Performers Report

- Press **[F4]**, **Hot Items**, to display the Top 10 Items report which identifies ten items with the highest quantities sold the previous business day.

Top 10 Items For Aug 23, 2006.									
Item Number	Description	Gross Sales		Markdowns		Returns		Net Sales	
		#Items	Amount	#Items	Amount	#Items	Amount	#Items	Amount
310	Bostonian Suede Shoe	36	\$4,319.64	0	\$0.00	0	\$0.00	36	\$4,319.64
336	Child Rain Boot	21	\$262.50	18	\$22.50	0	\$0.00	21	\$240.00
312	Ladies Sandal	21	\$502.95	6	\$47.92	0	\$0.00	20	\$431.08
303	Rufini Shoe	18	\$1,569.84	0	\$0.00	1	\$109.99	15	\$1,459.85
306	Easy Spirits Motion	16	\$1,151.20	0	\$0.00	0	\$0.00	15	\$1,079.25
311	Brown Leather Pumps	18	\$639.20	0	\$0.00	1	\$39.95	14	\$559.30
301	Nike AM Battle Force	13	\$1,299.87	12	\$360.00	0	\$0.00	12	\$839.88
302	Pierre Cardin Shoe	10	\$1,164.50	0	\$0.00	0	\$0.00	9	\$1,039.55
309	Birkenstock's Sheridan	7	\$839.65	0	\$0.00	0	\$0.00	7	\$839.65
365	Brown Shoe Polish	4	\$15.80	1	\$3.95	0	\$0.00	4	\$11.85
TOTAL:		164	\$11,765.15	2	\$434.37	2	\$149.94	153	\$10,820.05

Figure 4-10: Opening Screen - Top 10 Items

- Press **[F2]**, **Opening Screen**, to return to the Opening screen.

Management Reports

Many Management Reports are accessible for authorized employees. You can view summary and detailed reports that are available for analysis and fit into eight categories:

- Employee Reports
- Inventory Reports
- Layaway Reports
- Sales Analysis
- Store Accounting
- Task Reports
- Price Management Report
- Store Locations Report

Access The Reports Menu

See also: [“Access the Top of Menu” on page 59](#)

1. In the Top of Menu, highlight **Reports** and press **[ENTER]**.



Figure 4-11: Top of Menu - Opening Screen

2. A list of categories displays. Select a report category and press **[ENTER]** to display the list of reports in that category.



Figure 4-12: Reports Menu

Select Data for Reports

The report categories with ellipses (...) after the category name have submenus. Most of these reports require you to enter date ranges, employee ID numbers, or other information to filter the report contents. The instructions to populate the report filters is essentially the same for all reports, so refer to the following steps for all of them.

Select the Report Criteria

- From the Reports Menu, highlight the chosen report category and press **[ENTER]** to display the list of reports within the selected category.

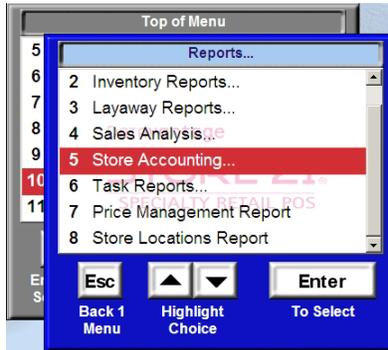


Figure 4-13: Store Accounting Reports Menu

- The submenu for the selected report category displays.

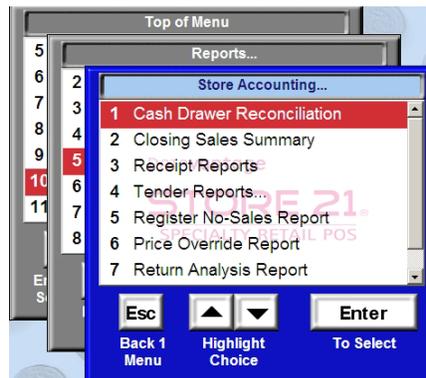


Figure 4-14: Store Accounting Reports Menu

- Highlight the appropriate report and press **[ENTER]**. If the report is based upon filtered information, an input screen displays.

Figure 4-15: Report Filter Data Entry Form

-
4. Enter the appropriate Date Ranges for the report. The default Date Range is the current register date or the week-ending date for the current register date. You can change this. Move the cursor to the field, and re-key the appropriate dates. For most reports, you can select the Date Range criteria with these function buttons:
 - Press **[F2]**, **WTD**, to insert the week-to-date range.
 - Press **[F3]**, **MTD**, to insert the month-to-date range.
 - Press **[F4]**, **YTD**, to insert the year-to-date range.
 5. If other filter criteria fields are visible, key the appropriate entries into the fields, or leave them blank to select all.
 6. There are multiple ways to populate the input boxes:
 - Key data into the appropriate selections, pressing **[TAB]** to move to the next set of input boxes.
 - Press **[TAB]** to move to an input box. Press **[F6]**, **Search**, if available, to use the search form to insert your selections into the input boxes. Highlight your selection in the list.
-

Note: Some reports do not require date-range boxes. The report data automatically displays.

View/Print the Report

1. After the report criteria is entered, press **[F7], View Report**. If the report can be compiled from the filter criteria you entered, the report displays on the screen.

Refund Date	Refund Time	Refund Trans#	Refund Amount	Refund Tender Type	First Name	Last Name	Telephone Number	Orig Store#	Sales Date	Orig Trans#	Reason Code
02/26/07	01:05p	72227	0.00		DORC	BRIS		08	02/19/07		037 DA
02/26/07	01:34p	72234	(4.24)	Creditcar	SAND	JONE		66	02/17/07		973 DL
02/26/07	01:48p	72240	(7.41)	Cash	CINDY	HERI		32	02/16/07		048 DL
02/26/07	01:50p	72241	0.00		SHAU	HAWI		32	02/05/07		178 WR
02/26/07	02:53p	72263	0.00		MARK	MILLI		0			WR
02/26/07	03:05p	72269	(52.99)	Creditcar	DONH	BEEF		66	02/02/07		896 DL
02/27/07	03:26p	72379	21.20	Cash	WILLIE	ROBI		66	02/25/07		147 DL
02/27/07	05:21p	72388	(68.89)	Issuegift	DANIE	BRUI		66	02/25/07		173 WR
02/27/07	05:51p	72394	(36.00)	Creditcar	SIMIN	SHIR		66	02/20/07		485 WR

Figure 4-16: On-Screen Report

2. Since the report layouts are designed to print on paper, some of them do not fit entirely on one viewable screen. Use function buttons to scroll the report on screen. The exact verbiage differs with the report selected, but is similar to these:
 - Press **[F3], Previous**, to view the previous page.
 - Press **[F4], Next**, to view the next page.
 - Press **[F5], Scroll Left**, to view the left side of the screen.
 - Press **[F6], Scroll Right**, to view the right side of the screen.
3. Press **[F8], Print**, to print the report on the report printer.

Note: You can view the report without printing it, or you can print the report without viewing it first.

4. Press **[ESC]** to return to the reports menu or **[F12], Register**, to return to the register.

Intranet Browser

Access the company's Intranet web site and the Internet.

See also: ["Access the Top of Menu" on page 59](#)

1. With the Top of Menu visible, highlight **Intranet Browser** and press **[ENTER]**.



Figure 4-17: Top of Menu - Intranet Browser

The Intranet Browser application start-up page opens.



Figure 4-18: Intranet Browser

2. Use the function buttons to navigate to other sites, print the page, or return to Store21.

- a. Press **[F3], Links**. A list of hyperlinks that appear on the page displays.



Figure 4-19: Intranet Browser Links

Highlight the appropriate link and press **[ENTER]**. The selected web site appears on the screen.

- b. Press **[F4], URL**. An input box displays. Key in the appropriate Internet URL and press **[ENTER]**. The selected web site appears on the screen.



Figure 4-20: Intranet URL - Input Box

Note: A list of approved URLs can be pre-determined by the home office.

- c. Press **[F6], Stop**. The current web page is stopped from refreshing.
- d. Press **[F7], Print**. The current web page prints on the report printer.
- e. Press **[F8], Home**. The Intranet home page displays on the screen.
- f. Press **[F11], Refresh**. The current web page is refreshed.
- g. Press **[ALT]+[C]** to return to Store21.

Flash Sales

Flash Sales is a real-time report that compiles all register transactions for all open registers for the current business day.

See also: [“Access the Top of Menu” on page 59](#)

1. From the Top of Menu screen, press **[F2]**, **Flash Sales**.

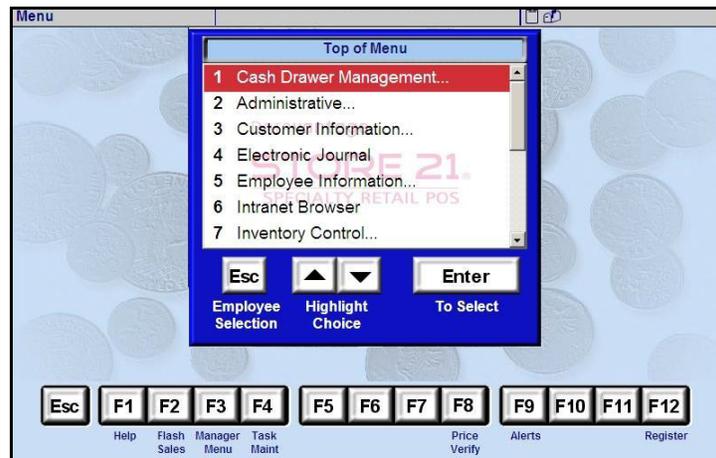


Figure 4-21: Top of Menu

The Flash Sales report screen displays.

Title	Count	Amount
SALES		
Gross Sales	12.0	\$1,909.85
Total Tax	11.0	\$118.66
Markdowns	3.0	(\$39.80)
Returns	0.0	\$0.00
Non-Physical Items	5.0	\$76.00
Net Sales	0.0	\$1,977.65
OTHER CASH		
Check	1.0	\$20.00
Travelers Check	0.0	\$0.00
AR Paid In Check	0.0	\$0.00
AR Paid Out Check	0.0	\$0.00
NON-CURRENCY SUMMARY		
Issue Gift Certificate	0.0	\$0.00
Gift Certificate	5.0	\$145.00

Figure 4-22: Flash Sales Report

2. Since the report layout is designed to print on paper, some of it does not fit entirely on one viewable screen. Use function buttons to scroll the report on screen:
 - Press **[F3]**, **Previous**, to view the previous page.
 - Press **[F4]**, **Next**, to view the next page.
 - Press **[F5]**, **Scroll Left**, to view the left side of the screen.

- Press **[F6]**, **Scroll Right**, to view the right side of the screen.
- Press **[F8]**, **Print**, to print the report on the report printer.

Note: You can view the report without printing it, or you can print the report without viewing it first.

3. Press **[ESC]** to return to the reports menu or **[F12]**, **Register**, to return to the Register screen.

Access Tasks

Tasks are activities that employees need to perform. Tasks display in the Alerts window of most screens. The Opening screen displays the total number of current tasks under Action Items.



Figure 4-23: Opening Screen

Managers and/or authorized employees can create new tasks and perform other task maintenance. To access these tasks for editing, go to the Back Office menu. Access Task Maintenance with the **[F4]** function button from either the Action Items/Task List screen or from Menu screen.

See also: ["Access the Top of Menu" on page 59](#)

- From the Top of Menu screen, press **[F4], Task Maint.**



Figure 4-24: Top of Menu

Or, from the Top of Menu screen, press **[F3], Manager Menu.** The Action Items/Task List displays.

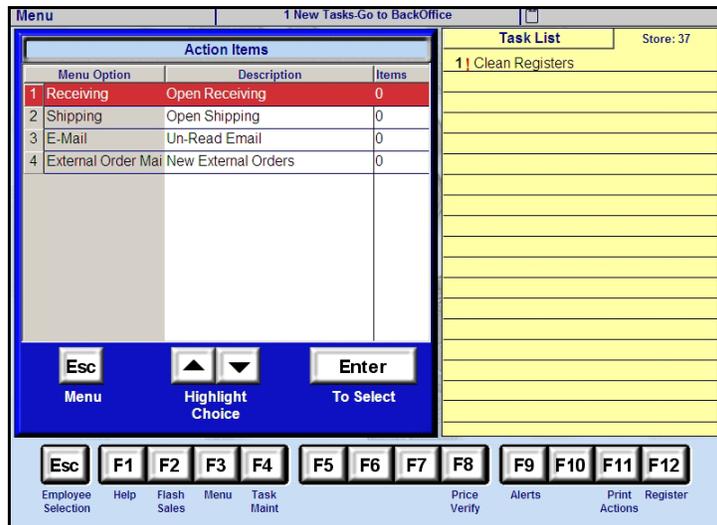


Figure 4-25: Action Items/Task List

- Press **[F4], Task Maint.** The Task Maintenance screen displays.

Task Maintenance

Managers can view, maintain, add, and assign tasks to employees. The tasks can be viewed and/or printed.

See also: ["Access Tasks" on page 71](#)

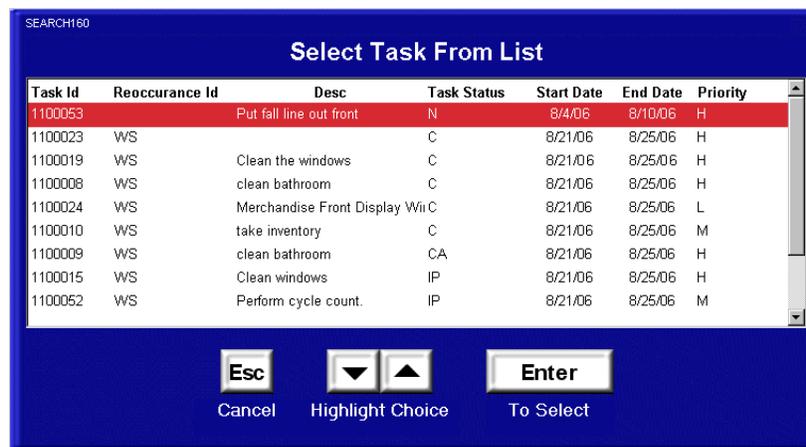
View All Tasks

- From either the Top of Menu screen or the Action Items/Task List screen, press **[F4]**, **Task Maint.** The Task Search form displays.



Figure 4-26: Task Search Form

- Press **[F7]**, **List All.** The Task list displays.



Task Id	Reoccurrence Id	Desc	Task Status	Start Date	End Date	Priority
1100053		Put fall line out front	N	8/4/06	8/10/06	H
1100023	WS		C	8/21/06	8/25/06	H
1100019	WS	Clean the windows	C	8/21/06	8/25/06	H
1100008	WS	clean bathroom	C	8/21/06	8/25/06	H
1100024	WS	Merchandise Front Display Wri C	C	8/21/06	8/25/06	L
1100010	WS	take inventory	C	8/21/06	8/25/06	M
1100009	WS	clean bathroom	CA	8/21/06	8/25/06	H
1100015	WS	Clean windows	IP	8/21/06	8/25/06	H
1100052	WS	Perform cycle count.	IP	8/21/06	8/25/06	M

Figure 4-27: Task List

Search for Tasks

- From either the Top of Menu screen or the Action Items/Task List screen, press **[F4]**, **Task Maint**. The Task Search form displays.



Figure 4-28: Task Search Form

- Enter search criteria:
 - Key in the Task ID.
 - Put the cursor in the Priority, Status, or Description fields and enter search parameters. When **Lookup** is visible below the **[F2]** key, press **[F2]**, **Lookup**, to open a lookup list with available options for the field.



Figure 4-29: Task Status Lookup List Box

- Highlight the appropriate line and press **[ENTER]**.

Store21 populates the selection into the appropriate field on the search box.

- Press **[F8]**, **Execute Search**. All tasks that match the search parameter will display.

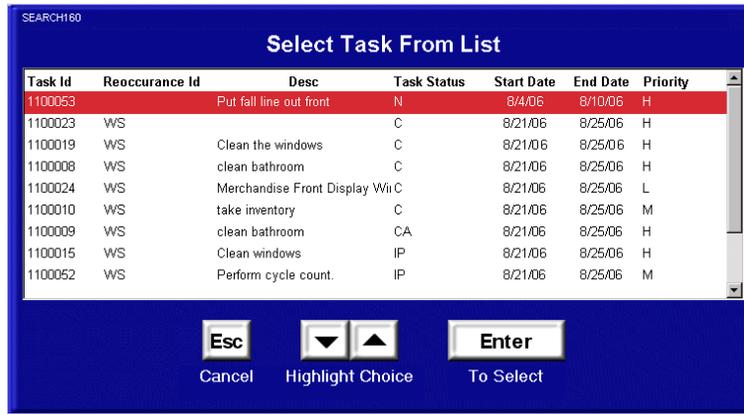


Figure 4-30: Task List

- Highlight the appropriate task and press **[ENTER]** to display it. The Task Maintenance form opens for editing. All fields except Task ID can be edited. From this screen, you can edit the task or finish it.

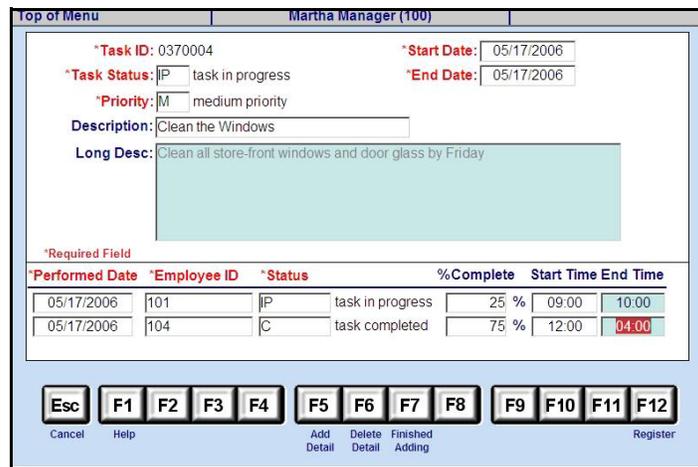


Figure 4-31: Task Maintenance

Add a Task

Task details appear on the Action Items screen, and the count of current tasks appears on the Open screen. Go to the Manager Menu to add tasks to the Task List (see ["Access Tasks" on page 71](#)). Add tasks from the Task Search form.

1. From either the Top of Menu screen or the Action Items/Task List screen, press **[F4]**, **Task Maint**. The Task Search form displays.

Figure 4-32: Task Search Form

2. Press **[F5]**, **Add Task**.

The task data entry screen displays.

Figure 4-33: Task Maintenance

3. The Task ID number is automatically assigned. Enter data into all fields marked with an "*" next to the field name. When you put the cursor in a field, and the word "Lookup" appears beneath the **[F2]** key, a lookup list is available.

4. Press **[F2]**, **Lookup**, to view the lookup list.



Figure 4-34: Task Status Lookup List Box

5. Highlight your selection and press **[ENTER]**.

The screenshot shows a dialog box titled "Martha Manager (100)" with a light blue background. It contains the following fields:

- *Task ID: 0370005
- *Task Status: N not started yet
- *Priority: M medium priority
- Description: Clean Registers
- Long Desc: Take all merchandise off register counters and polish countertops.
- *Start Date: 05/17/2006
- *End Date: 07/01/2006

At the bottom, there is a row of function keys: Esc (Cancel), F1 (Help), F2, F3, F4, F5 (Add Detail), F6, F7, F8 (Save), F9, F10, F11, F12 (Register). A red asterisk indicates a required field.

Figure 4-35: Task Added

6. Enter the details of the task into the description field.
7. Press **[F8]** to save the task.

Edit a Task

Edit an incomplete task to record which employee performed the task and the progress in completing task.

See also: ["Search for Tasks" on page 74](#)

1. Open the Task and display the task details.

Figure 4-37: Task in Edit Mode

Note: The function buttons names will change as you edit the task.

2. Press **[F7]**, **Edit Task**. Put the cursor in the appropriate fields and make necessary changes.

Figure 4-38: Task Maintenance - Function Buttons

3. Press **[F5]**, **Add Detail**, to show additional progress details fields. Edit the task details. Enter information such as who performed the task, when action was taken, and the percentage complete.
4. Press **[F8]**, **Save**, to save the changes.
5. Press **[ESC]** to search for another task; press **[ESC]** twice to return to the Manager Menu; or press **[F12]**, **Register**, to return to the register screen.

Finish a Task

Edit a task to record who performed the task and the date complete. To open the task to edit, see ["Edit a Task" on page 79](#). In the Task Details screen, enter all necessary information and press **[F6]**, **Finish Task** (Figure 4-37). The task will no longer appear on the Opening screen nor on the Manager Menu, but it will remain in the system.

Delete a Task

Delete a task when it no longer is required. The steps to deleting a task from the task list are similar to completing it, but the task will be erased from the system.

1. To open the task to delete, see ["Edit a Task" on page 79](#)
2. Press **[F7]**, **Edit Task**.
3. Press **[F6]**, **Delete Task**. The task will no longer appear on the Opening screen nor on the Manager Menu.

A confirmation prompt displays.



Figure 4-39: Delete Task Confirmation Message Box

4. Press **[Y]**, **Yes**.

Price Verify

The Price Verify function is described in the *Store21 User Manual*. See the "Price Verify" section for details.

Alerts

The Alerts function is described in the *Store21 User Manual*. See the "Alerts" section for details.

Host Lookup

Employees who are clocked in can use the register to validate a store credit or gift certificate. The system will look up the store credit or gift certificate on a local system or a company-wide office system, depending upon the communication ability of the store. The ability to provide host lookups is based upon the application and configuration of the home-office system.

Note: The use of gift certificates and store credits is determined by the home office.

1. Navigate to the Menu screen, Top of Menu.



Figure 4-40: Top of Menu - Host Lookup

2. Highlight **Host Lookup**. The Host Lookup menu displays.



Figure 4-41: Host Lookup Menu

- Highlight your choice of Gift Certificate or Store Credit. Press **[ENTER]**. An input box displays.

Figure 4-42: Gift Certificate Number Input Box

- Key in or scan the document number of either the gift certificate or the store credit, as applicable and press **[ENTER]**.
- The systems performs the authorization lookup.

Figure 4-43: Please Wait Processing Lookup

- If a matching record is found, the screen displays the Gift Certificate Number, Redeemable Amount, Transaction Sold, Date Sold, Transaction Tendered, and Date Tendered.

Gift Certificate Number	Redeemable Amount	Transaction Sold	Date Sold	Transaction Tendered	Date Tendered
000002	\$50.00	136	5/18/2006		

Figure 4-44: Gift Certificate Lookup Results

- Press **[F12]**, **Register**, to return to the Register screen.

- If the system cannot locate a matching record, an error message displays.



Figure 4-45: Gift Certificate Error Message

- Press **[ENTER]**. A lookup input box displays again.



Figure 4-46: Gift Certificate Number Input Box

- Re-key the Gift Certificate number to initiate another search or press **[ESC]**.
- Press **[ESC]** two more times to return to the Register screen.

CHAPTER 5***Register Open*****Overview**

The initial register screen of Store21 indicates a System Closed status which must be opened each day at the master, or lead, register by an employee with the appropriate security level. Through this process the employee will record the register date and assign the cash drawer, and the system will make reports and other corporate communications available. These are the steps to perform Register Open:

- Open the Lead Register
- Print Opening Reports
- View the Opening Screen
- Count the Cash Drawer

The register-opening procedure is configurable depending on the functionality selected for your system, but may include error reporting. The system may display errors that occurred during the previous day's closing process. Follow your company's procedure or call the help desk to clear the error.

Open the Lead Register

The process of opening the register requires an authorized employee to open the Lead/Master register first, then open the other registers. The screen selections and processes that are required to open registers are covered in this chapter; other functions are covered in later chapters. During the register-opening process, the employee will:

- Start the register
- Set the register date
- Select Today's Weather and Temperature
- Print Opening Reports
- View the Opening Screen
- Clock in and select the Type of Hours to log
- Count the cash drawer/issue tills

Start the Register

1. From the System Closed screen, press **[F8], Start Register**, to start Store21. The system displays the Open System screen, then the System Security prompt displays.

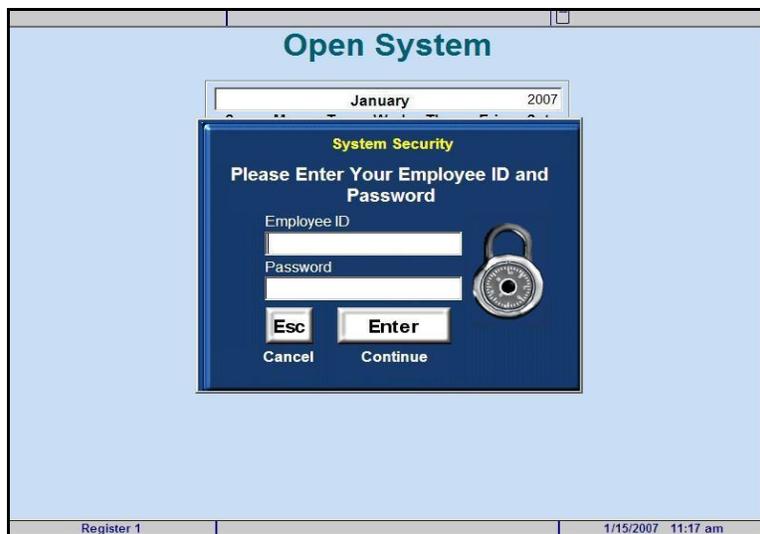


Figure 5-1: System Security Prompt

Note: Employee access is determined and set by the position assigned in the Employee Maintenance Screen. Access for each position is set by the home office.

2. Key in your employee number and press **[ENTER]**, to move the cursor to the Password field. Key in the appropriate password.
 - Pressing **[ESC], Cancel**, terminates Store21.
 - Press **[ENTER], Continue**. Store21 validates the employee's security level, if configured to do so.

3. If the employee ID number is validated, but the security level is not appropriate to open the store, a message prompt displays. Press **[ENTER]**, **To Continue**, to return to the System Security prompt.



Figure 5-2: Security Too Low Message

4. If the employee ID number and/or password cannot be validated, a red "X" appears over the lock and a message prompt displays.



Figure 5-3: Security Not Validated Message

- Press **[N]**, **No**, to terminate Store21.
 - Press **[Y]**, **Yes**, to re-display System Security prompt (Figure 5-1) to reenter the employee ID and password.
5. If the employee has the proper security level, the lock in the security form 'opens', and the system continues with the opening process.

See also: ["View Employee's Personnel Record" on page 166](#) for more information on employee security levels.

Check Clock-In Status

Because the employee has already provided his/her Employee ID and password at the security prompt, if enabled, this function checks to see if he/she is already clocked in, and if not, can initiate the automatic clock-in procedure.

1. If the employee has already clocked in, it is not necessary to clock in again.
2. If the employee has not already clocked in, Store21 displays a message asking the employee whether he/she would like to clock in.



Figure 5-4: Clock-In Message

- If the employee selects **[N], No**, Store21 proceeds with the opening process, and the employee must clock in manually at the Employee Selection screen, or by using Offline Time Clock.
- If the employee selects **[Y], Yes**, Store21 initiates the clock-in process. This is the same clock-in process that is done at the Employee Selection screen as well as Offline Time Clock. The same rules, such as selection of a work code, will apply here as well.

Note: The employee is not required to complete the clock-in process to continue with the store opening process. If the clock-in process is bypassed or if the clock-in process is aborted for any reason, such as the user cancelling it, the opening process will proceed.

Set the Register Date

The Register Date is the date that all transactions will be assigned. Store21 determines the default system open date as either the current system date or the next available date after the last open date, based upon the configuration by the home office. If the employee who has just logged in has the proper security level, the lock in the security form opens, then the calendar and the date confirmation message display.



Figure 5-5: Date Confirmation Message Box

IF...	THEN...
the (default) displayed register date is correct	Press [Y], Yes . Store21 continues to the next configured opening function, such as selecting Today's Weather and Temperature.
the date shown in the confirmation prompt is not correct	Press [N], No . Store21 re-displays the Open System screen with the current calendar date selected, prompts to enter the correct register date.

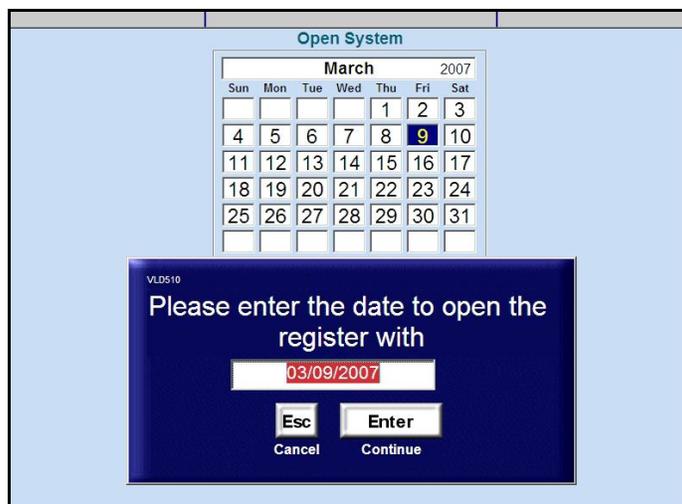


Figure 5-6: Open System Screen

Note: This date prompt defaults to the system date regardless of the configuration for the default register date.

1. Key in the correct date for the register.
 - Press **[ESC], Cancel**, to re-display the confirmation message (Figure 5-5) with the default register date.
 - Press **[ENTER], Continue**. A confirmation message displays with the date entered (Figure 5-5).

- If the date entered at the Open System screen does not match the current system date, Store21 sounds an alarm (Beep), and displays a warning message that requests confirmation that the date entered is the correct date for the register.

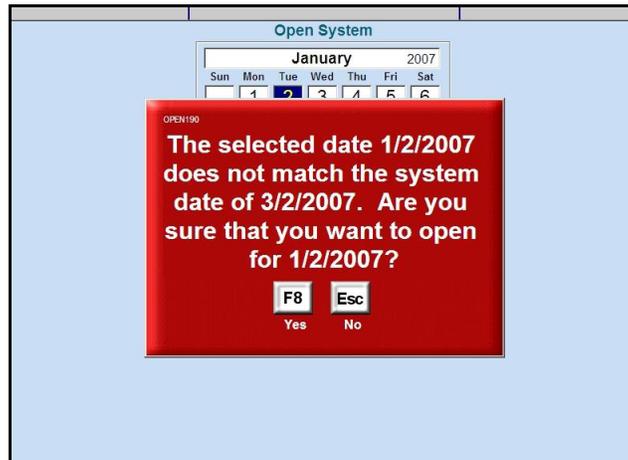


Figure 5-7: Open System - Register Date Confirmation Message Box

Note: The error shown may appear after the store was closed because of a power outage, Holiday or Weather emergency.

- Press **[ESC], No**, to return to the Open System screen with register date prompt (Figure 5-6) and key in another date.
- Press **[F8], Yes**, to continue. Store21 checks the corporate password requirement configuration.

IF...	THEN...
the system is configured to continue without a corporate password	Store21 assigns the date entered as the register date without further confirmation.
the system is configured to require a corporate password to override the date	Store21 prompts to enter the corporate password to continue. 

Figure 5-8: Corporate Password Prompt

Press **[ESC], Cancel**, to return to the prompt to enter register date (Figure 5-6), or key in the Corporate Password and press **[ENTER], Continue**.

- The system validates the password.

IF...	THEN...
the password entered is incorrect	<p>A message displays that the password is invalid.</p>  <p><i>Figure 5-9: Invalid Password Message Box</i></p> <p>Press [ENTER], Continue. Store21 re-displays the Open System screen (Figure 5-6) prompt to reenter the date.</p>
the password entered is correct	Store21 validates the register date.

- The register-validation process checks to ensure that the register date has not already been used, and that the register date is not later than the current system date..

IF...	THEN...
the register has already been opened with the date entered	An error message displays.  <i>Figure 5-10: Invalid Open Date Message Box</i> Press [ENTER], To Continue , and Store21 re-displays the Open System screen (Figure 5-6) prompt to reenter the date.
the register date entered is earlier than the date the system was last closed	An error message displays.  <i>Figure 5-11: Invalid Open Date Message Box</i> Press [ENTER], To Continue , and Store21 re-displays the Open System screen (Figure 5-6) prompt to reenter the date.
if the date entered for the register date is a valid date	Store21 assigns the date entered as the register date.

- Store21 continues to the next configured opening function, such as selection of Today's Weather and Temperature.



Notify the Help desk if unable to set the register date.

Select Today's Weather and Temperature

Capture the Weather and Temperature descriptions. Information captured in the Today's Weather Description list and the Today's Temperature list information is returned to the home office.

Note: The Weather Descriptions are configured by the home office.

1. Highlight the description that best characterizes today's forecasted weather conditions and press **[ENTER]**.

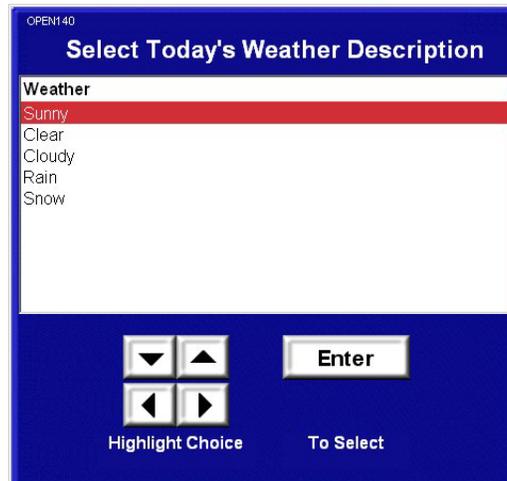


Figure 5-12: Weather Description List Box

The Today's Temperature list displays.

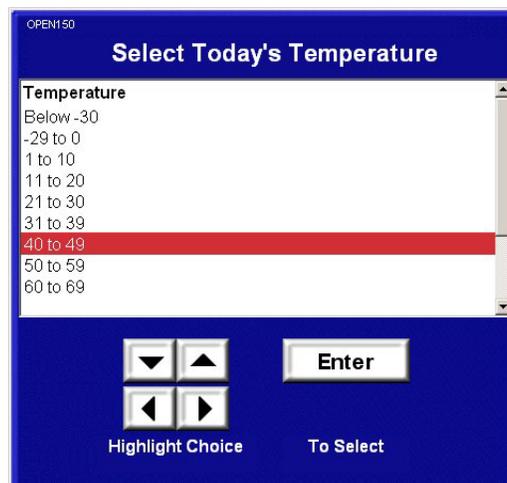


Figure 5-13: Today's Temperature

Note: The Temperature ranges are configured by the home office.

2. Highlight today's predicted temperature range and press **[ENTER]**.
3. A message prompt displays, asking if you would like to print the opening reports (Figure 5-14).

Print Opening Reports

Opening reports that are available for printing are determined by the home office. These reports are developed using the information from the previous business day's sales and are printed on the receipt or report printer. Some reports may also be configured to print as PDF files to be uploaded to the home office during the end-of-day polling process. After selecting the temperature range, you may receive a message asking if you would like to print the opening reports.

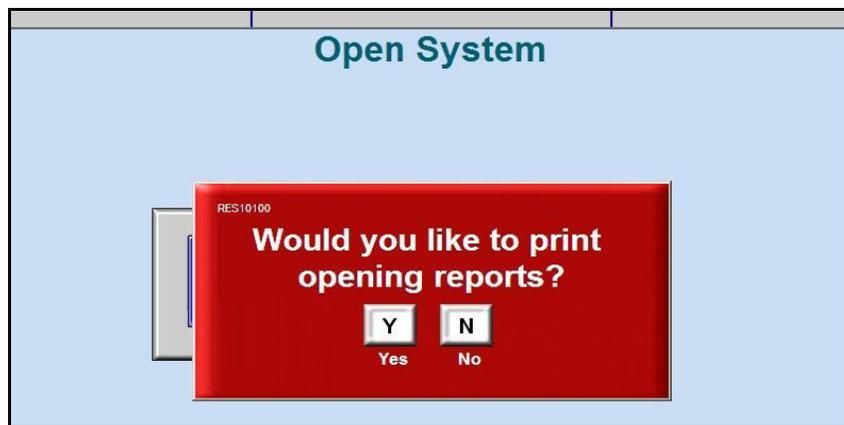


Figure 5-14: Open System Screen - Print Reports Prompt

1. Respond to the Print Opening Reports prompt:
 - To skip printing the opening reports, press **[N]**, **No**, to move to the Opening screen.
 - If you would like to print the opening reports, press **[Y]**, **Yes**. The Opening Reports list displays.



Figure 5-15: Register Open - Opening Reports List



Based upon the current pricing events downloaded from the home office, the Deal Price Report can be many pages. Ensure the report printer has an adequate paper supply.

With the Opening Reports list displayed, you can:

- Press **[F5]**, **Select All**, to highlight all of the opening reports.
- Press **[F6]**, **Deselect All**, to deselect all of the opening reports.
- Use the up/down arrow keys on the keyboard to move the pointing hand next to the report you wish to print. Press the **[SPACE BAR]** to highlight the report.
- Press **[F8]**, **Done**, to print the highlighted report(s) and move to the Opening screen.
- Press **[ESC]** to exit the Opening Reports list and move to the Opening screen.

2. The Opening screen displays (Figure 5-16).

View the Opening Screen

The Opening screen is a communications dashboard between the home office and the store. From this screen employees can view various corporate documents and messages, and open the Employee Selection screen to clock in. See "Communications" in the *Store21 User Manual* for more information about messages.

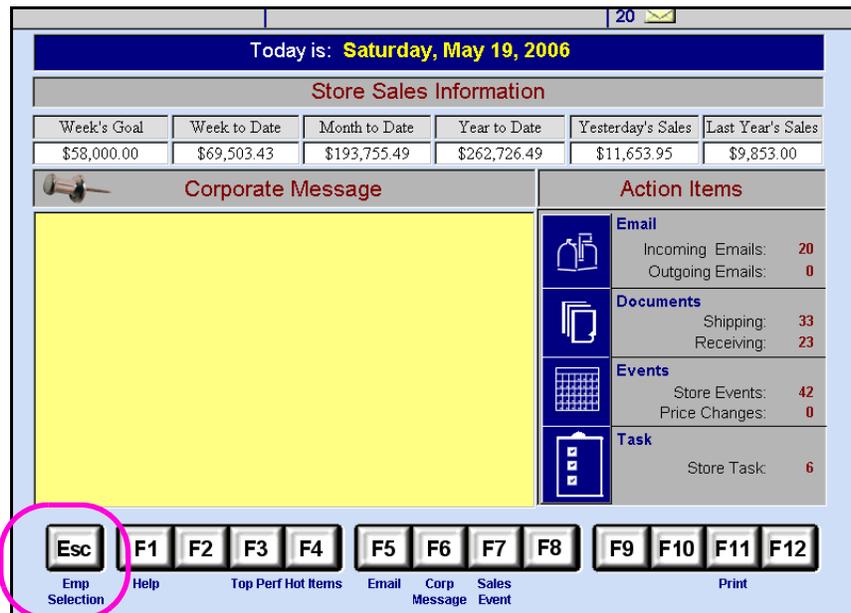


Figure 5-16: Opening Screen

1. With the Opening screen displayed, press **[ESC]**. The Employee Selection screen displays.

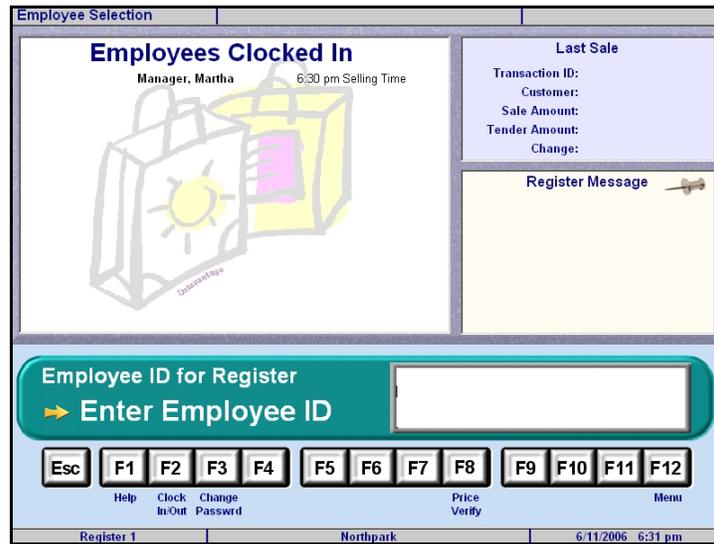


Figure 5-17: Employee Selection Screen

2. This screen provides accessibility to the clock-in and Back Office menu functions to complete the Register Open process.

CHAPTER 6

Cash Drawer Management

Overview

Cash drawer management involves all aspects of accounting for funds in the registers - from preparing a register to accept a cash drawer to closing the register at the end of the day. There are two important definitions to consider that are often used interchangeably but have different meanings - "cash drawer" and "till". The cash drawer is the physical location in the register for the cash and other tender documents and receipts. The till is the cash-accounting method used to record the sales and tender amounts and assign them to a cashiering employee. A cash drawer has one or more tills, depending upon the type of accounting in use at the store - Register Accounting or Till Accounting.

Regardless of the cash-accounting method used, managers can enter Register mode of Store21 to open or close Store21 without involving cash-drawer accounting.

This chapter covers these topics:

- Register Mode
- Register Accounting
- Till Accounting
- Pick Up
- Register Close

The home office determines which method of cash drawer management is to be used.

Note: Store21 has the capability of presenting the tenders on the counting screens in two different ways: by denominations or by slip count, but not both. When slip counting is being used, only the total amount of the tender type is to be entered - not individually by line item. The instructions in this chapter define behavior for counting by denominations which requires the most information to be entered. The home office determines which method is to be used.

Register Mode

The Register mode of Store21 allows managers flexibility in cash-drawer accountability, including mid-day cash pick up. Register mode permits employees to open or close Store21 without involving cash-drawer accounting, and nearly eliminates the need for next-day timecard adjustments. Managers have the ability to complete the monetary portion of the business while allowing others access to non-tender functions on the register such as inventory, shipping, and receiving functions. Managers enter Register mode by accessing the Cash Drawer Management option of the Top of Menu screen.

Access the Cash Drawer Management Menu

1. The Back Office functions require store employees to open the Menu screen which is where the Top of Menu list is located. From either the Employee Selection screen or the Register screen, press **[F12]**, **Menu**, to access the back office, Top of Menu.



Figure 6-1: Employee Selection Screen

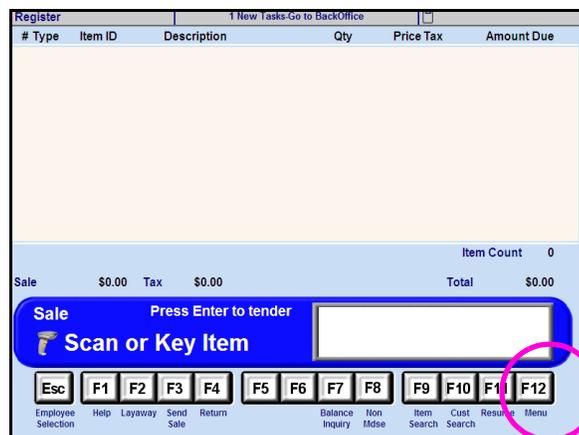


Figure 6-2: Register Screen

2. Store21 prompts for the employee ID and password.

IF...	THEN...
<p>accessing [F12], Menu, from the Employee Selection screen</p>	<p>a. The color of the focus bar changes to blue and prompts for the Employee ID.</p>  <p><i>Figure 6-3: Focus Bar Prompt for Employee ID</i></p> <p>b. Enter your Employee ID and press [ENTER]. The focus bar prompts for the Password.</p>  <p><i>Figure 6-4: Focus Bar Prompt for Password</i></p> <p>c. Enter your password and press [ENTER]</p>
<p>accessing [F12], Menu, from the Register screen</p>	<p>a. The System Security input form displays.</p>  <p><i>Figure 6-5: System Security Input</i></p> <p>b. Key in the Employee ID and Password and press [ENTER].</p>

3. The Menu screen displays.

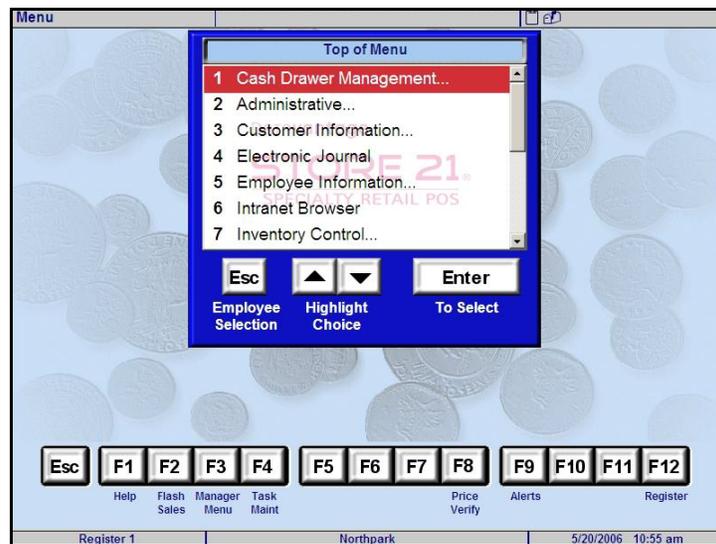


Figure 6-6: Menu Screen

4. Highlight **Cash Drawer Management**. Press **[ENTER]**.

Notes:

- Store21 must be open and the employee must be clocked in.
- When attempting to access **Menu**, employees without the authorized security level will see a message stating that they cannot perform the operation and will be returned to the Employee Selection screen.

Register Accounting

In Register Accounting, a register has one till. This till is assigned to the register, and any employee who is clocked in can ring sales on the register. There are two primary functions in register accounting: assign/count cash drawers to open the register and count cash drawers to close.

Begin Count Cash Drawers

The cash drawer must be counted before employees can ring transactions on it. This is the Begin Count. The act of performing this count on the cash drawer assigns the drawer to the current register.

See also: ["Access the Cash Drawer Management Menu" on page 98.](#)

1. From the Cash Drawer Management Menu, highlight **Count Cash Drawer** and press **[ENTER]**. The Cash Drawer Management menu displays.



Figure 6-7: Cash Drawer Management Menu

2. Highlight **Count Cash Drawer** and press **[ENTER]**. The cash drawer opens and the Begin Counting screen displays.

Count Cash Drawer		Martha Manager (100)	
Register #1	Begin Counting	1 of 1	
CASH			
Description	Qty X	Value =	Amount
Pennies (50/roll)	50 X	0.01 =	0.50
Nickels (40/roll)	40 X	0.05 =	2.00
Dimes (50/roll)	50 X	0.10 =	5.00
Quarters (40/roll)	40 X	0.25 =	10.00
Half Dollars	0 X	0.50 =	0.00
Dollar Coin	0 X	1.00 =	0.00
Ones	20 X	1.00 =	20.00
Two Dollar	0 X	2.00 =	0.00
Fives	4 X	5.00 =	20.00
Tens	4 X	10.00 =	40.00
Twenties	<input type="text" value="5"/> X	20.00 =	100.00
Fifties	0 X	50.00 =	0.00
Hundreds	0 X	100.00 =	0.00
Total:			197.50

Register 1 Northpark 5/29/2006 11:20 am

Figure 6-8: Begin Counting Screen

3. Key in the quantities - not the dollar amounts - of the appropriate cash denominations, pressing **[ENTER]** to move between the fields.

Notes:

- For example, if you have \$2.50 in nickels, key "50" into the QTY (of nickels) column. Press **[ENTER]**. The system multiplies 50 by the value of the denomination, in this case \$.05, and \$2.50 appears in the Amount column.
 - The default list of denominations is determined by the home office.
4. When the total amount at the bottom of the register's Begin Counting screen equals the starting cash in the drawer, press **[F8]**, **Save**. A confirmation message displays.



Figure 6-9: Cash Drawer - Count Complete Confirmation

5. Press **[Enter]** to continue.
6. If a variance occurs, Store21 displays a prompt to accept the variance or not.



Figure 6-10: Confirmation Screen Cash Variance

Note: A variance occurs if there is difference between the amount of cash just counted and the amount Store21 is programmed to expect which is the amount declared at the End Count of the register's cash drawer the previous business day.

- a. Press **[N]**, **No**, to return to the Begin Count screen to re-enter the cash count.
 - b. Press **[Y]**, **Yes**, to accept the variance.
7. The system saves the information and prints a Begin Count receipt. If configured to do so, the Begin Count receipt lists each cash denomination name, the quantities of each denomination, and the extended count. It may also list the Expected Amount - a.k.a. variance amount (Figure 6-10) - and the Difference between them.

Removing the Cash Drawer

The cash drawer needs to be End Counted before it can be closed and removed from the register. This can occur at any time during the business day. However, once the drawer has been removed, the system will allow only non-tender functionality on the register. The system will not allow the register to reopen with a new drawer to ring sale/return transactions. The system will need to be shut down for the current business day before a new cash drawer can be attached.

See also: ["Access the Cash Drawer Management Menu" on page 98](#)

1. From the Cash Drawer Management Menu, highlight **Cash Drawer Management** and press **[ENTER]**. The Cash Drawer Management menu displays.



Figure 6-11: Cash Drawer Management Menu

2. Highlight **Count Cash Drawer** and press **[ENTER]**. Store21 calculates the expected cash totals.
3. If cash pickups were conducted during the day, Store21 deducts the total picked up from the expected total, so it is not necessary to add the amount of the Cash Pickup Slip to the actual cash count. Store21 displays a message to advise the cashier of the pickup.

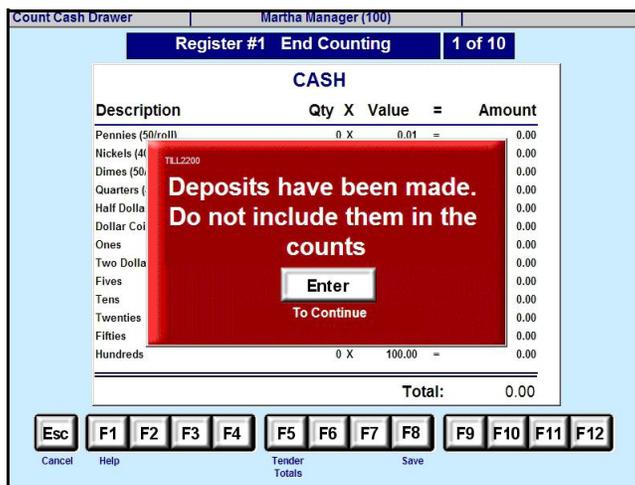


Figure 6-12: Cash Pickup Made Message

Note: The tenders accepted and counted are based on company policy and configured by the home office.

4. Press **[ENTER]**, To Continue. The first End Counting screen displays.

Description	Qty	X	Value	=	Amount
Pennies (50/roll)	0	X	0.01	=	0.00
Nickels (40/roll)	0	X	0.05	=	0.00
Dimes (50/roll)	0	X	0.10	=	0.00
Quarters (40/roll)	0	X	0.25	=	0.00
Half Dollars	0	X	0.50	=	0.00
Dollar Coin	0	X	1.00	=	0.00
Ones	0	X	1.00	=	0.00
Two Dollar	0	X	2.00	=	0.00
Fives	0	X	5.00	=	0.00
Tens	0	X	10.00	=	0.00
Twenties	0	X	20.00	=	0.00
Fifties	0	X	50.00	=	0.00
Hundreds	0	X	100.00	=	0.00
Total:					0.00

Figure 6-13: End Counting Screen

5. Key in the quantities, not the dollar amounts, of the appropriate cash denominations, pressing **[ENTER]** to move between the rows.
6. Press **[F8]**, **Save**, to save the count. The next cash drawer End Counting screen (ex: Canadian cash) displays.

Description	Qty	X	VALUE	=	Amount
Pennies (50/roll)	0	X	0.01	=	0.09
Nickels (40/roll)	0	X	0.05	=	0.00
Dimes (50/roll)	0	X	0.10	=	0.00
Quarters (40/roll)	0	X	0.25	=	0.00
Loonies	7	X	1.00	=	7.00
Toonies	0	X	2.00	=	0.00
Fives	0	X	5.00	=	0.00
Tens	9	X	10.00	=	90.00
Twenties	0	X	20.00	=	0.00
Fifties	0	X	50.00	=	0.00
Hundreds	0	X	100.00	=	0.00
Thousands	0	X	1,000.00	=	0.00
TOTAL:					97.09

Figure 6-14: End Counting Screen Canadian Cash

7. Key in the quantities, not the dollar amounts, of the appropriate cash denominations, pressing **[ENTER]** to move between the fields.
- a. Press **[F8]**, **Save**, to save the count.

- b. Repeat this step for each currency screen that displays. When all currencies have been entered, the End Counting screen Credit Card displays.

Register #1 End Counting		5 of 11
CREDIT CARD		
Description	Amount	
Credit Card	<input type="text" value="1055.00"/>	
Debit Card	0.00	
Private Label	0.00	

Figure 6-15: Counting Screen Credit Card

Note: The credit card types are configured by the home office.

8. Key in the total amount of each credit card type, pressing **[ENTER]** to move between the rows.
- a. Press **[F8]**, **Save**, to save the count.
- b. The next End Counting screen (ex: Checks) displays.

Register #1 End Counting		6 of 11
CHECK		
TOTAL:		875.00
	Amount	Sequence Number
1	875.00	<input type="text" value="123"/>

Figure 6-16: Counting Screen Checks



Pressing **[F5]**, **Tender Totals**, from the Check count screen will return the user to End Count Totals Screen.

9. Enter checks individually. Locate the first check and key in the check amount then press **[ENTER]**. The cursor moves to the sequence number field.

Register #1 End Counting		6 of 11
CHECK		
TOTAL:		875.00
	Amount	Sequence Number
1	875.00	

Figure 6-17: Counting Screen Checks B

- a. Key in the sequence number of the first check. Press **[ENTER]**. The Total field is calculated, and the system prompts for the second check amount.

Register #1 End Counting		6 of 11
CHECK		
TOTAL:		875.00
	Amount	Sequence Number
1	875.00	123
2	<input type="text"/>	

Figure 6-18: Counting Screen Checks C

- b. Continue entering check amounts and sequence numbers until all of the checks are entered.
- c. To delete a row of check information, highlight it and press **[F6]**, **Delete Row**. The row is removed.
- d. Press **[F8]**, **Save**, to save the count. The next End Counting screen (ex: Non-Currency) displays.

Register #1 End Counting		7 of 11
NON-CURRENCY		
DESCRIPTION	AMOUNT	
Mall Certificate	0.00	
Store Credit	<input type="text" value="5014.00"/>	
Coupon Amt	0.00	
Issue Store Credit	0.00	
Coupon Pct	0.00	
Gift Certificate	0.00	
Total:		0.00

Figure 6-19: Counting Screen Non-Currency

10. Key in the non-currency dollar amounts, pressing **[ENTER]** to move between the rows. Press **[F8]**, **Save**, to save the amounts. The next End Counting screen (ex: Traveler Checks, US) displays.

Register #1 End Counting		8 of 11	
TRAVELCHECK			
DESCRIPTION	QTY X	VALUE =	AMOUNT
Tens	0 X	10.00 =	0.00
Twenties	0 X	20.00 =	0.00
Fifties	0 X	50.00 =	0.00
Hundreds	<input type="text" value="1"/> X	100.00 =	100.00
Total:			100.00

Figure 6-20: End Counting Traveler Checks US

11. Key in the total quantity of each denomination of the travelers checks. Press **[F8]**, **Save**, to save the count. The next End Counting screen (ex: Traveler Checks, Canadian) displays.

Register #1 End Counting		9 of 11	
CAD-CANADIAN TRAVELCHECK			
DESCRIPTION	AMOUNT		
Travelers Check	<input type="text" value=""/>		
Total:			0.00

Figure 6-21: End Counting Traveler Checks Canadian

12. Key in the total foreign travelers check amount, pressing **[ENTER]** to move between the rows.
- Press **[F8]**, **Save**, to save the amount.
 - Press **[F8]** and repeat step 12 for each foreign currency amount.

- 13.** Press **[F5], Tender Totals**. The End Counting Totals screen displays. The system displays the entered amount (Declared Amt) and the system-generated amount (System Drawer Totals) for each currency type. The last column displays the Over/Short amount which is the difference between the amounts Store21 tracked and the counts you just entered.

Register #1 End Counting			Totals		
Count Group	Foreign Amt	Exchange Rate	Declared Amt	System Drawer Totals	Over/ (Short)
Cash			855.00	855.50	-0.50
CAD Cash	97.09	1.54500	62.84	97.09	-34.25
EUR Cash	0.00	1.10000	0.00	0.00	0.00
YEN Cash	0.00	119.900	0.00	0.00	0.00
Credit Card			1,055.00	1,055.00	0.00
Check			875.00	875.00	0.00
Non-Currency			5,014.00	5,014.00	0.00
TravelCheck			100.00	100.00	0.00
CAD TravelCheck	0.00	1.54500	0.00	0.00	0.00
EUR TravelCheck	0.00	1.10000	0.00	0.00	0.00
YEN TravelCheck	0.00	119.900	0.00	0.00	0.00
Total			7,961.84	7,996.59	-34.75

Esc	F1	F2	F3	F4	F5	F6	F7	F8	F9	F10	F11	F12
Cancel	Help				Edit Counts		Save					

Figure 6-22: End Count Tender Totals

Note: If you need to correct a tender count, highlight it and press **[F7], Edit Counts**. The system returns to the appropriate tender data entry form. Key in the correct information. Press **[F8], Save**, to save the data. Press **[F5], Tender Totals**, to return to the End Counting Totals screen.

- 14.** When each tender's entered amounts are correct, press **[F8], Save**, to save the tender entries.
- a.** If any tender total has an Over/Short amount that is not '0.00', an Over/Short incidence occurs. See ["Over/Short Amount" on page 111](#) for more information.

- b. The Default Starting Cash input form displays.



A screenshot of a software dialog box titled "System Default Starting Cash = \$200.00". The dialog has a dark blue background with white text. At the top left, it says "CLOSE130". The main text reads "System Default Starting Cash = \$200.00" and "Enter Starting Cash For Next Open." Below this is a white input field containing the number "20000". At the bottom, there are two buttons: "Esc" labeled "Cancel" and "Enter" labeled "Continue".

Figure 6-23: System Default Starting Cash

Note: The home office sets the default amount for the Next Open. If the amount of cash in the drawer is less than the default starting cash amount, the system displays the actual amount of cash in the drawer. The amount entered becomes the next business day's Expected Amount.

15. Respond to the prompt.

- Press **[ESC], Cancel**, to return to the End Counting Totals screen.
- Accept the default starting cash amount or key in the correct amount. Press **[Enter], To Continue**. The deposit amounts confirmation prompt displays.



A screenshot of a software dialog box titled "Deposit amount(s) will be:". The dialog has a red background with white text. At the top left, it says "CLOSE150". The main text lists deposit amounts: "CASH 655.00", "CHECK 875.00", "MALL CERTIFICATE 0.00", and "TRAVELERS CHECK 100.00". Below this, it says "Press Y to Continue or N to re-enter." At the bottom, there are two buttons: "Y" labeled "Yes" and "N" labeled "No".

Figure 6-24: Cash Drawer Deposit Amounts Message

Note: The amount entered in the starting cash field cannot be more than the amount in the cash drawer. The system at the next close will, if available, move the starting cash amount back up to the default starting cash amount.

16. Respond to the prompt.

- Press **[N]**, **No**, to return to the End Counting Totals screen to re-enter the tenders.
- Press **[Y]**, **Yes**, to continue. The Deposit Slip receipt and the Cash Drawer Reconciliation receipt print. The Count Complete message displays.



Figure 6-25: Register Counting Complete

17. Press **[Enter]** to continue. The Cash Drawer Management menu displays again.

Figure 6-26: Count Cash Drawer Menu Screen

18. Press **[ESC]** to return to the Top of Menu. The cash drawer is now end-counted for this register, and the register can be closed. End Count each register drawer. See ["Register Close" on page 158](#) for instructions to close the registers.

Registers that have been End-Counted for the day may not be re-opened with a new cash drawer until the store has been closed for the day.

End Count Error

If you try to ring a transaction or perform a count on a register drawer that has already been End-Counted for the day, the system will display the following error message.



Figure 6-27: End Count Error Message

Press **[ENTER]** and attempt the transaction or end count on a different register.

Over/Short Amount

The Over/Short amount displays on the End Counting Totals screen after the user presses **[F5]**, **Tender Totals** from the End Counting tender screen (Figure 6-13). The Over/Short amount represents the difference between what Store21 tracked and the tender counts entered during the end counting of the cash drawer. The home office may require additional information regarding the reason for the variance.

Count Cash Drawer		Martha Manager (100)			
Register #1 End Counting			Totals		
Count Group	Foreign Amount	Exchange Rate	Declared Amount	System Drawer Totals	Over/ (Short)
Cash			0.00	201.55	(201.55)
CAD Cash	0.00	1.54500	0.00	0.00	0.00
EUR Cash	0.00	1.10000	0.00	0.00	0.00
Credit Card			0.00	227.18	(227.18)
Check			0.00	42.35	(42.35)
Non-Currency			0.00	25.00	(25.00)
TravelCheck			0.00	40.00	(40.00)
CAD TravelCheck	0.00	1.54500	0.00	0.00	0.00
EUR TravelCheck	0.00	1.10000	0.00	0.00	0.00
			0.00	0.00	0.00
Total			0.00	536.08	(536.08)

Cancel Help Edit Counts Save

Figure 6-28: Over/Short Amounts

1. If the entered amounts are correct, press **[F8]**, **Save**, to save the tender entries.

2. If the Over/Short amount for a tender type and/or the Total amount is not '0.00', the Reason Code list displays. This list provides the ability to classify Over/Short reasons. The actual list of reasons may vary.



Figure 6-29: Over/Short Reason Codes

3. Select the appropriate Over/Short reason and press **[ENTER]**. Depending upon which reason code was selected, a Comments form may display.



Figure 6-30: Over/Short Comment Input Form

4. Key in a description of why or how the overage or shortage occurred.
 - a. If the reason code you selected from the list requires you to enter a comment, and you press **[ESC]**, **Cancel**, without entering it, an error message displays.



Figure 6-31: Over/Short Comments Message

- b. Press **[Enter]**, to return to the Comments input form and enter a comment.
5. Press **[F8]**, **Save**. The Cash Drawer Reconciliation receipt prints. The reason code and comment you just entered may be shown on it, if required by the home office.

Till Accounting

In Till Accounting, a register does not have a till assigned to it - instead, the till is assigned to the employee who is ringing sales on the register. When employees move from one register to another, they take the cash drawer and the till with them. Managers can assign cashiers to registers, assign breaks, and switch cashiers easily at any time during the business day without processing a mid-day close on the register. Till Accounting is highly configurable by the home office.

Till Accounting mode requires managers and employees to perform multiple functions to open the store and the registers. The manager begins by opening the store bank. Afterward, the manager assigns tills to each employee who needs access to a register. With a till assigned and in their possession, the employee attaches it to a register. Once the till is attached, the employee (who is clocked in) can log into the back office menu to count the cash in the till. The till is now ready for ringing transactions. If the cashier moves from one register to another, he/she takes the till from the current register and attaches it to the new register location.

End-counting the tills prior to closing also requires multiple functions. Employees perform a count on the tills assigned to them. The tills must be removed from the registers and taken to the manager's or other cash collection location. The manager checks in each till and performs a confirmation count on them. When all tills are checked in, the manager reconciles the store bank.

Open the Store Bank

The Store Bank is the repository to issue and collect currency from one or more cash tills. The manager must open it before any tills can be assigned.

See also: ["Access the Cash Drawer Management Menu" on page 98](#)

1. From the Top of Menu, highlight **Cash Drawer Management** and press **[ENTER]**.



Figure 6-32: Top of Menu

- The Cash Drawer Management menu displays.

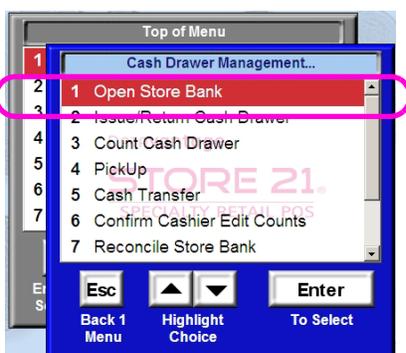


Figure 6-33: Cash Drawer Management Menu

- Highlight **Open Store Bank** and press **[ENTER]**.
- The Open Store Bank screen displays, and prompts for the starting cash amount. Either a Store Starting Cash screen or a Starting Cash input form will display (the home office determines which input screen to use).
 - If the Store Starting Cash screen displays, enter the quantity of each cash denomination pressing **[ENTER]** to move to the next field. Store21 will extend the amount and calculate the total.

Store Bank		Store Starting Cash		1 of 1	
CASH					
Description	Qty	X	VALUE	=	Amount
Pennies (50/roll)	<input type="text" value="0"/>	X	0.01	=	0.00
Nickels (40/roll)	<input type="text" value="0"/>	X	0.05	=	0.00
Dimes (50/roll)	<input type="text" value="0"/>	X	0.10	=	0.00
Quarters (40/roll)	<input type="text" value="0"/>	X	0.25	=	0.00
Half Dollars	<input type="text" value="0"/>	X	0.50	=	0.00
Dollar Coin	<input type="text" value="0"/>	X	1.00	=	0.00
Ones	<input type="text" value="0"/>	X	1.00	=	0.00
Two Dollar	<input type="text" value="0"/>	X	2.00	=	0.00
Fives	<input type="text" value="0"/>	X	5.00	=	0.00
Tens	<input type="text" value="0"/>	X	10.00	=	0.00
Twenties	<input type="text" value="0"/>	X	20.00	=	0.00
Fifties	<input type="text" value="0"/>	X	50.00	=	0.00
Hundreds	<input type="text" value="0"/>	X	100.00	=	0.00
TOTAL:					0.00

Cancel
Help
Save

Figure 6-34: Starting Cash - Store Bank Screen

- Press **[F8]**, **Save**. (The process continues with Step 7.)

- b. If the Store Bank Opening Count screen displays, it prompts for the opening cash amount. Enter the total amount of cash or accept the default amount. The default is the closing amount from the previous business day.

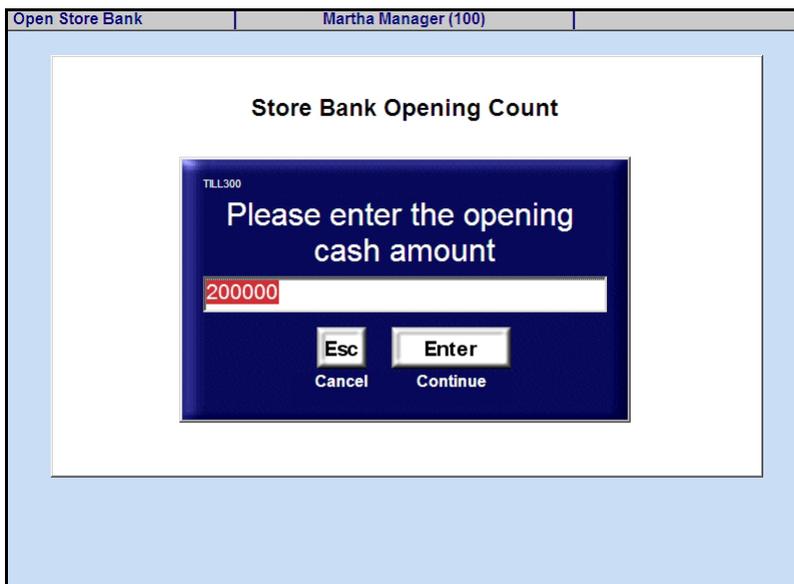


Figure 6-35: Till Accounting - Store Open Amount Prompt

- 1) Press **[Esc]**, **Cancel**, to return to the Cash Drawer Management menu.
 - 2) Press **[Enter]**, **To Continue**.
5. If the total Store Bank count does not match the amount of cash left in the Store Bank from the end of the previous business day, a variance message displays. Verify the amount and respond to the prompt.



Figure 6-36: Variance Message

- a. Press **[N]**, **No**, to return to the appropriate count screen to re-enter the tender counts.
- b. Press **[Y]**, **Yes**, to accept the variance.

6. A confirmation message displays with the total amount of the starting cash that will be recorded for the Store Bank.



Figure 6-37: Store Bank Count Confirmation Message

7. Verify the amount and respond to the prompt.
- Press **[N], No**, to return to the Store Open Amount Prompt (Figure 6-35 on page 115) and re-enter the correct amount.
 - Press **[Y], Yes**, to continue. The Store Bank Open Count receipt prints. This receipt may print with only the total amount of starting cash, or it may print each denomination and its amount. (The home office determines what information prints on the receipt.)



Figure 6-38: Sample Store Bank Open Count Receipt

8. The Store Bank Counting process is complete, and the Store Bank is open.
9. The system returns to the Cash Drawer Management menu. If you select Open Store Bank and press **[Enter]** after the Store Bank is opened, a error message displays.



Figure 6-39: Store Bank Open Message

10. Press **[ENTER]**. The system returns to the Cash Drawer Management menu.

Issue Tills

After the Store Bank is open, the cash manager can issue tills to cashiers. The cashiers can use their tills at any open register once they are issued to them and counted.

See also: [“Access the Cash Drawer Management Menu” on page 98](#)

1. From the Cash Drawer Management menu, highlight **Issue/Return** cash drawer and press **[ENTER]**.



Figure 6-40: Cash Drawer Management Menu

2. The Issue Cash Drawer screen displays.

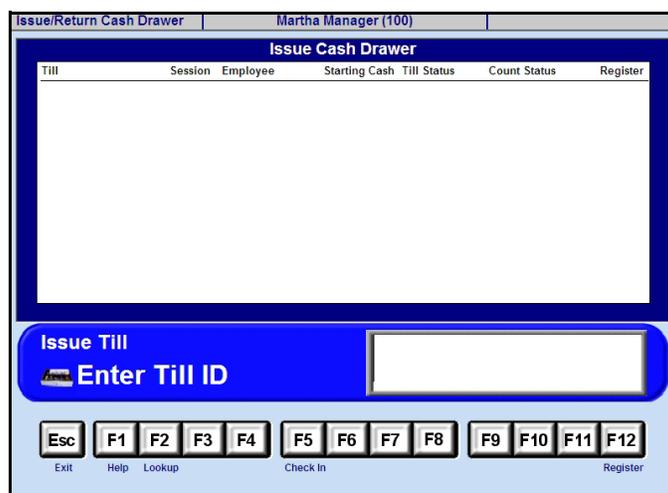


Figure 6-41: Till Accounting - Issue Cash Drawer Screen

3. Enter the till number to be issued into the focus bar. Two methods are available.
 - Key in the till number and press **[ENTER]**.

- Press **[F2], Lookup**, to open the list of available till numbers (the home office determines the number of till available for the registers' cash drawers).



Figure 6-42: Till Lookup List

- Highlight the appropriate till number and press **[Enter]**. The focus bar prompts for the employee ID.



Figure 6-43: Focus Bar - Enter Employee ID

- To exit without selecting a till, press **[ESC], Cancel**; the list closes and you return to the previous screen.
- Key in the employee ID or search for available IDs.
 - Key in the employee ID and press **[ENTER]**.
 - Press **[F2], Lookup**. From the Employee list, highlight the employee and press **[ENTER]**.
 - The system will only permit an employee to be assigned to one till at a time and will display a warning message if the employee ID being entered is already assigned to a till.



Figure 6-44: Invalid Employee Number Error

Note: Tills can be assigned to employees before they are clocked in.

6. Press **[Enter]**, **To Continue**. The focus bar prompts for the starting cash amount.



Figure 6-45: Focus Bar - Enter Starting Cash

7. Enter the starting cash amount and press **[ENTER]**. A confirmation prompt displays.



Figure 6-46: Till Assignment - Confirmation Prompt

8. Respond to the prompt.
- If the amount is not correct, press **[N]**, **No**. A confirmation message displays to alert you that the till was not assigned. Press **[Enter]**, **To Continue**, and return to the focus bar to reenter the employee ID (Figure 6-43).



Figure 6-47: Till Not Assigned - Confirmation Prompt

- Press **[Y]**, **Yes**, to accept the starting cash amount. An Issue Cash Drawer receipt prints. Since the content of the receipt is determined by the home office, it may look different than the sample.



Figure 6-48: Sample Receipt - Issue Cash Drawer

9. The Issue Cash Drawer screen displays. The Till Status is "Issued", and the Count Status is "Un-Counted".

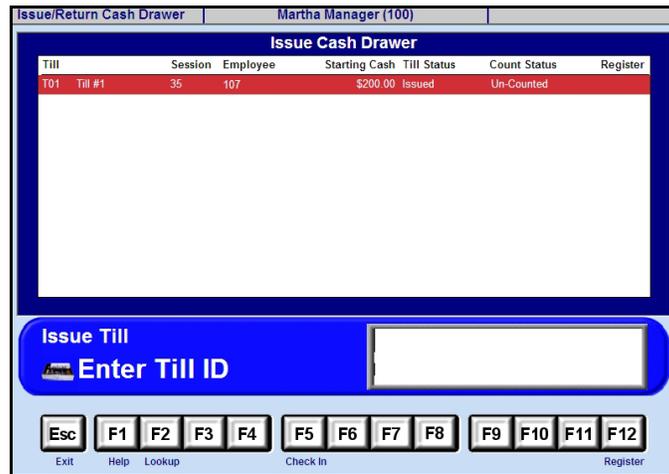


Figure 6-49: Issue Cash Drawer Screen

10. At this point, the till is assigned to an employee, but it still needs to be attached to a register and counted by the employee before it is ready to ring transactions.



The sequence of counting and attaching tills is interchangeable, since it is possible to count the till without attaching it.

Note: Continue issuing tills to employees as needed.

Attach a Till to a Register

Employees with issued tills are required to attach their tills to available registers before they begin ringing sales. There are two methods to attach the till. One option is to attach the till using the Employee Selection screen, and the other is to access the Back Office menu.

Notes:

- Available registers are those without a till attached to them.
- Employees must have appropriate security level to use Attach Till functionality.
- The register must already be open and the employee who is attaching the till must be clocked in.

Attach Till from Employee Selection Screen

1. From an open register, go to the Employee Selection screen. This is the register to which the till will attach.

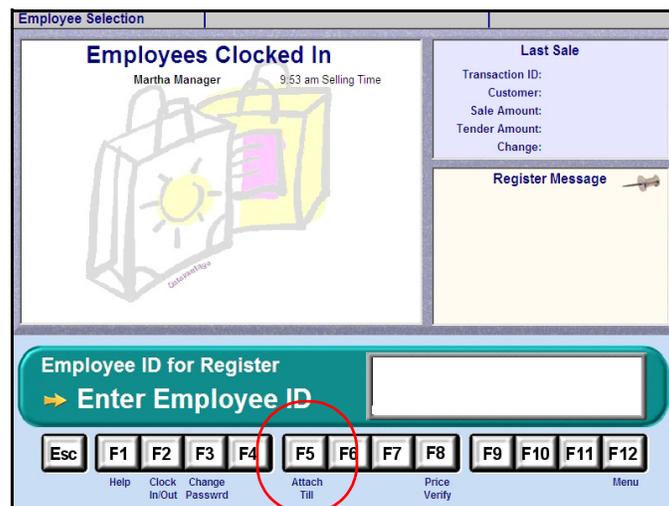


Figure 6-50: Employee Selection Screen

2. Press **[F5]**, **Attach Till**. The System Security box displays.

- The employee to whom the till is assigned must enter a valid Employee ID and Password to attach the till to the register.

A blue rectangular dialog box titled "System Security" in yellow. Below the title, it says "Please Enter Your Employee ID and Password" in white. There are two white input fields: "Employee ID" and "Password". To the right of the "Password" field is a silver padlock icon. At the bottom, there are two buttons: "Esc" with "Cancel" below it, and "Enter" with "Continue" below it.

Figure 6-51: Security Form

- Press **[ENTER]**. The register's cash drawer opens so the employee can insert the till. The till assigned to this employee is now attached to the register, and the confirmation message displays.



Figure 6-52: Till Attachment Confirmation

- Press **[ENTER]** to continue. The Employee Selection screen displays. Although the employee's till is attached to the register, the employee must be clocked in to perform any transaction, including counting the till.

Attach Till from Top of Menu

In the event that a manager needs to attach an employee's till to the register for him/her, such as when a till is assigned to an employee whose security level is not high enough to initiate the Attach Till function, the manager can attach the till through the back office menu.

See also: ["Access the Cash Drawer Management Menu" on page 98](#)

1. From the Cash Drawer Management menu of the register that is to get the till attached, highlight **Attach Other Cash Drawer**.
2. Press **[Enter]**.



Figure 6-53: Cash Drawer Management Menu

3. The list of available tills displays. A till is available if its Till Status is "Issued".

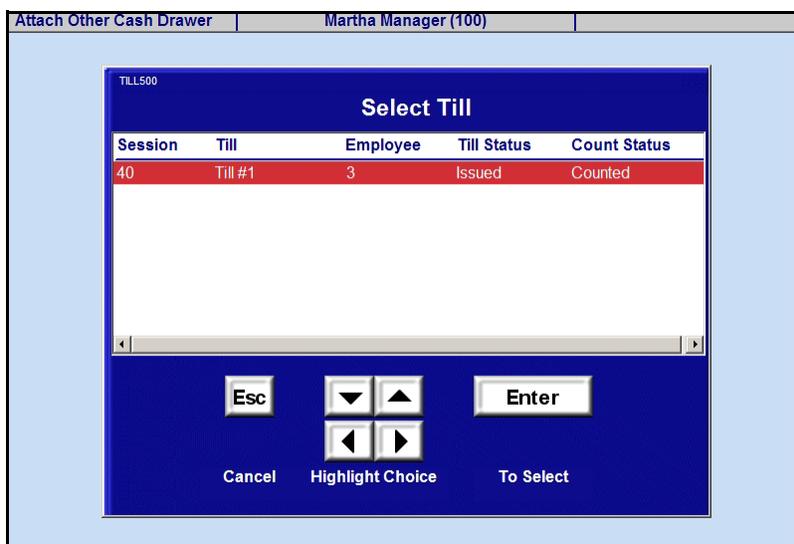


Figure 6-54: Select Till to Attach

4. Highlight the till to be attached to this register and press **[ENTER]**. The cash drawer opens to insert the till, and a confirmation message displays.



Figure 6-55: Till Attachment Confirmation Message

5. Press **[ENTER]**. The till is attached to the register, and the Cash Drawer Management menu displays.



Figure 6-56: Cash Drawer Management Menu

6. Press **[ESC]** twice to return to the Employee Selection screen. Although the employee's till is attached to the register, the employee must be clocked in to perform any transaction, including counting the till.

Cashier's Begin Count of Till

The employee who is assigned a till must perform two counts on it: the Begin Count and the End Count. This section discusses the Begin Count process which must be performed prior to ringing transactions on the register.

See also: ["Access the Cash Drawer Management Menu" on page 98](#)

1. From the Cash Drawer Management menu, highlight **Count Cash Drawer** and press **[ENTER]**.



Figure 6-57: Cash Drawer Management Menu

2. The cash drawer opens, and the Begin Counting screen displays for the till to be counted.

Description	Qty	X	Value	=	Amount
Pennies (50/roll)	0	X	0.01	=	0.00
Nickels (40/roll)	0	X	0.05	=	0.00
Dimes (50/roll)	0	X	0.10	=	0.00
Quarters (40/roll)	0	X	0.25	=	0.00
Half Dollars	0	X	0.50	=	0.00
Dollar Coin	0	X	1.00	=	0.00
Ones	0	X	1.00	=	0.00
Two Dollar	0	X	2.00	=	0.00
Fives	0	X	5.00	=	0.00
Tens	0	X	10.00	=	0.00
Twenties	0	X	20.00	=	0.00
Fifties	0	X	50.00	=	0.00
Hundreds	0	X	100.00	=	0.00
Total:					0.00

Figure 6-58: Cashier Count - Begin Counting Screen

3. Key in the quantities, not the dollar amounts, of the appropriate denominations of cash, pressing **[ENTER]** to move between the fields.

Notes:

- For example, if you have \$2.50 in nickels, key in "50" in the QTY (of nickels) column. Press [Enter]. The system multiplies 50 by the value of the denomination, in this case \$.05, and \$2.50 appears in the Amount column.
 - The default amount of money is determined by the home office.
4. When the total at the bottom of the Register Opening Drawer Count screen equals the starting cash in the till, press **[F8], Save**.
 5. The system saves the information and prints the Begin Count receipt. A confirmation message displays.



Figure 6-59: Till Count Complete Message

Northpark
Northpark
320 W. Kimberly Rd.
DeVensport, IA 52806-5917
(319)391-2050

***** BEGIN COUNT *****

Date 1/19/2007 Time 4:12 pm

Reg#	Session#	Cashier	Trans#	Store
1	35	107	331	37

Pennies (50/rc)	0 X	0.01 =	0.00
Nickels (40/rc)	0 X	0.05 =	0.00
Dimes (50/rc11)	0 X	0.10 =	0.00
Quarters (40/r	0 X	0.25 =	0.00
Half Dollars	0 X	0.50 =	0.00
Dollar Coin	0 X	1.00 =	0.00
Ones	200 X	1.00 =	200.00
Two Dollar	0 X	2.00 =	0.00
Fives	0 X	5.00 =	0.00
Tens	0 X	10.00 =	0.00
Twenties	0 X	20.00 =	0.00
Fifties	0 X	50.00 =	0.00
Hundreds	0 X	100.00 =	0.00
Total			200.00
Expected Amount			200.00
Difference			0.00

X _____

Employee Signature _____

Reason _____

Figure 6-60: Sample Receipt - Begin Count

Note: The contents of the Begin Count receipt are defined by the home office and may have a different appearance than the receipt shown.

- Press **[ENTER]**, **To Continue**. The till is now issued and counted by the cashier. If it is also 'Attached' to a register, the employee can ring sales on the register.

Notes:

- If an employee attempts to access the register with an un-counted till, the system displays an error message.



Figure 6-61: Till Count Error Message

- Press **[Enter]**, **To Continue**.

- In the Store21 system, the Count Status for this till is "Counted". This information is available to the manager or other employee with the appropriate level of security to view the Issue/Return Cash Drawer selection on the Cash Drawer Management menu.

Till		Session	Employee	Starting Cash	Till Status	Count Status	Register
T01	Till #1	35	107	\$200.00	Issued	Reconciled	
T02	Till #2	36	3	\$200.00	Issued	Un-Counted	
T03	Till #3	37	100	\$200.00	Attached	Counted	1

Issue Till		<input type="text"/>
Enter Till ID		

Esc	F1	F2	F3	F4	F5	F6	F7	F8	F9	F10	F11	F12
Exit	Help	Lookup	Check In				Register					

Figure 6-62: Till Count Status - Counted

- The till is now assigned to Employee ID #100, the till is attached to Register 1, and it has been counted by the cashier.

Move/Remove the Till

Cashiers can move the tills assigned to them to a different register at any time during the day and remove them at the end of the day. Other employees, such as managers, may also have security permissions to remove a cashier's till from a register.

Note: Employees must have appropriate security level to use Remove Till functionality.

1. From an open register with the till attached, go to the Employee Selection screen.



Figure 6-63: Employee Selection Screen

2. Press **[F6]**, **Remove Till**. The System Security box displays.



Figure 6-64: System Security Form

3. Key in your Employee ID and Password and press **[ENTER]**. A confirmation message displays.



Figure 6-65: Till Removed Confirmation Message

4. Press **[ENTER]**. The assigned cash drawer can now be attached to another register or returned to the manager's office.

Note: It is not required to count the till before removing it.

Cashier's Till End Count

The till End Count steps the employee through the counting of the till. The End Count can be performed at the current till location, from another register, or a cash office. The system requires the total amount of cash and all other tender types in the till to be counted and recorded. This procedure may require that the cashier and the manager enter their passwords.

See also: ["Access the Cash Drawer Management Menu" on page 98](#)

1. From the Cash Drawer Management menu, highlight **Count Cash Drawer** and press **[ENTER]**.



Figure 6-66: Cash Drawer Management Menu

2. Highlight **Count Cash Drawer** and press **[ENTER]**. The System Security form displays.



Figure 6-67: Security Box

- Key in the **cashier's** Employee ID and Password and press **[ENTER]**. The System Security form displays again.

A screenshot of a 'System Security' dialog box. The title bar reads 'System Security'. The main text says 'Please Enter Your Employee ID and Password'. There are two input fields: 'Employee ID' and 'Password'. To the right of the input fields is a silver padlock icon. At the bottom, there are two buttons: 'Esc' (labeled 'Cancel' below it) and 'Enter' (labeled 'Continue' below it).

Figure 6-68: Security Box

- Key in the **manager's** Employee ID and Password and press **[ENTER]**. The cash drawer opens and the first Till End Counting screen displays (Figure 6-70).

Note: The tender types to be counted, the order the tenders are counted, and how they are counted are configured by the home office, so they may differ from what is shown here.

Cashier's Till End-Counting Screens

Each of the Till End Counting screens provides the capability for the cashier to record detailed information about the tenders and currencies contained in the till. When the screens initially open, the amounts will be blank. The cashier keys the amounts in and saves the information. If the cashier leaves the screen then returns to it for viewing or editing purposes, the values that were previously entered and saved are shown.

1. From the Cash Drawer Management menu, select **Count Cash Drawer**. Press **[Enter]**. Store21 calculates the expected cash totals. If cash pickups were conducted during the day, Store21 deducts the total picked up from the expected total, so it is not necessary to add the amount of the Cash Pickup Slip to the actual cash count. Store21 may display a message to advise the cashier of the pickup.

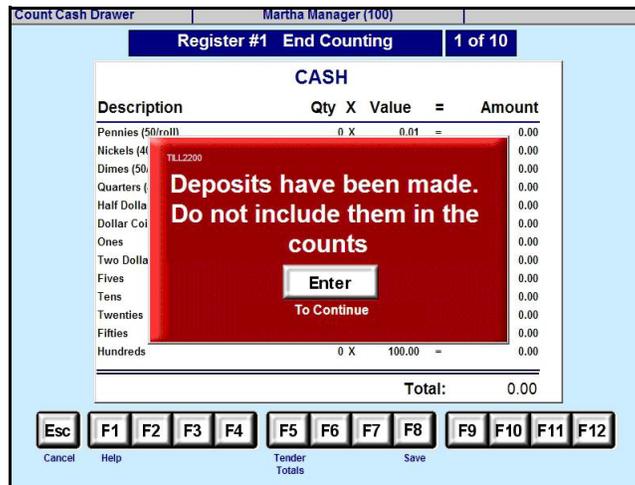


Figure 6-69: End Counting Screen - Cash Pickup Message

2. Press **[Enter]**, **To Continue**. The Cash End Counting screen displays.

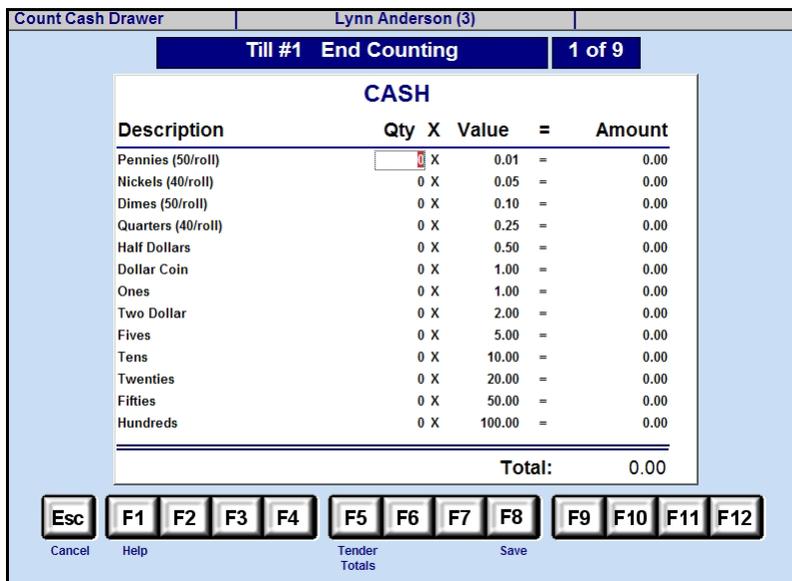


Figure 6-70: End Counting - Cash

- a. Key in the quantities, not the dollar amounts, of the appropriate denominations, pressing **[ENTER]** to move between the rows.
 - b. Press **[F8]**, **Save**, to save the count.
3. The next End Counting screen (ex: Credit Card) displays. The Credit Card screen, like others, is configured by the home office. The images below show examples of both types of counting methods: by (a) slip count and (b) by denominations.
- a. Count the total quantity of Credit Card slips and enter the quantity under the count column.

End Counting Counts		1 of 1
CREDIT CARD		
DESCRIPTION	COUNT	
Credit Card	1	
Total:		0

Figure 6-71: End Counting - Sample Credit Card by Slip Count

- b. Enter the total amount for each credit card type listed.

Count Cash Drawer		Lynn Anderson (3)
Till #1 End Counting		4 of 9
CREDIT CARD		
Description	Amount	
Master Card	0.00	
Visa	0.00	
Discover	0.00	
American Express	0.00	
Debit Card	0.00	
Private Label	0.00	
Total:		0.00

Figure 6-72: End Counting - Sample Credit Card by Denominations

4. Press **[F8]**, **Save**, to save the count/amount. The next Till End Counting screen (ex: Check) displays.

CHECK	
Total:	0.00
Amount	Sequence Number
	1

Figure 6-73: End Counting - Check by Denominations

5. Key in the amount of the first check and press **[TAB]** or **[ENTER]** to move to the sequence number field. Key in the check number.
- Continue entering checks and sequence numbers, pressing **[ENTER]** to move to the next row.
 - To delete a row of check information, highlight it and press **[F6]**, **Delete Row**. The row is removed.

Note: The check sequence number is the check number located in the top right hand corner of the check.

6. When complete, press **[F8]**, **Save**, to save the count, the next Till End Counting screen (ex: Non-Currency) displays.

NON-CURRENCY	
Description	Amount
Mall Certificate	5.00
Store Credit	10.00
Issue Store Credit	(15.00)
Finance Company	20.00
Gift Certificate	25.00
Gift Card	30.00
Issue Merchandise Credit Card	(35.00)
Payroll Deduction	40.00
Store Check	<input type="text" value="50.00"/>
Total: 30.00	

Function keys: Esc (Cancel), F1 (Help), F2-F4 (Tender Totals), F5-F8 (Save), F9-F12 (Save).

Figure 6-74: End Counting Non-Currency Screen by Denominations

7. Key in the total amount of non-currency tenders such as Gift Certificates, Store Credits, Gift Cards, etc. accepted as a tender, pressing **[ENTER]** to move to the next row.

Note: If you enter an amount for the Issue Store Credits or Issue Merchandise Credit Card tender types, the system will automatically indicate a negative amount.

8. When complete, press **[F8]**, **Save**, to save the counts. The next Till End Counting screen (ex: Travelers Checks) displays.

Description	Qty	X	Value	=	Amount
Tens	10	X	10.00	=	0.00
Twenties	0	X	20.00	=	0.00
Fifties	0	X	50.00	=	0.00
Hundreds	0	X	100.00	=	0.00
Total:					0.00

Keyboard layout at the bottom:

- Esc: Cancel
- F1: Help
- F2: []
- F3: []
- F4: []
- F5: Tender Totals
- F6: []
- F7: []
- F8: Save
- F9: []
- F10: []
- F11: []
- F12: []

Figure 6-75: End Counting - Traveler's Check by Denominations

- Key in the amount of the first Travelers Check and press **[TAB]**. Enter the Traveler's Check sequence number.
- Continue entering Traveler's Check amounts and sequence numbers, pressing **[ENTER]** to move to the next row.

Notes:

- The check sequence number is the check number located in the top right hand corner of the check.
- If you press **[F5]**, **Tender Totals**, prior to saving the check information, the information will be lost.

End Counting Totals Screen

The End Counting **Totals** screen is available from any of the tender End Counting screens. This screen summarizes the information you enter for all tender types, and reaching it is the ultimate goal of the End Count process. After details for all tender Count Groups that need to be counted are entered on the appropriate End Counting screen, pressing **[F8], Save**, from this Totals screen will finalize the End Count for the till.

Count Cash Drawer		Lynn Anderson (3)		Till #1 End Counting		Totals
Count Group	Foreign Amount	Exchange Rate	Declared Amount	System Drawer Totals	Over/ (Short)	
Cash			0.10	226.50	(226.40)	
CAD Cash	0.00	1.54500	0.00	0.00	0.00	
EUR Cash	0.00	1.10000	0.00	0.00	0.00	
Credit Card			0.00	0.00	0.00	
Check			0.00	0.00	0.00	
Non-Currency			30.00	0.00	30.00	
TravelCheck			0.00	0.00	0.00	
CAD TravelCheck	0.00	1.54500	0.00	0.00	0.00	
EUR TravelCheck	0.00	1.10000	0.00	0.00	0.00	
Total			30.10	226.50	(196.40)	

Cancel Help Edit Counts Save

Figure 6-76: End Counting Totals Screen

- You can toggle between this Totals screen and the tender End Counting screens. Highlight any Count Group and press **[F7], Edit Counts**. The tender End Counting screen for the selected Count Group displays and can be edited.
- While entering information into a tender End Counting screen (see Figure 6-70 for example), if you press **[F5], Tender Totals**, to toggle to this Totals screen prior to saving the information on the current tender End Counting screen, a warning message displays.



Figure 6-77: End Counting Warning Message

- Press **[N], No**, to abort the function and return to the tender End Counting screen you were working on. You will need to press **[F8], Save**, to save the information, then press **[F5], Tender Totals**, again to open the Totals screen.

- b. Press **[Y]**, **Yes**, to continue. The unsaved changes on the current tender End Counting screen are lost, and the End Counting Totals screen (Figure 6-78) displays.

Count Cash Drawer		Lynn Anderson (3)			
Till #1 End Counting				Totals	
Count Group	Foreign Amount	Exchange Rate	Declared Amount	System Drawer Totals	Over/ (Short)
Cash			0.10	226.50	(226.40)
CAD Cash	0.00	1.54500	0.00	0.00	0.00
EUR Cash	0.00	1.10000	0.00	0.00	0.00
Credit Card			0.00	0.00	0.00
Check			0.00	0.00	0.00
Non-Currency			30.00	0.00	30.00
TravelCheck			0.00	0.00	0.00
CAD TravelCheck	0.00	1.54500	0.00	0.00	0.00
EUR TravelCheck	0.00	1.10000	0.00	0.00	0.00
Total			30.10	226.50	(196.40)

Cancel Help Edit Counts Save

Figure 6-78: End Counting Totals Screen

9. If you need to correct a tender, highlight the appropriate Count Group and press **[F7]**, **Edit Counts**.
- The system returns to the appropriate tender data entry screen where you can key in the correct information and press **[F8]**, **Save**, to save the data.
 - Pressing **[F5]**, **Tender Totals**, returns you to this End Counting Totals screen.
10. Press **[F8]**, **Save**, to save all tender entries.
- If any tender total has an Over/Short amount that is not '0.00', an Over/Short incidence occurs. See ["Over/Short Amount" on page 138](#) for information.
 - If all Over/Short amounts are '0.00', the Deposit Amount confirmation prompt displays. The Deposit amount is for this till only.



Figure 6-79: Deposit Amount Confirmation Message

11. Respond to the prompt.

- a. Press **[N]**, **No**, to return to the End Counting Totals screen where you highlight the appropriate tender Count Group type and press **[F7]**, **Edit Totals**, to return to the appropriate tender count screen.
- b. Press **[Y]**, **Yes**, to continue. A Deposit Slip receipt and the Cash Drawer Reconciliation receipt print. The Count Complete message displays.



Figure 6-80: Count Complete Message

12. Press **[ENTER]**, **To Continue**. The till status is now "Reconciled". Continue with the next section to complete the till check-in. See ["Till Check-In and Manager Count" on page 141](#) for more information.

Over/Short Amount

The Over/Short amount displays on the End Counting Totals screen after the user presses **[F5]**, **Tender Totals** from the End Counting tender screen (Figure 6-78). The Over/Short amount represents the difference between what Store21 tracked and the tender counts entered during the end counting of the till. The home office may require additional information regarding the reason for the variance.

Count Cash Drawer		Martha Manager (100)			
Register #1		End Counting		Totals	
Count Group	Foreign Amount	Exchange Rate	Declared Amount	System Drawer Totals	Over/ (Short)
Cash			0.00	201.55	(201.55)
CAD Cash	0.00	1.54500	0.00	0.00	0.00
EUR Cash	0.00	1.10000	0.00	0.00	0.00
Credit Card			0.00	227.18	(227.18)
Check			0.00	42.35	(42.35)
Non-Currency			0.00	25.00	(25.00)
TravelCheck			0.00	40.00	(40.00)
CAD TravelCheck	0.00	1.54500	0.00	0.00	0.00
EUR TravelCheck	0.00	1.10000	0.00	0.00	0.00
			0.00	0.00	0.00
Total			0.00	536.08	(536.08)

Cancel Help Edit Counts Save

Figure 6-81: Over/Short Amounts

1. If the entered amounts are correct, press **[F8]**, **Save**, to save the tender entries.

2. If the Over/Short amount for a tender type and/or the Total amount is not '0.00', the Reason Code list displays. This list provides the ability to classify Over/Short reasons. The actual list of reasons may vary.



Figure 6-82: Over/Short Reason Codes

3. Select the appropriate Over/Short reason and press **[ENTER]**. Depending upon which reason code was selected, a Comments form may display.



Figure 6-83: Over/Short Comment Input Form

4. Key in a description of why or how the overage or shortage occurred.
 - a. If the reason code you selected from the list requires you to enter a comment, and you press **[ESC]**, **Cancel**, without entering it, an error message displays.



Figure 6-84: Over/Short Comments Message

- b. Press **[ENTER]**, to return to the Comments input form and enter a comment.
5. Press **[F8]**, **Save**. When the Cash Drawer Reconciliation receipt prints, the reason code and comment you just entered may be shown on it, if required by the home office.

Monitor Issue/Return Status of Cash Drawers

The cash manager can monitor the issue status and count status of all tills that are currently assigned to employees through the Issue/Return screen. Any employee with the required security level can monitor Till status.

See also: [“Access the Cash Drawer Management Menu” on page 98](#)

1. From the Cash Drawer Management menu, highlight **Issue/Return Cash Drawer** and press **[ENTER]**.



Figure 6-85: Cash Drawer Management Menu

2. The Issue Cash Drawer screen displays. The Count Status is shown for each till that has been assigned (checked out) and not returned.

Till	Session	Employee	Starting Cash	Till Status	Count Status	Register
T01 Till #1	40	3	\$200.00	Issued	Reconciled	
T02 Till #2	41	107	\$200.00	Issued	Reconciled	
T04 Till #4	42	100	\$200.00	Issued	Un-Counted	

Issue Till
Enter Till ID

Esc F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12
Exit Help Lookup Check In Register

Figure 6-86: Issue/Return Screen

Each Count Status has specific meaning and occurs in specific order:

- **Issued** - Till has been assigned to a cashier by the cash manager.
- **Un-counted** - Till has not been Counted by the cashier.
- **Counted** - Cashier performed Begin Count on the till.
- **Reconciled** - Till has been End Counted by the cashier, but not returned to the cash office for check in. If the till is still attached to a register, the register will not ring new transactions on it.

Till Check-In and Manager Count

The Check-In function passes the drawer from the cashier to the cash manager, and can be processed at any time during the day. However, before the contents of the till can be returned to the Store Bank, the manager must confirm the cashier's count by performing a Manager Count on the till.

Till Check-In

The Till Check-In function requires that the cashier has already End-Counted the till. This function usually requires a cash manager's level of security or above.

See also: ["Access the Cash Drawer Management Menu" on page 98](#)

1. From the Cash Drawer Management menu, highlight **Issue/Return Cash Drawer** and press **[ENTER]**.



Figure 6-87: Cash Drawer Management Menu

2. The Issue/Return Cash Drawer screen displays.

Till	Session	Employee	Starting Cash	Till Status	Count Status	Register
T01 Till #1	40	3	\$200.00	Issued	Reconciled	
T02 Till #2	41	107	\$200.00	Issued	Reconciled	
T04 Till #4	42	100	\$200.00	Issued	Un-Counted	

Issue Till

Enter Till ID

Esc (Exit) | F1 (Help) | F2 (Lookup) | F3 | F4 | F5 (Check In) | F6 | F7 | F8 | F9 | F10 | F11 | F12 (Register)

Figure 6-88: Issue/Return Cash Drawer Screen

3. Press **[F5]**, **Check In**.



Figure 6-89: Check In Till Focus Bar

Note: Only cash drawers with a status of **Reconciled** can be checked-in.

4. The focus bar prompts you to highlight the till to be checked-in. Press **[ENTER]**. The till check-in prompt displays.

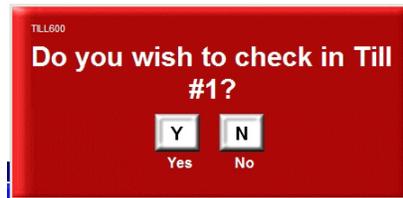


Figure 6-90: Till Check In Prompt

5. Respond to the prompt:
 - Press **[N]**, **No**, to return to the Issue Cash Drawer screen (Figure 6-88).
 - Press **[Y]**, **Yes**, to continue. A confirmation message displays.



Figure 6-91: Till Check In Confirmation

6. Press **[ENTER]**. The till is removed from the Issue/Return Cash Drawer screen.
7. Go to the next section, Manager Count.

Manager Count of Till

Once the till is Checked-In, the manager is able to verify the cashier's count of each tender type.

See also: ["Access the Cash Drawer Management Menu" on page 98](#)

1. From the Cash Drawer Management menu, highlight **Confirm Cashier Edit Counts** and press **[ENTER]**.



Figure 6-92: Cash Drawer Management Menu

2. The Cash Drawer Status list displays.

Please Select Session				
Session	Till	Employee	Till Status	Count Status
40	T01	3	Returned	Reconciled
42	T04	100	Issued	Counted
41	T02	107	Issued	Reconciled

At the bottom of the screen, there are three buttons: 'Esc Cancel', 'Highlight Choice' (with left and right arrows), and 'Enter To Select'.

Figure 6-93: Till Status List

Note: Only tills with a Till Status of 'Returned' and a Count Status of 'Reconciled' can be verified.

3. Highlight the till to be verified and press **[ENTER]** to select it.
4. Store21 calculates the expected cash totals. If cash pickups were conducted during the day, Store21 deducts the total picked up from the expected total, so it is not necessary

to add the amount of the Cash Pickup Slip to the actual cash count. Store21 may display a message to advise you of the pickup.

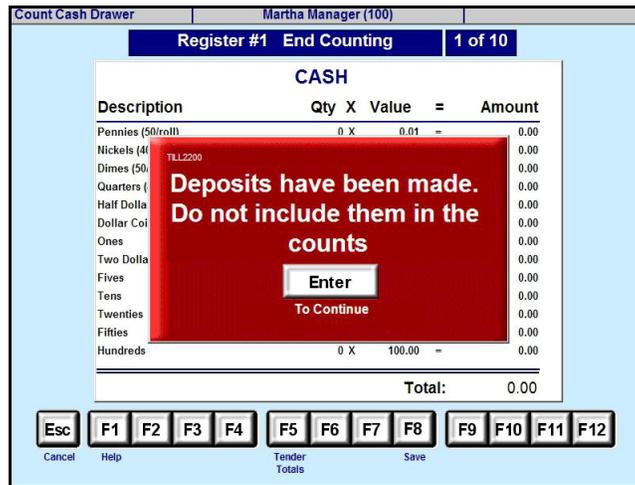


Figure 6-94: End Counting Screen - Cash Pickup Message

5. Press **[Enter]**, **To Continue**. The Cash Drawer Manager Count screen displays with the cashier’s counts as the default values for the Quantity and Amount fields.

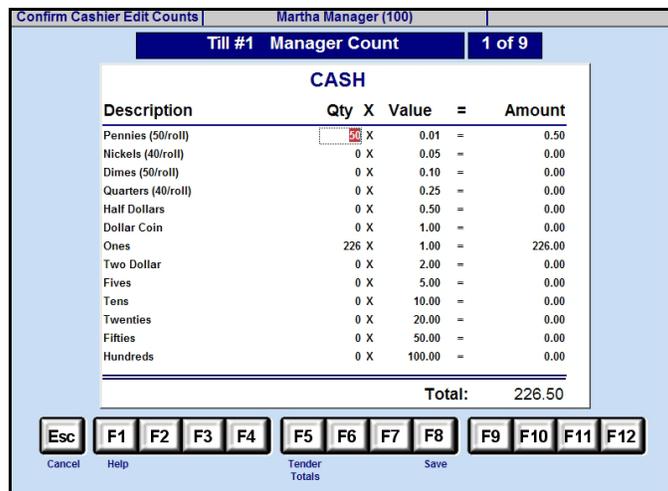


Figure 6-95: Manager Count Cash Screen

6. Accept the cashier’s counts or key in the revised quantities, not the dollar amounts, of the appropriate denominations, pressing **[ENTER]** to move between the rows.

! *The amounts entered by the manager are the amounts used for reporting.*

7. Press **[F8], Save**, to save the tender entries and move to the next tender type. Continue reviewing and approving the cashier's end count until all tender screens are complete, pressing **[F8], Save**, to save the tender entries on each screen.
8. Press **[F5], Tender Totals**, to view the tender Totals screen.

Confirm Cashier Edit Counts		Martha Manager (100)				
Till #1 Manager Count			1 of 9			
Count Group	Foreign Amount	Exchange Rate	Declared Amount	System Drawer Totals	Over/ (Short)	
Cash			226.50	226.50	0.00	
CAD Cash	0.00	1.54500	0.00	0.00	0.00	
EUR Cash	0.00	1.10000	0.00	0.00	0.00	
Credit Card			0.00	0.00	0.00	
Check			0.00	0.00	0.00	
Non-Currency			0.00	0.00	0.00	
TravelCheck			0.00	0.00	0.00	
CAD TravelCheck	0.00	1.54500	0.00	0.00	0.00	
EUR TravelCheck	0.00	1.10000	0.00	0.00	0.00	
Total			226.50	226.50	0.00	

[Esc] [F1] [F2] [F3] [F4] [F5] [F6] [F7] [F8] [F9] [F10] [F11] [F12]
 Cancel Help Edit Counts Save

Figure 6-96: Manager Count- Tender Totals

9. To edit a count, highlight the desired Count Group and press **[F7], Edit Counts**. You are returned to that count group's End Counting screen.
 - a. Make the appropriate changes and press **[F8], Save**.
 - b. Press **[F5], Tender Totals**, to return to the Totals screen.
10. To accept all amounts on the Totals screen, press **[F8], Save**. The Over/Short Reason Code list displays.

TILL2300		
Select Reason for overage/shortage		
Error on credit card		
Error on debit card		
Error on store gift certificate		
Error on store gift card		
Error on Mall gift certificate		
Error on petty cash		
Error on cash drawer count		
Unknown		

[Esc] [Up] [Down] [Enter]
 [Left] [Right]
 Cancel Highlight Choice To Select

Figure 6-97: Manager Count - Cashier Over/Short Prompt

Note: The list of reasons is determined by the home office, and may be different than those shown here.

- a. This list displays only once, even if multiple count groups contain over/short amounts. If the cashier entered a reason code, it will be the one highlighted.
- b. Select the most appropriate reason code, and press **[ENTER]**. A comment form may display.



Figure 6-98: Manager Count - Over/Short Comment

Note: The home office determines - by reason code - whether entering an additional comment is optional or mandatory.

11. If the cashier saved an Over/Short comment during the end counting, the form opens with the cashier's comment. You can keep the cashier's comment or over type it.
 - a. If you choose to keep the cashier's comment, delete it, or enter any characters into the comments input box and press **[F8], Save**, the comment is saved and Store21 proceeds to the next step in the count process. Store21 does not validate the content of the comment.
 - b. If entering a comment is not required for the reason code, you can press **[ESC], Cancel**, without entering a comment. Store21 closes the comments input form and proceeds to the next step in the count process.
 - c. If a comment is required for the reason code, and you press **[ESC], Cancel**, or **[F8], Save**, without entering any characters into the comments input box, an error message displays.



Figure 6-99: Manager Count - Comment Required Error Message

d. Press **[Enter]**, **To Continue**. The comments form displays again. Repeat this step until a comment is saved.

12. The deposit summary prompt displays.



Figure 6-100: Deposit Summary Prompt

13. Respond to the prompt:

- Press **[N]**, **No**, to re-enter the tenders on the End Count screen (Figure 6-95).
- Press **[Y]**, **Yes**, to continue. The Deposit Slip and the Confirmed Cash Drawer Reconciliation receipt for the till prints. The count complete message displays.



Figure 6-101: Till Count Complete Message

14. Press **[ENTER]**, **To Continue**. The Select Session list displays. The till status for the till just counted is now **Returned** and **Confirmed**.



Figure 6-102: Till Status List

15. Continue performing the manager confirmation count on other tills or exit the function.

a. Press **[Esc]**, **Cancel**, to return to the Cash Drawer Management menu.

- b. To select another till to count, highlight it and press **[ENTER]**.
- 1) If the till is ready to be confirmed, return to “Manager Count of Till” on page 143 and repeat for the next till.
 - 2) If the till’s status is not ready to be confirmed, an error message displays.



Figure 6-103: Manager Count - Error Message

- 3) Press **[Enter], To Continue**. The Till Status list displays (Figure 6-102). Select a different till to count or exit the function.

After all tills are end-counted and confirmed at the end of the business day, the next activity is to reconcile the store bank.



TIP

This process can be completed on any till during the business day.

Reconcile the Store Bank

The reconciliation of the Store Bank completes the store's business-day transactions. All tills must be returned and confirmed before the Store Bank can be reconciled.

See also: ["Access the Cash Drawer Management Menu" on page 98](#)

1. From the Cash Drawer Management menu, highlight **Reconcile Store Bank** and press **[ENTER]**.



Figure 6-104: Cash Drawer Management Menu

2. Store21 checks all issued tills to verify that they have been checked in and their totals confirmed by the manager. If any of the tills have not been confirmed, an error message displays.



Figure 6-105: Store Bank Reconciliation - Error Message

- a. Press **[ENTER], To Continue**. The process stops and you return to the Cash Drawer Management menu.
- b. See ["Monitor Issue/Return Status of Cash Drawers" on page 140](#) to determine which till is outstanding.

- If all tills are returned and confirmed, the Store Bank Totals screen displays.

	Entered Amount	PickUps/Cashin	Counted Totals	System Total	Difference
CASH	\$3,900.00	\$100.00	\$4,000.00	\$3,000.00	(\$1,000.00)
CHECK	\$72.51	\$0.00	\$72.51	\$0.00	(\$72.51)
TRAVELCHECK	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total	\$3,972.51	\$100.00	\$4,072.51	\$3,000.00	(\$1,072.51)
Less previous bank deposits			\$0.00		
Total Accountability			\$4,072.51		

Below the table is a function key bar with buttons for Esc (Cancel), F1 (Help), F2, F3, F4, F5, F6, F7, F8 (Save), F9, F10, F11, and F12.

Figure 6-106: Store Bank Totals Screen

- Press **[F8]**, **Save**. The Cash Deposit amount input box displays. The default amount is determined by the home office.

TILL760

Enter amount of cash deposit.

380000

Esc Enter
Cancel Continue

Figure 6-107: Cash Deposit Input Form

- Press **[ENTER]** to accept the default amount or key in a different deposit amount. The Select Bank for Deposit list displays.

TILL760

Select Bank for Deposit

Bank	Account Number
BANK ONE	11111

Esc ▼ ▲ Enter
Cancel Highlight Choice To Select

Figure 6-108: Select Bank for Deposit List

6. Select the appropriate bank's name for the deposit. Press **[ENTER]**. The Deposit Summary confirmation displays.



Figure 6-109: Deposit Summary Message Box

- a. If the deposit amount is not correct, press **[N], No**, to return to the Cash Deposit input form and enter a new deposit amount (Figure 6-107).
- b. Press **[Y], Yes**, to accept the deposit. A receipt prints and a Reconciliation Complete message displays.



Figure 6-110: Store Bank Reconciliation Message

The Store Bank is now closed. To access the Store Bank, Store21 must be closed for the current day and re-opened for a new business day.

Cash Transfer

A Cash Transfer is simply the act of moving cash from one location to another. Use the Cash Transfer function to receive cash funds from a banking institution or deposit cash from the store's Store Bank into the financial bank. Cash can also be moved from one till to another. This is a Back Office function that usually requires the security level of manager or above.

See also: ["Access the Cash Drawer Management Menu" on page 98](#)

1. From the Cash Management menu, highlight **Cash Transfer** and press **[ENTER]**.



Figure 6-111: Cash Drawer Management Menu

2. The Cash Transfer form displays. Record the name of the location that is providing the cash, the name of the location that is receiving the cash, and the amount of cash.

Figure 6-112: Cash Transfer Form

- The form opens with the cursor in the From Location field. Press **[F2]**, **Lookup**, to display the list of locations.

BANK ONE	Bank One
T99	Store Bank

Figure 6-113: Cash Transfer From Location List

- Highlight the appropriate bank name and press **[Enter]**. The Cash Transfer form is populated with the selected information.
- From the Cash Transfer form and with the cursor in the To Location field. Press **[F2]**, **Lookup**, to display the list of locations that receive the desosits.

BANK ONE	Bank One
T01	Till #1
T02	Till #2
T03	Till #3
T04	Till #4
T05	Till #5
T06	Till #6
T99	Store Bank

Figure 6-114: Cash Transfer To Location List

Note: A cash transfer can occur between multiple entities: from Bank to Store Bank, from Store Bank to the Bank, or from one till to another.

- a. If a location is selected that is not capable of receiving the cash transfer, an error message displays.



Figure 6-115: Cash Transfer Error

- b. Press **[Enter], To Continue**. Reselect the To Location.
 - c. If the To Location is valid, the Cash Transfer form is populated with the selected information.
6. Key in the amount of cash for the transfer and press **[F8], Save**. A confirmation prompt displays.



Figure 6-116: Cash Transfer Confirmation

7. Respond to the prompt.
 - a. Press **[N], No**, to cancel this entry and return to the Cash Transfer form.
 - b. Press **[Y], Yes**, to commit this transfer. A Cash Transfer receipt prints that includes both the From and To Location names and the amount of the transfer.
8. The transfer is complete, and the Cash Drawer Management menu displays.

Cash Pickup

The cash management system tracks the total amount of cash in each issued drawer or till. Each drawer has a minimum cash threshold amount that must be exceeded before the Pickup function can be activated. Store21 prompts the cashier that a cash pickup is needed when the drawer reaches its limit. The maximum cash limit message does not force the cash pickup, but displays as a constant reminder.



Figure 6-117: Cash Pickup Prompt

This message may display frequently until the amount of cash in the cash drawer is reduced. Pressing **[ENTER]** closes the message.

See also: [“Access the Cash Drawer Management Menu” on page 98](#)

Notes:

- The process of performing a cash pickup is the same for both Register Accounting and Till Accounting.
- If **Pick Up** is not an option on the Cash Drawer Management list, the Employee ID entered does not have the proper security level to perform cash pickup.

1. From the Cash Drawer Management menu, highlight **PickUp**. Press **[ENTER]**.

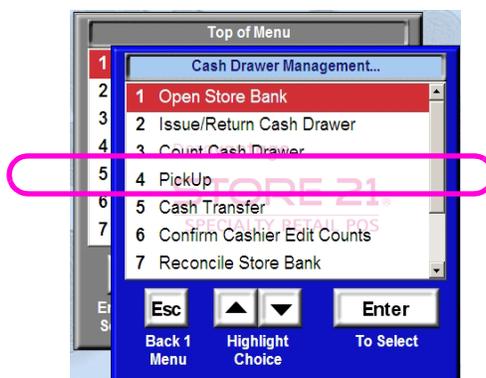


Figure 6-118: Menu - Cash Drawer Management

2. Store21 determines if the cash drawer has enough cash for the cash pickup.

Notes:

- If the drawer contains less than the minimum amount of cash, the pickup process stops and a message displays.

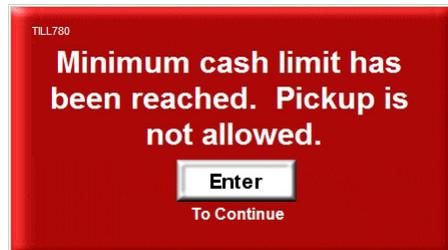


Figure 6-119: No Cash Pickup Message

Press **[ENTER]** to return to the Cash Drawer Management menu.

- The minimum and maximum threshold amounts of cash for the cash drawers are determined by the home office.

3. If the cash drawer contains enough cash for a pickup, the pick up process continues.

Note: The home office may omit the Pick Up Counting screen and configure Store21 to proceed directly to the Pick Up Amount input box (Figure 6-122).

4. The Cash Drawer Pick Up Counting screen displays. Similar to other counting screens, this screen may either show a single input field for the total amount of the pickup, or the screen may show cash denominations.

Description	Qty	X	Value	=	Amount
Pennies (50/roll)	0	X	0.01	=	0.00
Nickels (40/roll)	0	X	0.05	=	0.00
Dimes (50/roll)	0	X	0.10	=	0.00
Quarters (40/roll)	0	X	0.25	=	0.00
Half Dollars	0	X	0.50	=	0.00
Dollar Coin	0	X	1.00	=	0.00
Ones	0	X	1.00	=	0.00
Two Dollar	0	X	2.00	=	0.00
Fives	0	X	5.00	=	0.00
Tens	0	X	10.00	=	0.00
Twenties	0	X	20.00	=	0.00
Fifties	0	X	50.00	=	0.00
Hundreds	0	X	100.00	=	0.00
Total:					0.00

Figure 6-120: Cash Drawer Pick Up Count Screen

- a. If the screen is a summary screen, key in the total dollar amount.

Register Close

Performing the Register Close process is required for both Register Accounting and Till Accounting modes. Ensure the cash drawer is counted or all tills removed. This process is required in order to perform a system close procedure at the end of the day.

See also: [“Access the Cash Drawer Management Menu” on page 98](#)

1. From the Top of Menu, highlight **Administrative** and press **[ENTER]**. The Administrative menu displays.



Figure 6-124: Administrative Menu

2. Highlight **Register Close** and press **[ENTER]**.
3. If the cash drawer has not been counted or the till not removed, an error message displays.



Figure 6-125: Register Close Error Message

- a. Press **[ENTER]**. The system returns to the Administrative menu.
 - b. Press **[ESC]**. The Top of Menu displays.
 - c. Select **Cash Drawer Management** and proceed to the appropriate cash-handling method of counting the cash drawer. See Register Accounting - [“Removing the Cash Drawer” on page 103](#), or Till Accounting - [“Move/Remove the Till” on page 128](#) for more information.
4. If the cash drawer is not the lead register, it closes. It can not be reopened for the same business day.

5. If the cash drawer has been counted, the following confirmation displays.

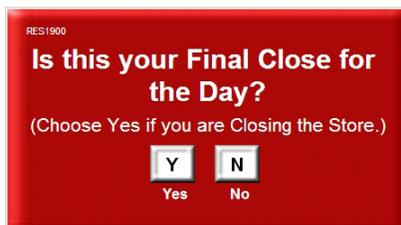


Figure 6-126: Final Close Confirmation Message

- a. Press **[N], No**, if this is not the Final Close. The system shuts down, but does not clock out the employees from the register, and it can be restarted.
- b. Press **[Y], Yes**, if this is the Final Close for the Day. The system will clock out the employees from the register and close the register. It cannot be restarted for the same business day. See ["Initiate System Close" on page 340](#) for more information.

CHAPTER 7***Employee Records*****Overview**

Store21 gives users the ability to enter, view, and edit personal and/or confidential employees' records. Before an employee can access the Store21 system, his/her employee information record must be created in the system.

The functions to access and maintain employee records include:

- The Employee Information Menu
- The Employee Maintenance Screen
- View Personnel Record
- Add a New Employee
- Edit an Employee's Information
- Terminate an Employee's Access
- View Employee's Today's Sales
- Use Employee Actions Form Wizard
- Enroll/Edit Employee's Benefits
- View Employees' Pending Changes
- Reassign Customers

Employee Information

Employees with the appropriate level of security can access employee records through the Employee Information option in the Back Office menu. Use the Employee Maintenance screen to add/modify employees' personal data records, change passwords, and assign security levels by position. Use the Employee Action Forms screen to administer the employees' benefits information such as dependents' information and coverage providers. The Employee Information menu also lists other options such as Payroll, Timecard Maintenance, and Scheduling that are covered in separate chapters.

Access the Employee Information Menu

1. From either the Employee Selection screen or the Register screen, press **[F12]**, **Menu**, to access the back office, Top of Menu.

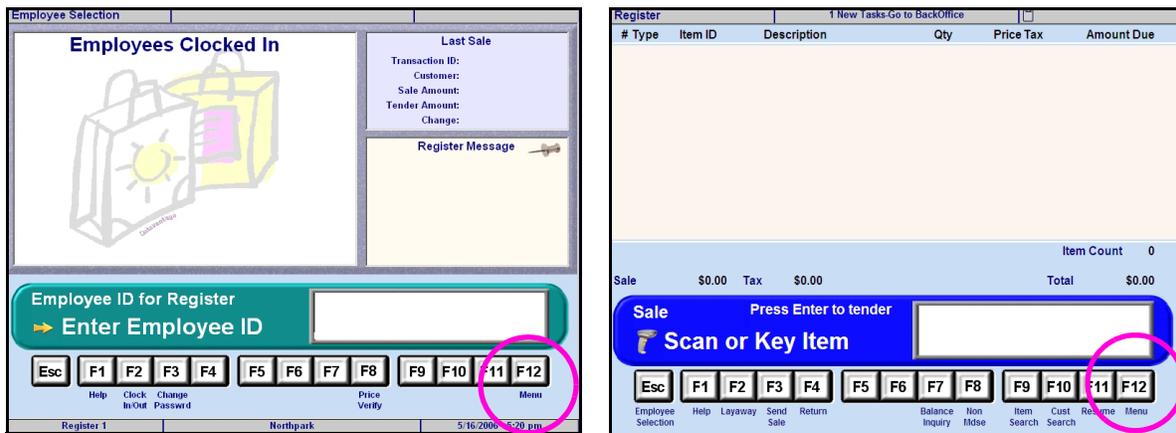


Figure 7-1: Employee Selection Screen (left) - Register Screen (right)

2. Store21 prompts for the employee ID and password:

IF...	THEN...
<p>accessing [F12], Menu, from the Employee Selection screen</p>	<p>a. The color of the focus bar changes to blue and prompts for the Employee ID.</p>  <p><i>Figure 7-2: Focus Bar Prompt for Employee ID</i></p> <p>b. Enter your Employee ID and press [ENTER]. The focus bar prompts for the Password.</p>  <p><i>Figure 7-3: Focus Bar Prompt for Password</i></p> <p>c. Enter your password and press [ENTER]</p>
<p>accessing [F12], Menu, from the Register screen</p>	<p>a. The System Security input form displays.</p>  <p><i>Figure 7-4: System Security Input</i></p> <p>b. Key in the Employee ID and Password and press [ENTER].</p>

The Top of Menu displays.



Figure 7-5: Employee Information - Top of Menu

3. Highlight **Employee Information** and press **[ENTER]**. The Employee Information Menu displays.

Access the Employee Maintenance Screen

Add and modify employee records through the Employee Maintenance screen.

See also: ["Access the Employee Information Menu" on page 162](#)

1. Navigate to the Employee Information Menu.



Figure 7-6: Employee Information Menu

2. Highlight **Employee Maintenance** and press **[ENTER]**. The Employee Maintenance screen displays with the Employee Search form.



Figure 7-7: Employee Maintenance Screen

3. Use the Employee Search form to locate the appropriate employee record.

View Employee's Personnel Record

Locate the employee's record to modify either by searching through the list of all employees or by filtering the list with the employee's name as search criteria.

See also: ["Access the Employee Maintenance Screen" on page 165](#)

1. Access the Employee Maintenance screen and display the Employee Search form.



The screenshot shows the 'Employee Search' form. It features a title bar with 'Employee Search' and a magnifying glass icon. Below the title are three input fields: 'Employee Id:', 'Last Name:', and 'First Name:'. At the bottom, there is a row of function keys: Esc (Cancel Search), F1 (Help), F2 (Add Emp), F3 (Clear Search), F4 (List All), F5 (Execute Search), F6, F7, and F8.

Figure 7-8: Employee Search

2. Use the search form to find the appropriate employee record:
 - Key in the Employee ID number.
 - Put the cursor in the employee's first or last name fields, key in all or part of the name (you can also use "%" as a wildcard) and press **[F8], Execute Search**. When searching using the employee's name, a list displays with a list of employees who have the same name.
 - To list all employees for your store, put the cursor in any field and press **[F7], List All**. The Employee list displays.



The screenshot shows the 'Select from List' dialog box. It has a title bar with 'SEARCH100' and 'Select from List'. Below the title is a table with columns: Employee ID, Name, Job Title, and Status. The table contains the following data:

Employee ID	Name	Job Title	Status
3	Anderson, Lynn	AS	A
107	Berry, Chuck	MGRRG	A
105	Brown, James	CA	A
104	Dylan, Bob	SALEHR	A
306	Franklin, Aretha	AS	A
101	Jagger, Mick	IS	A
303	John, Elton	JWLMGR	A
304	Joplin, Janis	JWLR	A

At the bottom of the dialog box, there are three buttons: 'Esc' (Cancel), a set of four arrow keys (Highlight Choice), and 'Enter' (To Select).

Figure 7-9: Employee List Lookup

3. Highlight the appropriate employee and press **[ENTER]**. The Employee Maintenance screen displays with all pertinent information for the selected employee. Required fields are marked with an asterisk and the labels are displayed in red text.

Employee Maintenance Employee ID: 3 Lynn Anderson

*First Name: Lynn Middle Initial: M *Last Name: Anderson *Language ID: JUSEN United States English

Address: 223 Southwick Ave

City: Solon *State: OH Ohio Postal Code: 44139- Country: USA

*SSN: 111-11-1111 Payroll ID: *Birthday: 01/01/1975 Marital Status: S Single

Home Phone: E-Mail: Emergency Contact:

*Position: Sr. Sales Associate Security: 30 *Type: FT Full Time *Pay Status: H Hourly

*Status: A Active Last Hire Date: 01/02/2001 Last Modified Date: 05/18/2006 *Required Field

Function Buttons: Esc, F1, F2, F3, F4, F5, F6, F7, F8, F9, F10, F11, F12

Search Employee, Help, Forms, Payroll Info, Add Emp, Change Password, Edit Empl, Today's Sales

Figure 7-10: Employee Maintenance Screen

Note: The required fields are determined by the home office.

4. Edit the employee data on this form using the function buttons:
- Press **[F3], Forms**, to view Human Resource forms.
 - Press **[F4], Payroll Info**, to view or edit the employee's payroll/confidential information.
 - Press **[F5], Add Emp**, to add an employee.
 - Press **[F6], Change Password**, to change the displayed employee's password.
 - Press **[F7], Edit Empl**, to edit the displayed employee's data.
 - Press **[F9], Today's Sales**, to view the employee's sales totals.

Access Human Resource Forms

You can view and print the employee's Human Resource (HR) forms. Store21 populates the forms with employee information and fills in the appropriate fields on the forms, according to the type of form selected. The forms then can be printed and completed by the employee, signed, and kept on file locally as required by law. These forms are also available from the Employee Action Forms menu. See ["Access the Employee Action Forms Screen" on page 178](#) for more information.

See also: ["View Employee's Personnel Record" on page 166](#)

1. With the appropriate employee's information displayed in the Employee Maintenance screen, press **[F3]**, **Forms**. The Employee HR Form list displays.



Figure 7-11: Employee Human Resource Forms List

2. Highlight the appropriate form and press **[ENTER]**. The form appears.

Form W-4		Department of the Treasury Internal Revenue Service	
Personal Allowances WorkSheet			
----- Cut here and give the certificate to your employer. Keep the top portion for your records. -----			
Form W-4 Department of the Treasury Internal Revenue Service	Employee's Withholding Allowance Certificate For Privacy Act and Paperwork Reduction Act Notice, see instructions		OMB No. 1545-0010 2006
1 Type or print your first name and middle initial Lynn M	Last name Anderson	2 Your Social Security Number 111-11-1111	
Home address (number and street or rural route) 223 Southwick Ave		3 <input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Married, but withhold at higher single rate Note: if married, but legally separated, or spouse is a nonres alien, check single	
City or town Solon OH 44139		4 If your last name differs from that on your social security card, check here and call 1-800-772-1213 for a new card > <input type="checkbox"/>	
5 Total number of allowances you are claiming (from line G above or from the Worksheets on page 2 if they apply).....		5	0
6 Additional amount, if any, you want withheld from each paycheck.....		6	
7 I claim exemption from withholding for this year and I certify that I meet both of the following conditions for exemption: • Last year I had right to a refund of All federal income tax withheld because I had No tax liability; And • This year I expect a refund of All federal income tax withheld because I have No tax liability. If you meet both conditions, enter "EXEMPT" here			
Under penalties of perjury, I certify that I am entitled to the number of withholding allowances claimed on this certificate or entitled to claim exempt status.			
Employee's Signature >		Date > ..20	
8 Employer's name and address (Employer Complete 8 and 10 only if sending to the IRS)		9 Office	10 Employer Identification number

Figure 7-12: Form W4

Employee Maintenance			
U.S. Department of Justice Immigration and Naturalization Service		OMB No. 1115-0136 Employment Eligibility Verification	
Please read instructions carefully before completing this form. The instructions must be available during completion of this form. ANTI-DISCRIMINATION NOTICE. It is illegal to discriminate against work eligible individuals. Employers CANNOT specify which document(s) they will accept from an employee. The refusal to hire an individual because of a future expiration date may also constitute illegal discrimination.			
Section 1. Employee Information and Verification. To be completed and signed by employee at the time employment begins.			
Last Anderson	First Lynn	Middle Initial M	Date of Birth (month/day/year) 1/1/1975
Address 223 Southwick Ave			Social Security # 111-11-1111
City Solon	State OH	Zip 44139	
I am aware that federal law provides for imprisonment and/or fines for false statements or use of false documents in connection with the completion of this form.			
Employee's Signature		I attest, under penalty of perjury, that I am (check one of the following): <input type="checkbox"/> A citizen or National of the United States Alien# Auth Date <input type="checkbox"/> A Lawful Permanent Resident <input type="checkbox"/> An alien authorized to work until Date (month/day/year)	
Preparer and/or Translator Certification. (To be completed and signed if Section 1 is prepared by a person other than the employee.) I attest, under penalty of perjury, that I have assisted in the completion of this form and that to the best of my knowledge the information is true and correct.			
Preparer's/Translator's Signature		Print Name	
Address (street name and number, city, state, zip code)			Date (month/day/year)
Esc	F1	F2	F3
F4	F5	F6	F7
F8	F9	F10	F11
F12			
Cancel	Help	Print	Save

Figure 7-13: Form I9

- Edit or key in the appropriate information, pressing **[ENTER]** to move between the fields. Print and/or Save the information:
 - Press **[F7]**, **Print**.
 - Press **[F8]**, **Save**.

Access Payroll/Confidential Information

You can view and enter the employee's confidential payroll information. On the Confidential Information screen, enter the employee's Base Pay rate either as a rate per hour or as a yearly salary. Other payroll data includes Additional Withholding and Commission Percentage. This screen also has fields entitled Last/Next Review, Personal/Sick/Vacation days, and Termination Date.

See also: ["View Employee's Personnel Record" on page 166](#)

1. With the appropriate employee's information displayed in the Employee Maintenance screen, press **[F4], Payroll Info**. The Confidential Information screen displays.

Confidential Information	
Payroll Data	Base <input type="text" value="10.00"/> Additional Withholdings: <input type="text" value="\$0.00"/>
	Commission <input type="text" value="0.00"/> %
General	Last Review <input type="text" value="06/15/2005"/> Used Days
	Next Review <input type="text" value="06/15/2006"/> Personal Days <input type="text" value="0"/>
	Sick Days <input type="text" value="0"/>
	Terminated Date <input type="text" value="00/00/0000"/> Vacation Days <input type="text" value="0"/>

Figure 7-14: Employee Maintenance - Confidential Information

2. Key in the appropriate information, pressing **[ENTER]** to move between the fields.
3. Press **[F8], Save**, to save the information and return to the Employee Maintenance screen.

Note: Information entered into the Confidential Information screen, except for the base pay, is not used by Store21. This information is for record-keeping purposes only.

Add a New Employee

A new employee record can be created by the home office or at the store. Follow the company policy for creating Employee IDs. Add a new record either from the Employee Search form or from the Employee Maintenance screen.

See also: ["View Employee's Personnel Record" on page 166](#)

1. From the Employee Search form or the Employee Maintenance screen, press **[F5], Add Empl**. The Employee ID input box displays.

RES1800

Please Enter Employee ID to be Added.

Esc Enter

Cancel Continue

Figure 7-15: Add Employee

- Key in the new employee's ID number and press **[ENTER]**. The Employee Maintenance screen appears with a blank form, and the cursor is in the Last Name field. The form is populated several ways:
 - System Default Data - fields are automatically populated with pre-determined field values. These fields might include State, Status, and Last Hire Date.
 - Lookup Lists - field values are limited to the information included in a list. These might include State, Language ID, Position, Marital Status, Type, Status, and Pay Status. These fields are identifiable by the word 'Lookup' below the **[F2]** key when the cursor is in that field. Highlight the selection and press **[ENTER]**.
 - User Entry - data for the fields is keyed into the form by the user. Some fields, such as Home Phone or E-mail do not require data, but some other fields are required. Required fields might include Last Name, First Name, Language ID, State, Social Security Number, Date of Birth, Position, Type, Pay Status, and Status.

The screenshot shows the 'Employee Maintenance' window with the following fields and annotations:

- Employee ID:** (Header)
- *First Name:** (Required field)
- Middle Initial:** (Field)
- *Last Name:** (Required field)
- *Language ID:** (Required field)
- Address:** (Field)
- City:** (Field)
- *State:** (Required field)
- Postal Code:** (Field)
- Country:** (Field)
- *SSN:** (Required field)
- Payroll ID:** (Field)
- *Birthday:** (Required field)
- Marital Status:** (Field)
- Home Phone:** (Field)
- E-Mail:** (Field)
- Emergency Contact:** (Field)
- *Position:** (Required field) - Callout: 'Position' determines the employee's security level.
- Security:** (Field)
- *Type:** (Required field)
- *Pay Status:** (Required field)
- *Status:** (Required field) - Callout: 'Default for Status' is ACTIVE
- Last Hire Date:** (Field)
- Last Modified Date:** (Field)
- *Required Field** (Label)

Navigation buttons at the bottom: Esc (Cancel), F1 (Help), F2-F4, F5-F8, F9-F12 (Save).

Figure 7-16: Employee Maintenance Screen - Blank

- Key in the employee's information, pressing **[ENTER]** to move to the next field. Key in data for all of the required fields, or the employee record cannot be saved.



TIP

When available, use Lookup Lists to populate the fields.

- Modify the default data assigned by the system as necessary, such as the Last Hire Date which assigns the current Register Date as the default.

Notes:

- Language ID** - When selecting a language ID that is different than the system default language, all screens that the employee uses are displayed in the

chosen language when the employee enters their ID and password. All receipts and customer screens remain in the system default language.

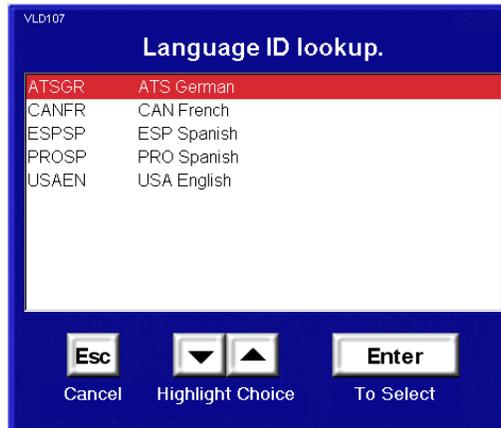


Figure 7-17: Language Lookup List

- **Position** - The Position field determines the amount of access the employee has to the Store21 system. Each employee should have the correct access to perform his/her job. Once an employee's position is selected, only an employee with a higher level of security can change it.



Figure 7-18: Position Lookup List

- The positions and their related levels of security, as well as the languages available are determined by the home office.

5. Press **[F8]**, **Save**. The input box for the new employee's password displays.



Figure 7-19: New Employee Password Input Box

6. Key in the password for the new employee and press **[ENTER]**. The Employee's Password Verification data entry box displays.



Figure 7-20: New Employee Password Verification Input Box

7. Key in the password again and press **[ENTER]**. The Password Successfully Assigned confirmation prompt displays.



Figure 7-21: Password Assigned Confirmation Message

8. Press **[ENTER]**. The Employee Added confirmation prompt displays.



Figure 7-22: Employee Added Confirmation Message

9. Press **[ENTER]** to return to the Employee Maintenance screen.

Change an Employee's Password

See also: ["View Employee's Personnel Record" on page 166](#)

1. With the appropriate employee's information displayed in the Employee Maintenance screen, press **[F6]**, **Change Password**. An input box displays.



Figure 7-23: Employee's New Password Input Box

2. Key in the employee's new password and press **[ENTER]**. The Employee's Password Verification data entry box displays.



Figure 7-24: New Password Verification Input Box

3. Key in the new password again and press **[ENTER]**. The Password Successfully Assigned confirmation prompt displays.



Figure 7-25: New Password Assigned Confirmation Message

4. Press **[ENTER]** to return to the Employee Maintenance screen.

Edit an Employee's Information

All information in an employee's record can be edited by an employee with the appropriate level of security. Changing events such as a move, marriage, or promotion will trigger the need to edit an employee's record.

See also: ["View Employee's Personnel Record" on page 166](#)

1. With the appropriate employee's information displayed in the Employee Maintenance screen, press **[F7], Edit Empl.**
2. The cursor appears in the Last Name field. Press **[ENTER]** to move from one field to the next.

Employee Maintenance Employee ID: 3 Lynn Anderson

*First Name: Lynn Middle Initial: M *Last Name: Anderson *Language ID: USEN United States English

Address: 223 Southwick Ave

City: Solon *State: OH Ohio Postal Code: 44139 Country: USA

*SSN: 111-11-1111 Payroll ID: *Birthday: 01/01/1975 Marital Status: S Single

Home Phone: E-Mail: Emergency Contact:

*Position: AS Sr. Sales Associate Security: 30 *Type: FT Full Time *Pay Status: H Hourly

*Status: A Active Last Hire Date: 01/02/2001 Last Modified Date: 05/18/2006 *Required Field

Esc F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12

Search Employee Help Forms Payroll Info Add Emp Change Edit Empl Passwrd Today's Sales

Figure 7-26: Employee Maintenance Screen

3. Make changes to the information, as appropriate.
4. Press **[F8], Save** to save the changes.
5. Press **[F7], Edit**, to continue editing this employee's record, or press **[ESC]** to search for another employee.

Terminate an Employee's Access

When an employee is no longer permitted to have access to the Store21 system, change his/her status from 'Active' to 'Terminated'. Terminated employees cannot access the register, but their information is not deleted from the system. The employee can be reactivated, if necessary.

See also: ["Edit an Employee's Information" on page 175](#)

1. With the appropriate employee's information displayed in the Employee Maintenance screen, and the system in Edit Employee Mode, press **[ENTER]** until the cursor appears in the 'Status' field.
2. Press **[F2]**, **Lookup**, to display the Status lookup list.

Letter	Status
A	Active
T	Terminated

Figure 7-27: Employment Status Lookup List

3. Highlight 'Terminated' and press **[ENTER]**. 'Terminated' appears in the status field, and the Terminated Date field is populated with the system's current date.

Employee Maintenance

Employee ID: 3 Lynn Anderson

*First Name: Lynn Middle Initial: M *Last Name: Anderson *Language ID: JSEN United States English

Address: 223 Southwick Ave

City: Solon *State: OH Ohio Postal Code: 44139- Country: USA

*SSN: 111-11-1111 Payroll ID: *Birthday: 01/01/1975 Marital Status: S Single

Home Phone: E-Mail: Emergency Contact:

*Position: AS Sr. Sales Associate Security: 30 *Type: FT Full Time *Pay Status: H Hourly

*Status: T Terminated Terminated Date: 05/20/2006 Last Modified Date: 05/19/2006 *Required Field

Keyboard bar: Esc Cancel, F1 Help, F2, F3, F4, F5, F6, F7, F8, F9, F10, F11, F12 Save

Figure 7-28: Employee Maintenance Screen - Terminated Status

4. Press **[F8]**, **Save** to save the change in the system.

View Today's Sales

The Today's Sales display the employees Sales, Returns, and Net for both amount and items for the current day.

See also: ["View Employee's Personnel Record" on page 166](#)

1. From the Employee Maintenance screen with an employee selected, press **[F9]**, **Today's Sales**. The Today's Sales pop-up form displays.

Employee Maintenance			
Employee ID: 3 Lynn Anderson			
*First Name:	Middle Initial:	*Last Name:	*Language ID:
Lynn	M	Anderson	USEN United States English
Address:			
223 Southwick Ave			
City:	*State:	Postal Code:	Country:
Solon	OH Ohio	44139-	USA
*SSN:	Payroll ID:	*Birthday:	Marital Status:
111-11-1111		01/01/1975	S Single
Home Ph:	Today's Sales		
E-Mail:			
*Position:			Status:
AS			hourly
*Status:	Terminated Date:	Last Modified Date:	
T Terminated	05/20/2006	05/20/2006	
*Required Field			

	Sales	Returns	Net
Amount	\$75.00	\$0.00	\$75.00
Items	1.00	0.00	1.00

Esc F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12

Back 1 Screen Help Today's Sales

Figure 7-29: Employee Maintenance Screen with Today's Sales

2. Press **[F9]** again to close the Today's Sales pop-up form.

Employee Action Forms Wizard

The Employee Action Forms enhance Store21's Human Resource Management tools for entering and maintaining employee data. This functionality provides a flexible, electronic means of capturing and reporting personnel changes using an easy-to-use, configurable, wizard-based approach. Employee Action Forms are accessed from the Employee Information menu.

Access the Employee Action Forms Screen

The Employee Actions Forms screen provides an extensive list of employee information and benefits forms that facilitate quick and accurate data entry. For some of the available Action Forms, this is another way to achieve the same employee record-keeping functionality as those available in the Employee Maintenance screen, such as adding a new employee or editing an employee's address information.

See also: ["Access the Employee Information Menu" on page 162](#)

1. Navigate to the Employee Information menu.

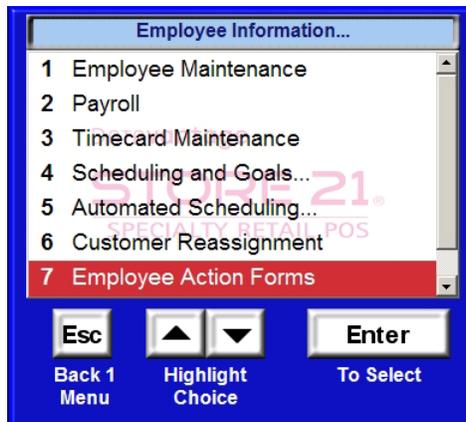


Figure 7-30: Employee Information Menu

2. Highlight 'Employee Action Forms' and press [ENTER]. The Employee Action Forms screen displays with the Actions list.



Figure 7-31: Employee Action Forms Screen

Note: The list of available Actions is determined by the home office.

3. Use the Action list to select the Action Description and press [ENTER].

Note: Selecting an Action Description activates the Employee Search form, unless the Action Description is listed with '(Self)' -- in which case the system will display the record of the employee who is currently logged into the Back Office menu.

Locate an Employee's Record for the Selected Action

Using the Action Description selected above for this example, locate an employee's record to modify either by searching through the list of all employees or by filtering the list with the employee's name or Employee ID as search criteria.

1. Select '**Name/Address Change**' from the Action list on the Employee Action Forms screen to display the Employee Search form.



Figure 7-32: Employee Search

2. Use the search form to find the appropriate employee record:
 - Key in the Employee ID number.
 - Put the cursor in the employee's first or last name fields, key in one or more letters (you can use "%" as a wildcard) and press **[F8], Execute Search**. When searching using the employee's name, a list displays with a list of employees who have the same name.

- To list all employees for your store, put the cursor in any field and press **[F7]**, **List All**. The Employee list displays.



Figure 7-33: Employee List Lookup

- Highlight the appropriate employee and press **[ENTER]**.
- An Effective Date input box displays.



Figure 7-34: Action Forms Effective Date Input Box

Note: Depending upon the Action Description selected above, a Reason Code list may display and require a selection prior to entering the Effective Date.

- Key in the effective date for the changes and press **[ENTER]**. If the effective date is the current date, the information will update the local files when the record is saved. If the effective date is greater than the current date, the information changes will take effect during the closing process on the given date.

- The Employee Action Forms screen displays with all pertinent information for the selected action and the selected employee.

The screenshot shows a window titled "Employee Action Forms" with a sub-header "General Employee Information". The form contains the following fields:

*First Name	Middle	*Last Name	*Preferred Language
Chuck	A	Berry	USEN United States English
Address(1) 8347 Cherry Ave.		Postal Code	44107-
Address(2)		City	Cleveland
Address(3)		State	OH Ohio
		Country	USA
Phone Number(1)	440)554-7787		Email(1)
Phone Number(2)	{ } -		Email(2)
Phone Number(3)	{ } -		Email(3)
Emergency Contact Name		Johnny B. Goode	
Emergency Contact Phone		216)445-7742	
Date of Birth	10/18/1973		Marital Status M Married

At the bottom of the form, there is a status bar with "Required Field" on the left, "Employee ID: 107" in the center, and "Current Action: EMPCONTACT" on the right. Below the status bar is a row of function keys: Esc (Cancel), F1 (Help), F2, F3, F4, F5, F6, F7, F8 (Back 1 Continue Screen), F9, F10, F11, and F12.

Figure 7-35: Employee Action Forms with Employee Information Example

Note: The required fields are determined by the home office.

- Edit the employee data on this form, pressing **[ENTER]** or **[TAB]** to move to the next field.
- Press **[F8]**, **Continue**, to complete the action.
- An Action confirmation prompt appears before saving the new data.

The screenshot shows a red dialog box titled "WIZARD1350" with the following text:

All required data has been collected. Complete this Action?

Press Y to save the action and exit. Press N to return to the wizard.

At the bottom of the dialog box are two buttons: "Y Yes" and "N No".

Figure 7-36: Action Complete Prompt

10. Press **[Y]**, **Yes**, to save the data. A confirmation prompt displays.



Figure 7-37: Action Complete Confirmation Message

11. Press **[ENTER]** to continue.

Personal Information Wizard

The Personal Information Wizard is used to edit an employee's personal information to record his/her address, position, salary, vacation, etc. This information may be used by the system to validate approved levels of security or to provide criteria for scheduling purposes. By selecting the action indicated in the following instructions, each type of input form shown on the Action list will display in succession. See "[Benefits Wizard](#)" on page 201 for more specific instructions for completing the benefits-related forms.

See also: "[Access the Employee Action Forms Screen](#)" on page 178 and "[Locate an Employee's Record for the Selected Action](#)" on page 179

General Employee Information

1. Access the Actions list on the Employee Forms screen.

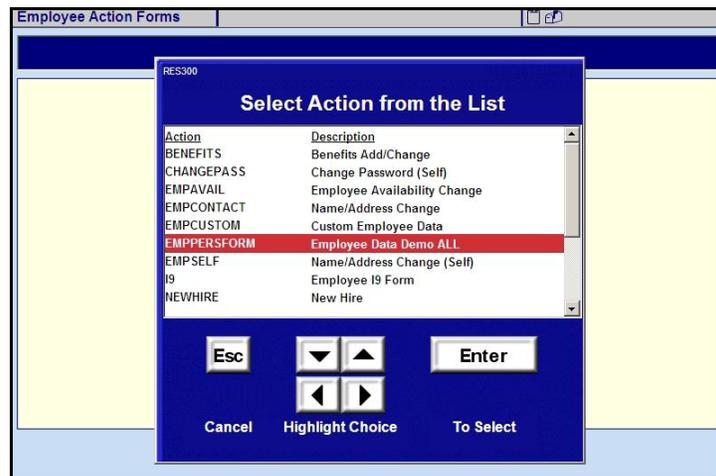


Figure 7-38: Employee Forms Screen

2. Highlight the action 'EMPERSFORM' and press **[ENTER]**. The Employee Search form displays.
3. Use the Employee Search form to locate the employee's record to edit. See "[View Employee's Personnel Record](#)" on page 166. The Effective Date input box displays.

4. Key in the date when the change is effective, or accept the default date. Press **[ENTER]**. The General Employee Information screen displays.

Figure 7-39: Employee Actions Form - General Employee Information

5. The form opens with the cursor in the First Name field. Enter the employee's data:
 - Key in the data, pressing **[TAB]** or **[ENTER]** to move to the next field.
 - Lookup lists are available for some fields, such as Preferred Language, State, Country, and Marital Status. Press **[F2]**, **Lookup**, to display the list. Highlight the appropriate selection and press **[ENTER]**.
6. Press **[F8]**, **Next Category**, to move to the next input screen. The Position and Status screen displays.

Figure 7-40: Employee Actions Form - Position and Status Input Screen

7. The form opens with the cursor in the Job Title field. Enter the employee's data:
 - Key in the data, pressing **[TAB]** or **[ENTER]** to move to the next field.

- Lookup lists are available for some fields, such as Job Title, Employee Type, and Status. Press **[F2]**, **Lookup**, to display the list, highlight the appropriate selection, and press **[ENTER]**.
8. Press **[F8]**, **Next Category**, to move to the next input screen. The Employee Availability screen displays.

Figure 7-41: Employee Actions Form - Employee Availability Input Screen

9. The form opens with the cursor in the Max Hours per Week field. Enter the employee's data:
- Key in the data, pressing **[TAB]** or **[ENTER]** to move to the next field.
 - Lookup lists are available for the Start Time and End Time fields for each day of the week. Press **[F2]**, **Lookup**, to display the list. Highlight the appropriate selection and press **[ENTER]**.
10. Press **[F8]**, **Next Category**, to move to the next input screen. The Employee Time Off screen displays.

Figure 7-42: Employee Actions Form - Employee Time Off Screen

11. Use the function buttons to scroll through the employee's existing time off requests or add a new request.
 - Press **[F3], Previous Entry** to see the previous time off request
 - Press **[F4], Next Entry** to see the next time off request
 - Press **[F5], Add** to add a new time off request
12. Press **[F8], Next Category**, to move to the next input screen.

Add a New Time Off Request

To add a new employee time off request, do the following:

1. Navigate to the Employee Time Off screen. See ["General Employee Information" on page 183](#) for more information on accessing this screen.
2. Press **[F5], Add**, to add an employee's request for time off. The Time Off Request screen displays.

Figure 7-43: Employee Action Form - Employee Time Off Request

Note: The default work day begins at 6:00 am and ends the following day at 5:59 am.

3. Enter the employee's request information:
 - Key in any future date into the Request Date field. The system will automatically display the correct Week Ending Date. Press **[TAB]** or **[ENTER]** to move to the next field.
 - Lookup lists are available for the Start Time and End Time fields. Press **[F2], Lookup**, to display the list, highlight the appropriate selection and press **[ENTER]**.
 - Key in the reason for time off into the Reason field.
4. Press **[F8], Next Category**, to move to the next input screen.

Employee Payroll Information

- From the previous procedure, the Payroll Information screen displays.

Figure 7-44: Employee Actions Form - Payroll Information Input Screen

- The form opens with the cursor in the Payroll ID field. Enter the employee's data:
 - Key in the data, pressing **[TAB]** or **[ENTER]** to move to the next field.
 - A lookup list is available for the Pay Status field. Press **[F2]**, **Lookup**, to display the list, highlight the appropriate selection, and press **[ENTER]**.
- Press **[F8]**, **Next Category**, to move to the next input screen. The Other Compensation screen displays.

Figure 7-45: Employee Actions Form - Other Compensation Input Screen

- The form opens with the cursor in the Personal Days field. Key in the employee's data.
- Press **[F8]**, **Next Category**, to move to the next input screen.

Payroll Information - Tax Information

- From the previous procedure, the Federal Tax Information screen displays.

Figure 7-46: Employee Actions Form - Federal Tax Information Input Screen

- The form opens with the cursor in the Number of Allowances field. Enter the employee's data:
 - Key in the data, pressing **[TAB]** or **[ENTER]** to move to the next field.
 - A lookup list is available for the Marital Status field. Press **[F2]**, **Lookup**, to display the list, highlight the appropriate selection, and press **[ENTER]**.
- Press **[F8]**, **Next Category**, to move to the next input screen. The State Tax Information screen displays.

Figure 7-47: Employee Actions Form - State Tax Information Input Screen

4. The form opens with the cursor in the Number of Allowances field. Enter the employee's data:
 - Key in the data, pressing **[TAB]** or **[ENTER]** to move to the next field.
 - A lookup list is available for the Marital Status field. Press **[F2]**, **Lookup**, to display the list, highlight the appropriate selection and press **[ENTER]**.
5. Press **[F8]**, **Next Category**, to move to the next input screen. The Local Tax Information screen displays.

Figure 7-48: Employee Actions Form - Local Tax Information Input Screen

6. The form opens with the cursor in the Number of Allowances field. Enter the employee's data:
 - Key in the data, pressing **[TAB]** or **[ENTER]** to move to the next field.
 - A lookup list is available for the Marital Status field. Press **[F2]**, **Lookup**, to display the list. Highlight the appropriate selection and press **[ENTER]**.
7. Press **[F8]**, **Next Category**, to move to the next input screen.

Direct Deposit and Deduction Information

- From the previous procedure, the Direct Deposit Information screen displays.

Figure 7-49: Employee Actions Form -Direct Deposit Information Input Screen

- The form opens with the cursor in the first Routing Number field. Enter the employee's data:
 - Key in the data, pressing **[TAB]** or **[ENTER]** to move to the next field.
 - A lookup list is available for the Type field. Press **[F2]**, **Lookup**, to display the list. Highlight the appropriate selection and press **[ENTER]**.
- Press **[F8]**, **Next Category**, to move to the next input screen. The Voluntary Deductions Information screen displays.

Figure 7-50: Employee Actions Form - Voluntary Deductions Screen

4. Use the function buttons to scroll through the employee's existing payroll deductions or add a new payroll deduction.
 - Press **[F3], Previous Entry** to see the previous payroll deduction
 - Press **[F4], Next Entry** to see the next payroll deduction
 - Press **[F5], Add** to add a payroll deduction
5. Press **[F8], Next Category**, to move to the next input screen.

Add a New Voluntary Payroll Deduction

To add a new payroll deduction, do the following:

1. Navigate to the Voluntary Deductions Information screen. See ["Direct Deposit and Deduction Information" on page 190](#) for more information on accessing this screen.
2. Press **[F5], Add**, to add an employee's request for a payroll deduction. The Deduction input screen displays.

Figure 7-51: Employee Actions Form - Voluntary Deductions Input Screen

3. The form opens with the cursor in the Type field. Enter the employee's data:
 - Key in the data, pressing **[TAB]** or **[ENTER]** to move to the next field.
 - A lookup list is available for the Type field. Press **[F2], Lookup**, to display the list. Highlight the appropriate selection and press **[ENTER]**.
4. Press **[F8], Next Category**, to move to the next input screen.

Dependents

1. From the previous procedure, the Dependents screen displays.

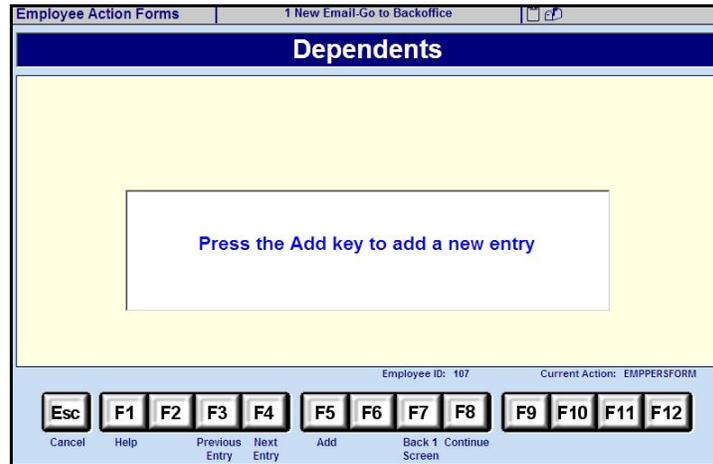


Figure 7-52: Employee Actions Form - Dependents Screen

2. Use the function buttons to scroll through the employee's existing Dependents or to add a new dependent:
 - Press **[F3], Previous Entry**
 - Press **[F4], Next Entry**
 - Press **[F5], Add**
3. Press **[F8], Next Category**, to move to the next input screen.

Add a New Dependent

To add a new dependent, do the following:

1. Navigate to the Dependents screen. See ["Dependents" on page 192](#) for more information on accessing this screen.
2. Press **[F5]**, **Add**, to add an employee's dependent. The Dependents input screen displays.

The screenshot shows a terminal-style interface for adding a dependent. The window title is "Dependents". The main content area is a form titled "1) Dependent : <Enter Dependent Name>". The form includes input fields for "First Name", "Middle", and "Last Name", a "Relationship" dropdown menu, and a "Birth Date" field with a placeholder "00/00/0000". At the bottom, a navigation bar contains function key buttons: Esc (Exit Wizard), F1 (Help), F2 (Prev Entry), F3 (Next Entry), F4 (Add), F5 (Delete), F6 (Prev Category), F7 (Next Category), F8 (Next Category), F9, F10, F11, and F12. The status bar at the very bottom indicates "Employee Id: 3" and "Current Action: BENEFITS".

Figure 7-53: Employee Actions Form - Add Dependents Input Screen

3. The form opens with the cursor in the First Name field. Enter the employee's data:
 - Key in the data, pressing **[TAB]** or **[ENTER]** to move to the next field.
 - A lookup list is available for the Relationship field. Press **[F2]**, **Lookup**, to display the list. Highlight the appropriate selection and press **[ENTER]**.
4. Press **[F8]**, **Next Category**, to move to the next input screen.

Life Insurance Benefits

1. From the previous procedure, the Life Benefits screen displays.

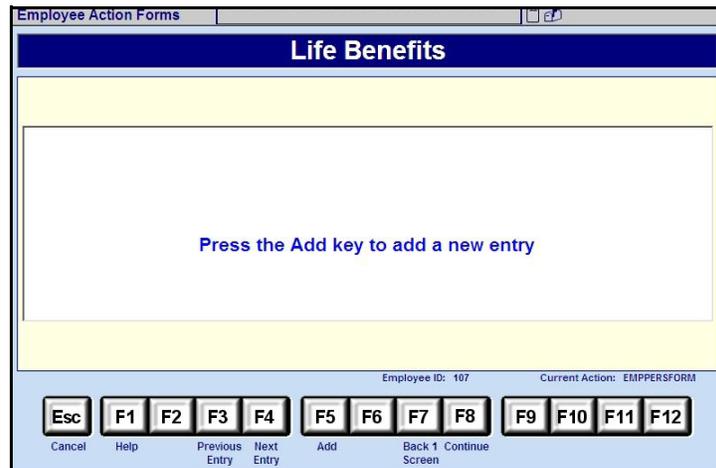


Figure 7-54: Employee Actions Form - Life Benefits Screen

2. Use the function buttons to scroll through the employee's existing Life Insurance Benefits or to add a new one:
 - Press **[F3], Previous Entry**
 - Press **[F4], Next Entry**
 - Press **[F5], Add**
3. Press **[F8], Next Category**, to move to the next input screen.

Add a New Life Insurance Benefit

To add a new life insurance benefit for an employee, do the following:

1. Navigate to the Life Insurance Benefits screen. See ["Life Insurance Benefits" on page 194](#) for more information on accessing this screen.
2. Press **[F5]**, **Add**, to add a Life Insurance Benefit. The Life Benefits input screen displays.

Life Benefits

1) Life Coverage : Life Insurance

Coverage Type: LIFE Life Insurance

Coverage Level: WAIVED Waived

Provider: MUTBENLIFE Mutual Benefit Life

Beneficiaries:

	First Name	Last Name	Relationship
1)	John	Michael Anderson	SON Son
2)			
3)			
4)			
5)			

Employee Id: 3 Current Action: EMPFORM

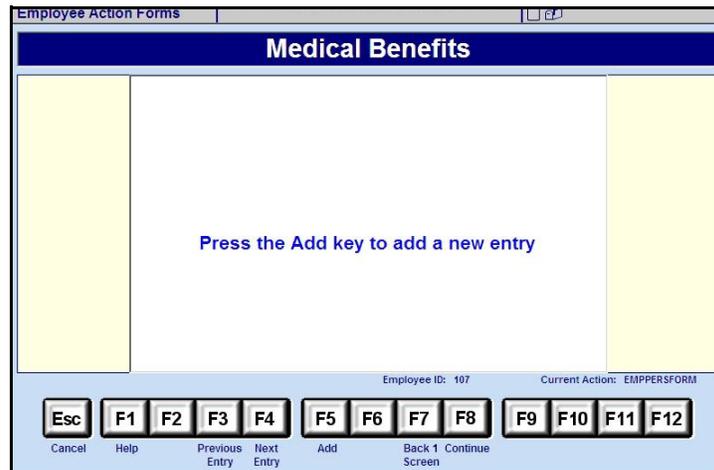
Esc F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12
 Exit Help Lookup Prev Next Add Delete Prev Next
 Wizard Entry Entry Category Category

Figure 7-55: Employee Actions Form - Life Benefits Input Screen

3. The form opens with the cursor in the Coverage Type field. Enter the employee's data:
 - Key in the data, pressing **[TAB]** or **[ENTER]** to move to the next field.
 - Lookup lists are available for many of the fields. Press **[F2]**, **Lookup**, to display each list. Highlight the appropriate selection and press **[ENTER]**.
4. Press **[F8]**, **Next Category**, to move to the next input screen.

Medical Benefits

1. From the previous procedure, the Medical Benefits screen displays.



The screenshot shows a window titled "Employee Action Forms" with a sub-header "Medical Benefits". The main area contains the text "Press the Add key to add a new entry". At the bottom, there is a status bar with "Employee ID: 107" and "Current Action: EMPERSFORM". Below the status bar is a row of function keys: Esc (Cancel), F1 (Help), F2 (Previous Entry), F3 (Next Entry), F4 (Add), F5 (Back 1 Screen), F6 (Continue), F7, F8, F9, F10, F11, and F12.

Figure 7-56: Employee Actions Form - Medical Benefits Screen

2. Use the function buttons to scroll through the employee's existing Medical Insurance Benefits or to add a new one:
 - Press **[F3], Previous Entry**
 - Press **[F4], Next Entry**
 - Press **[F5], Add**
3. Press **[F8], Next Category**, to move to the next input screen.

Add a New Medical Insurance Benefit

To add a new medical insurance benefit, do the following:

1. Navigate to the Medical Benefits screen. See ["Medical Benefits" on page 196](#) for more information on accessing this screen.
2. Press **[F5]**, **Add**, to add a Medical Insurance Benefit. The Medical Benefits input screen displays.

Covered Dependents:	
Dependent	Relationship
1 John Michael Anderson	SON

Employee Id: 3 Current Action: EMPPEFORM

Esc **F1** **F2** **F3** **F4** **F5** **F6** **F7** **F8** **F9** **F10** **F11** **F12**
 Exit Wizard Help Lookup Prev Entry Next Entry Add Delete Prev Category Next Category

Figure 7-57: Employee Actions Form - Add Medical Benefits Input Screen

3. The form opens with the cursor in the Coverage Type field. Enter the employee's data:
 - Key in the data, pressing **[TAB]** or **[ENTER]** to move to the next field.
 - Lookup lists are available for all of the fields. Press **[F2]**, **Lookup**, to display each list. Highlight the appropriate selection and press **[ENTER]**.
4. Press **[F8]**, **Next Category**, to move to the next input screen.

Employee Password

All employees gain access to the Store21 system using a password that is managed through the New Password screen.

1. From the previous procedure, the New Password screen displays.

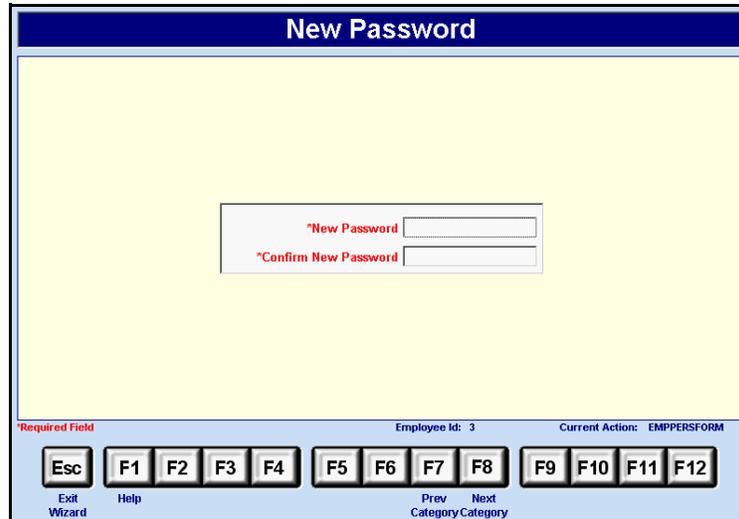


Figure 7-58: Employee Actions Form - New Password Input Screen

The form opens with the cursor in the New Password field.

2. To change the employee's password, do the following:
 - a. Key the employee's new password into the New Password field.
 - b. Press **[TAB]** or **[ENTER]** to move to the next field.
 - c. Key the employee's new password again, this time in the Confirm New Password field.

If the second entry matches the first, a confirmation prompt displays and the employee's password is changed.



Figure 7-59: New Password Confirmation Message

3. Press **[ENTER]**, **To Continue**, to move to the next input screen.

Custom Employee Information

The home office may require additional employee information. This additional information can be captured in the Custom Employee Information screen.

1. From the previous procedure, the Custom Employee Information screen displays.

Figure 7-60: Employee Actions Form - Custom Employee Input Screen

Note: The Custom Fields are configured by the home office.

2. The form opens with the cursor in the Custom Field. Key in the employee's data as indicated, then press **[ENTER]** to move to the next field.
3. Repeat step 2 for each Custom Field.
4. When you are finished entering information, press **[F8], Next Category**.

Note: This is the last of the series of input screens.

Save Changes

- From the previous procedure, the system displays a prompt to complete the action.

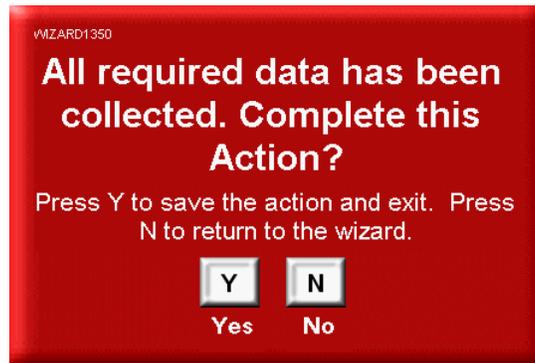


Figure 7-61: Employee Action Form Complete Confirmation Prompt

- Respond to the confirmation prompt:
 - Press **[Y]**, **Yes**, to save all of the entries and exit the Employee Action Form Demo.
 - Press **[N]**, **No**, to return to the last input screen wizard.
- When all changes are made, the Action Complete message displays.



Figure 7-62: Action Successful Confirmation Message

- Press **[ENTER]**, **To Continue**. The system returns to the Employee Information menu.

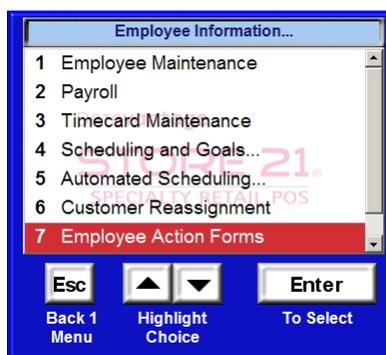


Figure 7-63: Employee Information Menu

Benefits Wizard

It is often desirable to edit an employee's benefits and dependent information without scrolling through each of the Employee Action Forms input screens. Use the Employee Action Forms list to select individual benefits screens to edit.

See also: ["Access the Employee Action Forms Screen" on page 178](#) and ["Locate an Employee's Record for the Selected Action" on page 179](#)

1. From the Employee Information menu, select Employee Action Forms.

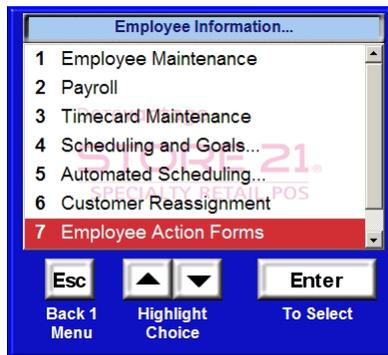


Figure 7-64: Employee Information Menu

2. Press **[ENTER]**. The Employee Action Forms menu displays.

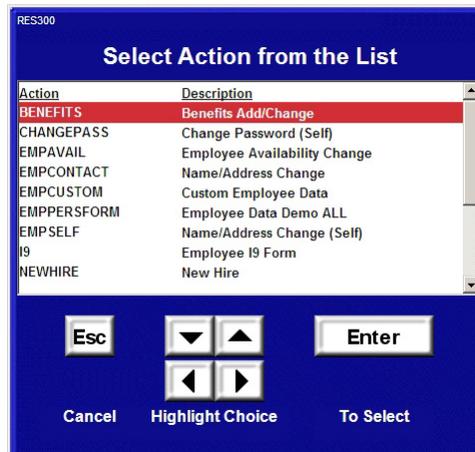


Figure 7-65: Employee Actions Form Menu

3. Highlight 'Benefits Add/Change' and press **[ENTER]**.

Employee Search

Use the Employee Search form to identify the employee whose Employee Action Forms are to be accessed.

1. At the Employee Search form, search for the employee's record.



The Employee Search form features a blue border and a white background. At the top left is an icon of a family, and at the top right is an icon of binoculars. The title "Employee Search" is centered at the top in red. Below the title are three input fields: "Employee Id:" (a small light blue box), "Last Name:" (a white box), and "First Name:" (a white box). At the bottom, there is a row of function key buttons: Esc (Cancel Search), F1 (Help), F2, F3, F4, F5 (Add Emp), F6 (Clear Search), F7 (List All), and F8 (Execute Search).

Figure 7-66: Employee Search Form

2. If the employee is found, a Reason Code list displays.



The "Select Reason Code from the List" form has a blue header with the title "Select Reason Code from the List" and the ID "RES300". Below the header is a table with two columns: "Reason Code" and "Reason Description". The table contains the following data:

Reason Code	Reason Description
NEW	New Hire
OPEN	Open Enrollment
OTHER	Other
STATUS	Change in Family Status

At the bottom of the form are navigation buttons: Esc (Cancel), four arrow keys (Highlight Choice), and Enter (To Select).

Figure 7-67: Add/Change Benefits Reason Code List

3. Highlight the appropriate reason code for the update/addition and press **[ENTER]**. The system prompts for an effective date for the changes.



Figure 7-68: Benefits Change Effective Date Input Box

4. Key in the date when the changes will take effect and press **[ENTER]**. The Dependents screen displays.
5. Make changes to the screens as required. See the following sections for instructions on each screen:
 - ["Dependents" on page 192](#)
 - ["Medical Benefits" on page 196](#)
 - ["Life Insurance Benefits" on page 194](#)
6. Save the changes, as described in ["Save Changes" on page 200](#).

Employee Action Maintenance

The Employee Action Maintenance screen shows all edits or adds to employee records that were entered with an effective date that is after the current system date. After opening this list, the action items can be saved to keep them active until the effective date, or they can be cancelled and the change will not be implemented.

See also: [“Access the Employee Information Menu” on page 162](#)

1. Navigate to the Employee Information menu.

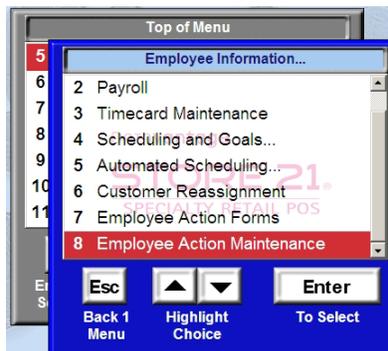


Figure 7-69: Employee Information Menu

2. Highlight **Employee Action Maintenance** and press **[ENTER]**. The Employee Action Maintenance screen displays.

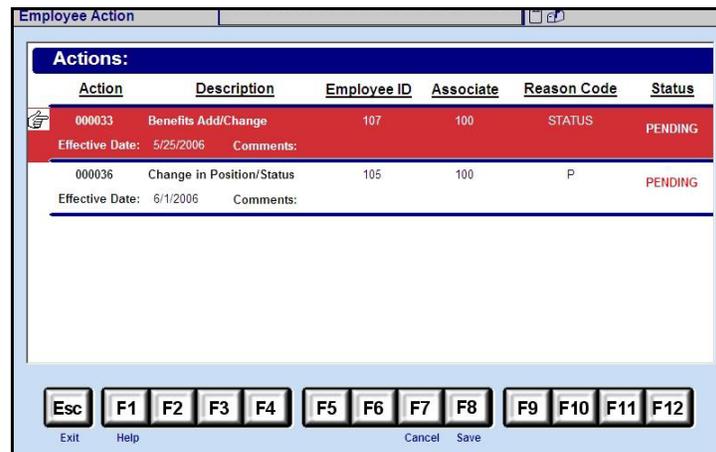


Figure 7-70: Employee Action Maintenance Screen

The screen lists the pending employee actions by effective date, and it shows the employees' ID numbers instead of the employees' names.

3. Highlight a pending action:
 - Press **[F7]**, **Cancel**, to cancel the event and remove it from the list. This event will not occur and will not alter the employee's personnel record.
 - Press **[F8]**, **Save**, to keep the action.

Customer Reassignment

Some customers have sales associates assigned to them through the customer database. The Customer Reassignment function of the Employee Information menu transfers customers from one employee to another. The reassignment changes all affected customers' records in the customer database.

See also: ["Access the Employee Information Menu" on page 162](#)

1. Navigate to the Employee Information menu.



Figure 7-71: Employee Information Menu

2. Highlight 'Customer Reassignment' and press **[ENTER]**. The Customer Reassignment screen displays.



Figure 7-72: Customer Reassignment Screen

3. In the Current Employee Assigned field, do one of the following:
 - Key in the Employee ID of the associate who is being replaced.
 - Press **[F2], Lookup** to open a list of associates. Select the associate who is being replaced from the list and press **[ENTER]**.
4. In the New Employee ID field, do one of the following:
 - Key in the Employee ID of the new associate who is acquiring responsibility for all of the first associate's customers.
 - Press **[F2], Lookup** to open a list of associates. Select the new associate from the list and press **[ENTER]**.

5. Press **[F8,]**, **Save**.
6. A confirmation prompt displays.

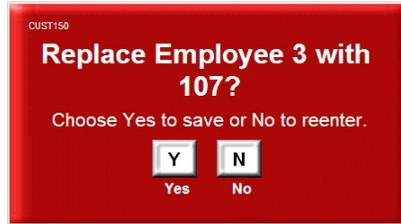


Figure 7-73: Customer Reassignment Confirmation Prompt

7. Press **[Y]**, **Yes**. The system returns to the Employee Information menu.

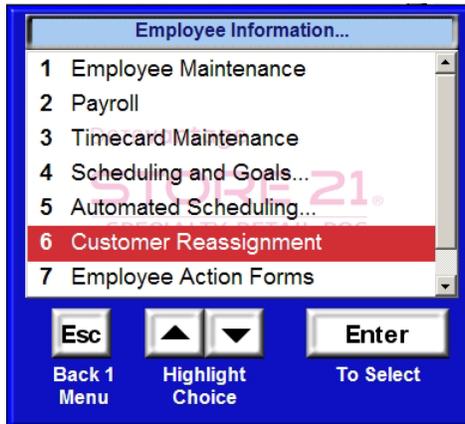


Figure 7-74: Employee Information Menu

CHAPTER 8

Timecard Maintenance

Overview

Store21 allows employees with the appropriate level of security to review and edit employees' timecard information through the Back Office menu, Employee Information. Timecard entries provide the hours-worked information for posting the payroll. The shift times reflect the Clock-In/Clock-Out times entered by the employees on the Employee Selection screen. The process of maintaining timecard records includes the following functions:

- Access the Employee Information Menu
- Access the Timecard Maintenance Screen
- Edit Timecard Entries
- Delete Timecard Entries

Access the Employee Information Menu

1. From either the Employee Selection screen or the Register screen, press **[F12]**, **Menu**, to access the back office, Top of Menu.

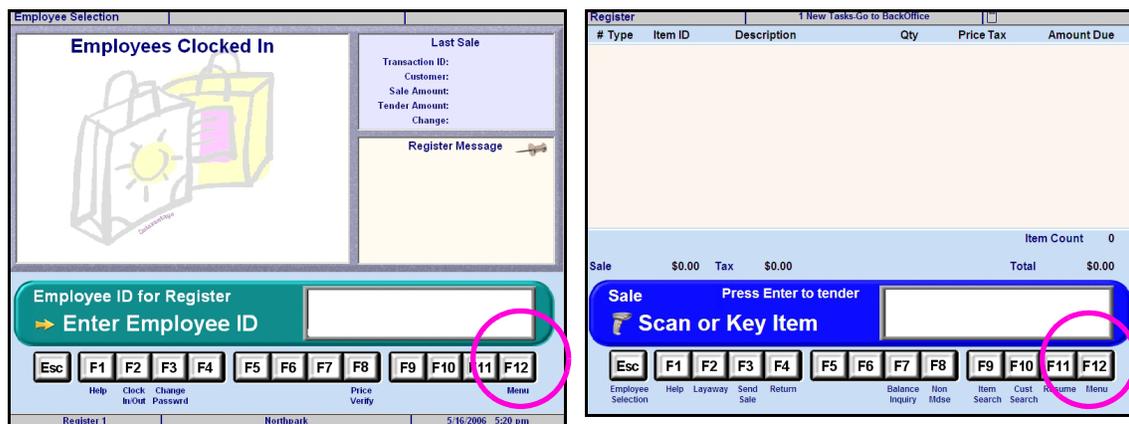


Figure 8-1: Employee Selection Screen (left) - Register Screen (right)

2. Store21 prompts for the employee ID and password:

IF...	THEN...
<p>accessing [F12], Menu, from the Employee Selection screen</p>	<p>a. The color of the focus bar changes to blue and prompts for the Employee ID.</p>  <p><i>Figure 8-2: Focus Bar Prompt for Employee ID</i></p> <p>b. Enter your Employee ID and press [ENTER]. The focus bar prompts for the Password.</p>  <p><i>Figure 8-3: Focus Bar Prompt for Password</i></p> <p>c. Enter your password and press [ENTER].</p>
<p>accessing [F12], Menu, from the Register screen</p>	<p>a. The System Security input form displays.</p>  <p><i>Figure 8-4: System Security Input</i></p> <p>b. Key in the Employee ID and Password and press [ENTER].</p>

3. The Top of Menu displays. Highlight '**Employee Information**' and press **[ENTER]**.



Figure 8-5: Employee Information - Top of Menu

4. The Employee Information menu displays.



Store21 validates the employee's security level and displays only the menu options appropriate for the employee's job title and security level. Employees who cannot see this menu do not have access to this functionality.

Access the Timecard Maintenance Screen

Add and modify employees' timecards through the Timecard Maintenance screen.

See also: ["Access the Employee Information Menu" on page 207](#)

1. Navigate to the Employee Information menu.



Figure 8-6: Employee Information Menu

2. Highlight 'Timecard Maintenance' and press [ENTER]. The Timecard Maintenance screen displays with a Date list showing week-ending dates.

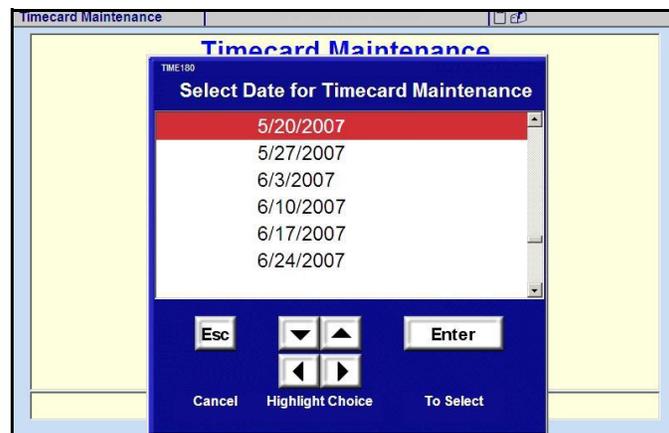


Figure 8-7: Payroll Maintenance Screen Menu

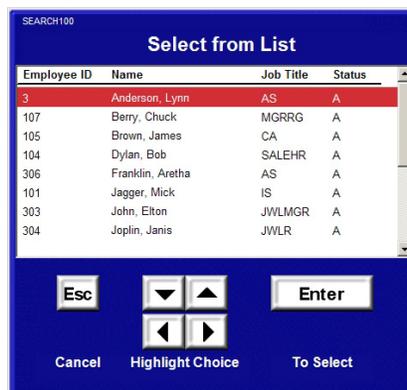
3. Highlight the appropriate week-end date and press **[ENTER]**. The Employee Search form displays.



The Employee Search form features a blue border and a white background. At the top left is an icon of three people, and at the top right is an icon of binoculars. The title "Employee Search" is centered at the top. Below the title are three input fields: "Employee Id:", "Last Name:", and "First Name:". At the bottom, there is a row of function keys: Esc, F1, F2, F3, F4, F5, F6, F7, and F8. Below these keys are labels: "Cancel Search" under Esc, "Help" under F1, "Clear Search" under F5, "List All" under F7, and "Execute Search" under F8.

Figure 8-8: Employee Search Form

4. Use the search form to find the appropriate employee record.
- Key in the Employee ID number, or put the cursor in the employee's first or last name fields and press **[F8], Execute Search**. When searching using the employee's name, a lookup list displays with a list of employees who have the same name.
 - To list all employees for your store, put the cursor in any field and press **[F7], List All**. The Employee list displays.



The Employee Lookup List is a window titled "Select from List" with a blue border. It contains a table with four columns: "Employee ID", "Name", "Job Title", and "Status". The first row is highlighted in red. Below the table are three buttons: "Esc", "Enter", and a set of four arrow keys (up, down, left, right). Below these buttons are labels: "Cancel" under Esc, "Highlight Choice" under the arrow keys, and "To Select" under Enter.

Employee ID	Name	Job Title	Status
3	Anderson, Lynn	AS	A
107	Berry, Chuck	MGRRG	A
105	Brown, James	CA	A
104	Dylan, Bob	SALEHR	A
306	Franklin, Aretha	AS	A
101	Jagger, Mick	IS	A
303	John, Elton	JWLMGR	A
304	Joplin, Janis	JWLR	A

Figure 8-9: Employee Lookup List

5. Highlight the appropriate employee and press **[ENTER]**. The Timecard Maintenance screen displays with the selected employee's 7-day timecard.

Martha J Manager		Time For: 5/14/2007 - 5/20/2007				
Sunday 5/14/07	Monday 5/15/2007	Tuesday 5/16/2007	Wednesday 5/17/2007	Thursday 5/18/2007	Friday 5/19/2007	Saturday 5/20/2007
Paper Work IN: 8:55 am OUT: 11:00 am (Red square next to IN)	Selling Time IN: 9:05 am OUT: 9:05 am	Paper Work IN: 8:55 am OUT: 11:59 am (Red square next to IN)	Selling Time IN: 8:55 am OUT: 6:03 pm	Paper Work IN: 8:45 am OUT: 8:56 pm (Red square next to IN)	Selling Time IN: 8:55 am OUT: 5:55 pm (Red square next to IN)	Selling Time IN: 10:06 am OUT: 11:59 pm (Red square next to IN)
Lunch IN: 11:00 am OUT: 1:00 pm (Red square next to IN)	Paper Work IN: 9:05 am OUT: 9:10 am (Red square next to IN)	Paper Work IN: 2:12 pm OUT: 7:21 pm (Red square next to IN)				Selling Time IN: 4:11 pm OUT: 10:06 am (Red square next to IN)
Paper Work IN: 1:15 pm OUT: 5:00 pm (Red square next to IN)						
7.82	0.07	8.22	9.12	12.19	8.99	7.79
Total Hours 54.20						
Esc F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12 Search Emp Help Prev Emp Next Emp Add Time Delete Time Change Time Register						

Figure 8-10: Timecard Maintenance Screen Sample

6. Use the function buttons to scroll through all of the employees' timecards or to edit them:
- Press **[ESC]** to return to the Employee Search to select another employee.
 - Press **[F3]**, **Prev Empl**, and **[F4]**, **Next Empl**, to scroll through the employees' records.
 - Press **[F5]**, **Add Time**, to add a shift's start and end time to the displayed employee's timecard.
 - Press **[F6]**, **Delete Time**, to delete a shift's start and end time from the displayed employee's timecard.
 - Press **[F7]**, **Change Time**, to edit a shift's start or end time from the displayed employee's timecard.
7. Press the left/right arrow keys to highlight the appropriate date.
8. Press the up/down arrow keys to move the pointing hand to indicate the appropriate time slot.

Notes:

- The red squares (Flags) next to In/Out times indicate that those shifts have been edited.
- The 'pointing hand' icon indicates the shift that has the focus.

Add In/Out Times to Timecard

See also: ["Access the Timecard Maintenance Screen" on page 210](#)

1. At the Timecard Maintenance screen with an employee's timecard displayed, highlight the appropriate date.
2. Press **[F5]**, **Add Time**, to add time to the timecard. The Time data entry form displays.

The screenshot shows the 'Timecard Maintenance' window for 'Martha J. Manager'. The 'Time For' period is 5/14/2007 to 5/20/2007. A grid shows days from Sunday to Saturday with time entries. A central form is open with the following fields:

- Start Date: 05/14/2007
- *Work Code: SL Selling Time
- *Start Time: 8:00 am
- *End Time: 5:00 pm (Required Field)

At the bottom, there is a summary bar: 'Total Hours 0.00' and 'Store Total 160.38'. Below that are function keys: Esc (Cancel), F1 (Help), F2-F4, F5-F8 (Save), F9-F12 (Register).

Figure 8-11: Time Data Entry Form

The Start Date field defaults to the date selected in Step 1.

3. The cursor is in the Work Code field. Press **[F2]**, **Lookup**, to look up the Work Code. The Work Code lookup list displays.

The 'Work Code Lookup' window displays a list of work codes and their descriptions:

- SL Selling Time
- ST Stock Room
- PI Paper Work
- LU Lunch
- S Sick
- V Vacation
- Z Bereavement

Navigation controls at the bottom include: Esc (Cancel), arrow keys (Highlight Choice), and Enter (To Select).

Figure 8-12: Work Code Lookup List

4. Highlight the appropriate Work Code and press **[ENTER]**.
5. Key the Start Time into the Time Data Entry form and press **[ENTER]**.
6. Key the End Time and press **[ENTER]**.

Notes:

- If you do not key in 'AM' or 'PM', the system defaults to AM. It does not matter if am or pm is upper case, lower case, or has periods to separate the letters. The system converts the entry to 'am' and 'pm'.
- Key in the number of the hour only for on-the-hour times, such as 8 am.
- Key in the colon (:) between the hours:minutes to enter off-hour times, such as 9:30 am.
- The system converts military time to standard time - key in the colon (:) between the hours:minutes, such as 13:00.

7. Press **[F8]**, **Save**, to add the times to the employee's timecard.

Delete In/Out Times From Timecard

See also: ["Access the Timecard Maintenance Screen" on page 210](#)

1. At the Timecard Maintenance screen with an employee's timecard displayed, highlight the appropriate date.
2. Press **[F6]**, **Delete Time**, to delete a time from the timecard.

A confirmation message displays.

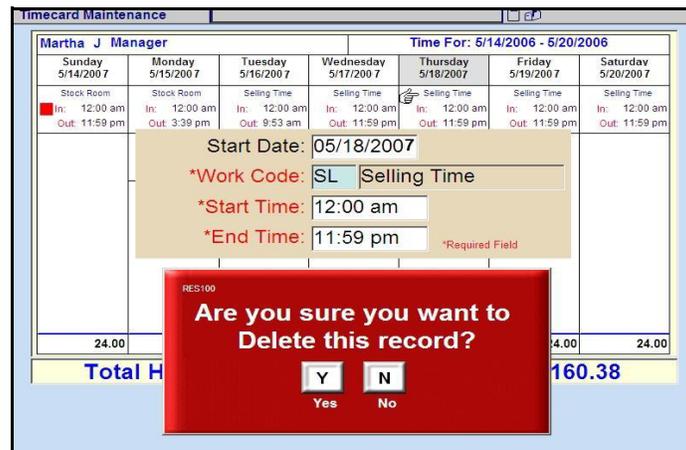


Figure 8-13: Delete Time Confirmation Message

3. Press **[Y]**, **Yes**, to delete the time entry. The information is cleared from the screen. Press **[N]**, **No**, to cancel the action.

Note: There is no visible indication of the deleted time. The edit flag information is stored in the Transaction Logs (T-Logs) for home-office use.

Edit In/Out Times on Timecard

See also: ["Access the Timecard Maintenance Screen" on page 210](#)

1. At the Timecard Maintenance screen with an employee's timecard displayed, highlight the appropriate date (Figure 8-10).
2. Press **[F7]**, **Change Time**, to edit the selected time on the timecard. The Time data entry form displays.

Figure 8-14: Time Data Entry Form

3. Edit the Work Code, Start Time, or End Time, pressing **[ENTER]** to move the cursor to the next field:
 - a. With the cursor in the Work Code field, press **[F2]**, **Lookup**, to look up the Work Code. Highlight the appropriate new Work Code and press **[ENTER]**.

Figure 8-15: Work Code Lookup List

- b. The Start Date field defaults to the date selected in step 1. Key in the new Start Time and press **[ENTER]**.
- c. Key in the new End Time and press **[ENTER]**.

- Press **[F8]**, **Save**, to save the changes. The input form closes, and a red 'flag' appears on the Timecard Maintenance screen next to the time that was changed.

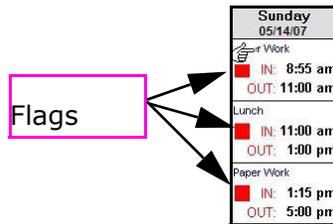


Figure 8-16: Timecard Maintenance Screen - Time-Changed Flag

Sunday 05/14/07		Monday 5/15/2007	Tuesday 5/16/2007	Wednesday 5/17/2007	Thursday 5/18/2007	Friday 5/19/2007	Saturday 5/20/2007					
Paper Work IN: 8:55 am OUT: 11:00 am		Stock Room In: 12:00 am Out: 3:39 pm	Selling Time In: 12:00 am Out: 9:53 am	Selling Time In: 12:00 am Out: 11:59 pm								
Lunch IN: 11:00 am OUT: 1:00 pm		Selling Time In: 3:42 pm Out: 11:59 pm	Selling Time In: 5:27 pm Out: 11:59 pm									
Paper Work IN: 1:15 pm OUT: 5:00 pm												
24.00		23.95	16.43	24.00	24.00	24.00	24.00					
Total Hours 160.38				Store Total 160.38								
Esc	F1	F2	F3	F4	F5	F6	F7	F8	F9	F10	F11	F12
Search Employee	Help	Previous Empl	Next Empl	Add Time	Delete Time	Change Time	Register					

Figure 8-17: Modified Employee Timecard Screen

- Press **[ESC]**, **Search Employee**, to close the Timecard screen and return to the Employee Search screen.

CHAPTER 9

Payroll Records

Overview

Store21 allows employees with the appropriate level of security to review, edit, and post payroll information by accessing the Back Office menu, Employee Information.

Payroll records are obtained from the employees' daily timecard entries. Payroll posting sends the hours-worked information for all employees to the home office during the polling process at System Close.

The process of maintaining payroll records includes the following functions:

- Access the Employee Information Menu
- Access the Payroll Maintenance Screen
- Edit Payroll Records
- Post Payroll Records
- View or Edit Posted Payroll Records
- View Weekly Payroll Summary

Access the Employee Information Menu

1. From either the Employee Selection screen or the Register screen, press **[F12]**, **Menu**, to access the back office, Top of Menu.

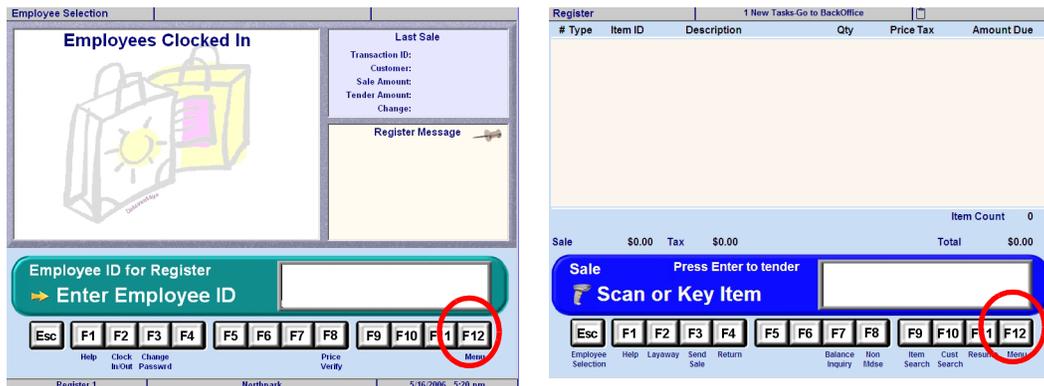


Figure 9-1: Employee Selection Screen (left) - Register Screen (right)

2. Store21 prompts for the employee ID and password:

IF...	THEN...
<p>accessing [F12], Menu, from the Employee Selection screen</p>	<p>a. The color of the focus bar changes to blue and prompts for the Employee ID.</p>  <p><i>Figure 9-2: Focus Bar Prompt for Employee ID</i></p> <p>b. Enter your Employee ID and press [ENTER]. The focus bar prompts for the Password.</p>  <p><i>Figure 9-3: Focus Bar Prompt for Password</i></p> <p>c. Enter your password and press [ENTER].</p>
<p>accessing [F12], Menu, from the Register screen</p>	<p>a. The System Security input form displays.</p>  <p><i>Figure 9-4: System Security Input</i></p> <p>b. Key in the Employee ID and Password and press [ENTER].</p>

3. The Top of Menu displays. Highlight '**Employee Information**' and press **[ENTER]**.



Figure 9-5: Employee Information - Top of Menu

The Employee Information menu displays.



Store21 validates the employee's security level and displays only the menu options appropriate for the employee's job title and security level. Employees who cannot see this menu do not have access to this functionality.

Access the Payroll Maintenance Screen

Add and modify employees' payroll records through the Payroll Maintenance screen.

See also: ["Access the Employee Information Menu" on page 217](#)

1. Navigate to the Employee Information menu.

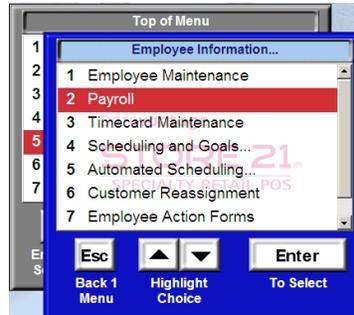


Figure 9-6: Employee Information Menu

2. Highlight 'Payroll' and press **[ENTER]**. The Payroll Maintenance screen displays with a Payroll Date list.

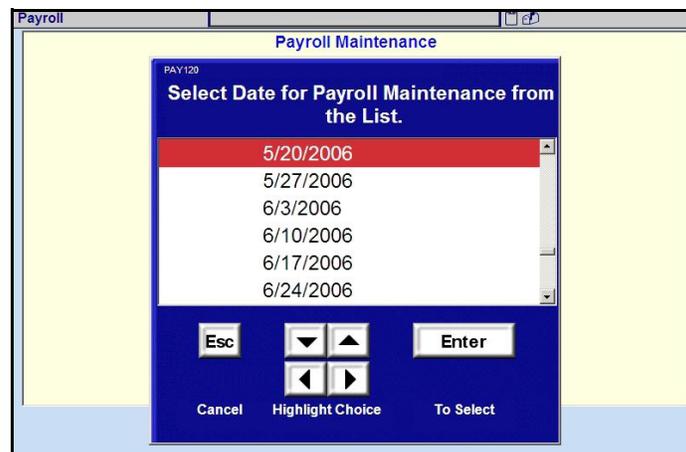


Figure 9-7: Payroll Maintenance Screen - Week Ending Dates

3. Highlight the appropriate payroll end-of-week date and press **[ENTER]**. A confirmation message may display.



Figure 9-8: Replace Payroll File Confirmation Prompt

4. If previous changes were made to the same group of payroll records, choose to replace them or not:
 - Press **[Y]**, **Yes**, to replace the current payroll records with the up-to-date timecard changes. The previous changes that were made to the current payroll file will be lost.
 - Press **[N]**, **No**, to display the payroll records without updating the payroll file with the current timecard information.

The Payroll Maintenance screen displays with the first employee's time sheet for the week.

The screenshot shows a window titled 'Payroll Maintenance' with the following data:

Work Code	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
Selling Time	.00	8.30	.00	.00	.00	.00	.00	8.30
Stock Room	24.00	7.70	.00	.00	.00	.00	.00	31.70
Paper Work	.00	.00	.00	.00	.00	.00	.00	0.00
Lunch	.00	.00	.00	.00	.00	.00	.00	0.00
Sick	.00	.00	.00	.00	.00	.00	.00	0.00
Vacation	.00	.00	.00	.00	.00	.00	.00	0.00
Bereavement	.00	.00	.00	.00	.00	.00	.00	0.00
Time And A Half	.00	.00	.00	.00	.00	.00	.00	0.00
Double Time	.00	.00	.00	.00	.00	.00	.00	0.00
Subtotal for Employee	24.00	23.95	16.43	24.00	24.00	24.00	24.00	160.38

Below the table is a row of function keys: Esc, F1, F2, F3, F4, F5, F6, F7, F8, F9, F10, F11, F12. Below these keys are their corresponding actions: Select Date, Help, Store Summary, Previous Empl, Next Empl, Print Empl, Print All Edit Empl, Post, Register.

Figure 9-9: Payroll Maintenance Screen

5. Use the function keys to scroll through each of the employees' records, view a summary of all employees, or print reports:
 - Press **[ESC]**, **Select Date**, to reselect the date from the Payroll Week-Ending Dates list.
 - Press **[F2]**, **Store Summary**, to display all employees' payroll information.
 - Press **[F3]**, **Prev Empl**, and **[F4]**, **Next Empl**, to scroll through the employees' records that appear in numeric order by the employee ID number.
 - Press **[F5]**, **Print Empl**, to print the employee's payroll information.
 - Press **[F6]**, **Print All**, to print all employees' payroll information.
 - Press **[F7]**, **Edit Empl**, to edit the displayed employee's record.
 - Press **[F8]**, **Post**, to post all employees' payroll records.
 - Press **[F12]**, **Register**, to suspend the action and return to the Register screen.

Notes:

- On printed payroll reports, an 'M' appears next to times that were changed at the Payroll Maintenance screen.
- Printed payroll reports show the posted and polled dates.

Edit Payroll Records

Edit payroll records at the Payroll Maintenance screen.

See also: [“Access the Payroll Maintenance Screen” on page 220](#)

1. From the Payroll Maintenance screen, use the **[F3], Prev Empl**, and **[F4], Next Empl**, function buttons to scroll through the employees' payroll records to locate the appropriate employee's information.
2. Press **[F7], Edit Empl**, to edit the payroll. The first line is highlighted in red, and the cursor appears in the first column. Fewer function-key options are available.
 - Press **[ESC], Cancel**, to close the screen and return to the menu without saving the changes.
 - Press **[F8], Save**, to record the employee's payroll record.

Work Code	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
Selling Time	.00	.00	.00	.00	.00	.00	.00	0.00
Stock Room	.00	.00	.00	.00	.00	.00	.00	0.00
Paper Work	.00	.00	.00	.00	.00	.00	.00	0.00
Lunch	.00	.00	.00	.00	.00	.00	.00	0.00
Sick	.00	.00	.00	.00	.00	.00	.00	0.00
Vacation	.00	.00	.00	.00	.00	.00	.00	0.00
Bereavement	.00	.00	.00	.00	.00	.00	.00	0.00
Time And A Half	.00	.00	.00	.00	.00	.00	.00	0.00
Double Time	.00	.00	.00	.00	.00	.00	.00	0.00
Subtotal for Employee	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Figure 9-10: Payroll Maintenance Screen in Edit Mode

3. Using the up/down arrow keys, highlight the appropriate work code.
4. Press **[TAB]** (as many times as necessary) to move the cursor to the appropriate day-of-week column.
5. Key in the correct number of hours and press **[TAB]** to move to the next day. The new number displays, and the system recalculates the Total hours for work code, each day, and for the week. These totals are factored into the summary for all employees for the week.
6. Press **[F8], Save**. This saves the information and exits the edit mode, but the information is not yet posted. All of the previous function-key options are now available (Figure 9-9).
7. Repeat these steps to edit the other employees' records as necessary.

Notes:

- If you press **[ESC]** twice, you exit the Payroll Maintenance screen without posting the payroll records. A prompt displays with a reminder message.



- When you re-enter Payroll Maintenance for the same week-ending date, a confirmation prompt displays:



Press **[Y]**, **Yes**, to replace the current payroll records with the up-to-date timecard changes. The previous changes that were made to the current payroll file will be lost.

Press **[N]**, **No**, to display the payroll records without updating the payroll file with the current timecard information.

8. When all changes are made, it is necessary to post the payroll records. See ["Post Payroll Records" on page 224](#).

Post Payroll Records

When all of the payroll information is correct, post the payroll for the selected week. When you post the payroll, the information is saved and sent to the home office during the System Closing process.

See also: [“Access the Payroll Maintenance Screen” on page 220](#)

1. Open the Payroll Maintenance screen.

Work Code	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
Selling Time	.00	8.30	.00	.00	.00	.00	.00	8.30
Stock Room	24.00	7.70	.00	.00	.00	.00	.00	31.70
Paper Work	.00	.00	.00	.00	.00	.00	.00	0.00
Lunch	.00	.00	.00	.00	.00	.00	.00	0.00
Sick	.00	.00	.00	.00	.00	.00	.00	0.00
Vacation	.00	.00	.00	.00	.00	.00	.00	0.00
Bereavement	.00	.00	.00	.00	.00	.00	.00	0.00
Time And A Half	.00	.00	.00	.00	.00	.00	.00	0.00
Double Time	.00	.00	.00	.00	.00	.00	.00	0.00
Subtotal for Employee	24.00	23.95	16.43	24.00	24.00	24.00	24.00	160.38

Figure 9-11: Payroll Maintenance Screen

2. At the Payroll Maintenance screen, press **[F8]**, **Post**. Store21 prepares the data for upload, and a confirmation message displays that the payroll is posted.



Figure 9-12: Payroll Posted Confirmation Message

3. Press **[ENTER]**, to Continue.

The Payroll Maintenance screen displays with the Payroll Date list.

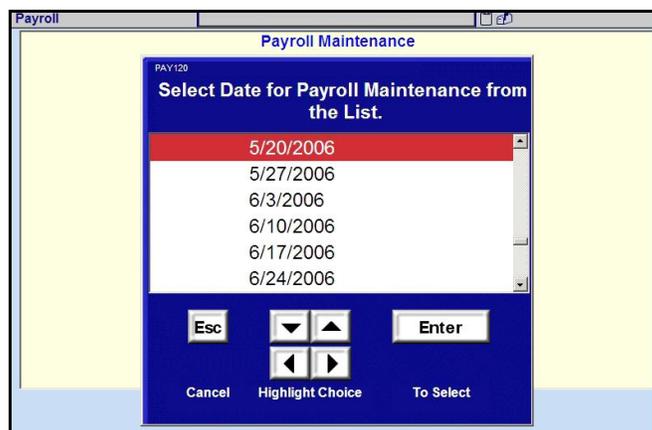


Figure 9-13: Payroll Maintenance Screen

4. Press **[ESC]** to return to the Employee Information menu (Figure 9-6).

View or Edit Posted Payroll Information

Store21 provides the ability to view and/or edit previously-posted payroll information. This feature may or may not be available, depending upon the configuration by the home office.

See also: ["Access the Payroll Maintenance Screen" on page 220](#)

1. Access the Payroll Maintenance screen. It displays with a Payroll Date list.

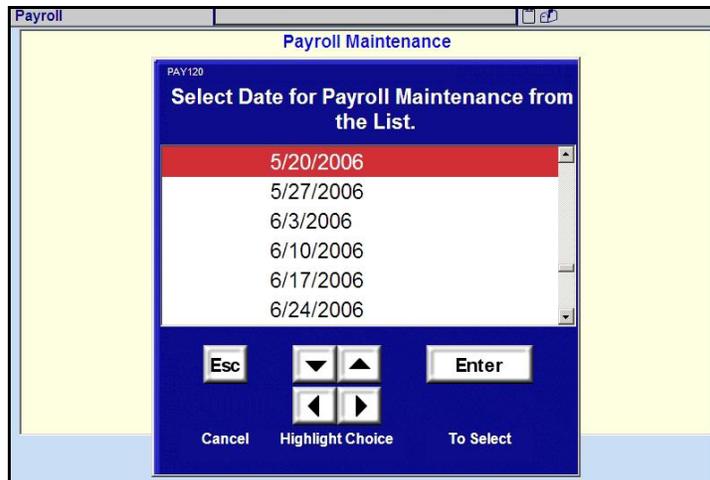


Figure 9-14: Payroll Maintenance Screen

2. Highlight the appropriate payroll week-end date and press **[ENTER]**.

If the week selected has already been posted, a confirmation message displays.



Figure 9-15: Payroll Posted Confirmation Message

Choose an option:

- Press **[Y]**, **Yes**, to EDIT the posted information and re-post. The system retrieves the information from Timecard Maintenance. (Any edits that were done in Payroll Maintenance prior to posting are lost.)
- Press **[N]**, **No**, to VIEW the posted information. The system displays the same information as is posted.

3. To edit the posted information, see ["Edit Payroll Records" on page 222](#) for instructions.

Weekly Payroll Summary

The Store Payroll Summary screen is an at-a-glance view of all of the payroll hours worked for the selected week. It summarizes the hours by day of week and by work code. It shows only the total hours - it does not show employees' information.

See also: ["Access the Payroll Maintenance Screen" on page 220](#)

1. Access the Payroll Maintenance screen. The screen opens with a Payroll Date list.

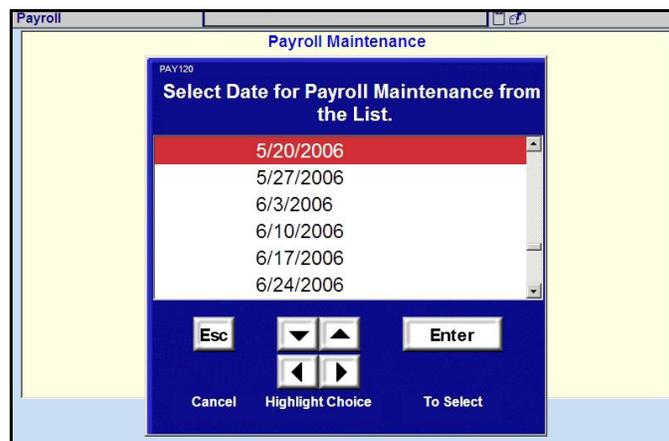


Figure 9-16: Payroll Maintenance Screen

- Highlight the appropriate payroll week-end date and press **[ENTER]**. The Payroll Maintenance screen Displays.

Work Code	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
Selling Time	.00	8.30	.00	.00	.00	.00	.00	8.30
Stock Room	24.00	7.70	.00	.00	.00	.00	.00	31.70
Paper Work	.00	.00	.00	.00	.00	.00	.00	0.00
Lunch	.00	.00	.00	.00	.00	.00	.00	0.00
Sick	.00	.00	.00	.00	.00	.00	.00	0.00
Vacation	.00	.00	.00	.00	.00	.00	.00	0.00
Bereavement	.00	.00	.00	.00	.00	.00	.00	0.00
Time And A Half	.00	.00	.00	.00	.00	.00	.00	0.00
Double Time	.00	.00	.00	.00	.00	.00	.00	0.00
Subtotal for Employee	24.00	23.95	16.43	24.00	24.00	24.00	24.00	160.38

Figure 9-17: Payroll Maintenance Screen - Employee Details

- Press **[F2]**, **Store Summary**. The Store Payroll Summary screen displays.

Work Code	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
Selling Time	0.00	8.30	0.00	0.00	0.00	0.00	0.00	8.30
Stock Room	24.00	7.70	0.00	0.00	0.00	0.00	0.00	31.70
Paper Work	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Lunch	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Sick	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Vacation	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Bereavement	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Time And A Half	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Double Time	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Half Time	0.00	7.95	16.43	24.00	24.00	24.00	24.00	120.38
Subtotal for Store	24.00	23.95	16.43	24.00	24.00	24.00	24.00	160.38

Figure 9-18: Payroll Maintenance - Store Summary

- Print the report or exit the screen:
 - Press **[F5]**, **Print Summary**, to print the report on the report printer
 - Press **[F2]**, **Empl Detail**, to return to the employee detail screen
- When finished, press **[ESC]** repeatedly until the desired screen or menu is visible.

CHAPTER 10***Special Transactions*****Overview**

In Store21, there are some special transactions that include special report, or must be managed beyond entering the transactions, registering payments, or noting their completion. These transactions require additional management functions, report functions, and processes that are performed through the Back Office.

This chapter includes information:

- Repairs/Alterations Reports
- Locate/Order Maintenance
- Locate/Order Selling History
- Locate/Order Inquiry

Repairs/Alterations Reports

Process Repair/Alteration Reports

Store21 offers several Repair/Alteration reports. These reports are accessed from the Top of Menu.

See also: The *Store21 User Manual* for the procedure for accessing the Repair/Alteration Function menu.

1. From the Repair/Alteration Functions list, highlight Repair/Alteration Reports and press **[ENTER]**.

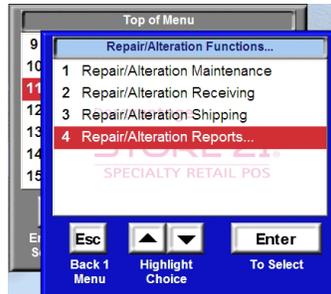


Figure 10-1: Repair/Alteration Functions Menu

2. The Repair/Alteration Reports menu displays with the available reports.



Figure 10-2: Repair/Alteration Reports Menu

Repair/Alteration Aging Report

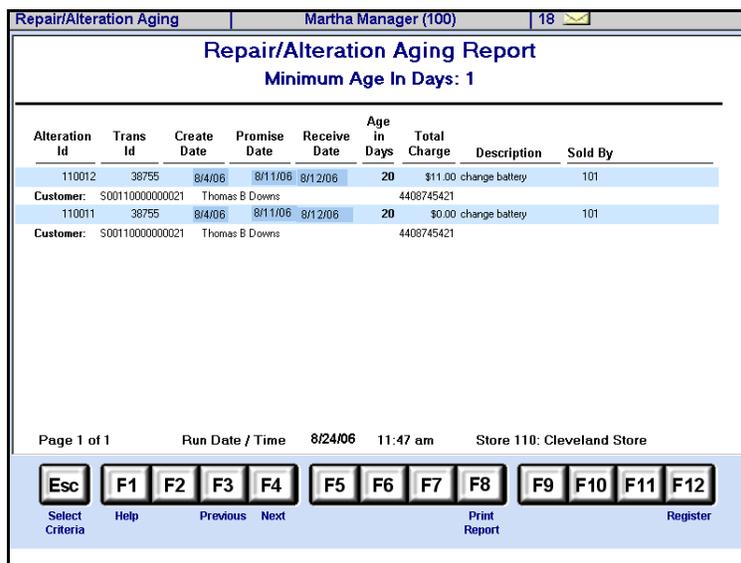
The Aging Report shows items that are received and ready for pickup.

1. From the Repair/Alteration Reports list, highlight Repair/Alteration Aging Report and press **[ENTER]**.
2. The input range form displays.



Figure 10-3: Aging Report Range Input Screen

3. Key in the number of days to include in the report and press **[F7], View Report**.
4. The report displays.



Alteration Id	Trans Id	Create Date	Promise Date	Receive Date	Age in Days	Total Charge	Description	Sold By
110012	38755	8/4/06	8/11/06	8/12/06	20	\$11.00	change battery	101
Customer: S0011000000021		Thomas B Downs				4408745421		
110011	38755	8/4/06	8/11/06	8/12/06	20	\$0.00	change battery	101
Customer: S0011000000021		Thomas B Downs				4408745421		

Page 1 of 1 Run Date / Time 8/24/06 11:47 am Store 110: Cleveland Store

Figure 10-4: Repair/Alteration Aging Report

5. Press **[F8], Print Report**, or **[ESC]** to return to the Reports list.

Repair/Alteration Follow-Up Status Report

The Follow-Up Report shows the follow-up status of all open repair/alteration tickets. The status is either 'Have not followed up', or 'Followed Up' for a given date range.

1. From the Repair/Alteration Reports list, highlight Repair/Alteration Follow Up Report and press **[ENTER]**. The input range form displays.

Repair/Alteration FollowUp

Repair/Alteration FollowUp Status

Pickup Date Range

From 01/01/2006 To 08/30/2006

Follow-Up Status

Note: Leave blank for all

Esc F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12

Exit Help WTD MTD YTD Search Report View Report Print Report Register

Figure 10-5: Repair/Alteration Follow Up Status - Input Screen

2. Select the variables to include in the report:
 - Key in Pickup Date Range to include in the report, or use the function keys to enter pre-programmed date ranges:
 - Press **[F2]**, **WTD**, for week-to-date.
 - Press **[F3]**, **MTD**, for month-to-date.
 - Press **[F4]**, **YTD**, for year-to-date.
 - For the Follow-Up Status input field, press **[F6]**, **Search**, to select the appropriate Status type or leave blank for all.

- Press **[F7]**, **View Report**. The report displays.

Trans #	Create Date	Alteration Id	Promise Date	Complete Date	Pickup Date	FollowUp Status
39094	8/13/06	123456	8/20/06	8/19/06	8/19/06	N
Customer: 100107		Chuck Berry		(440) 554-7787 Ex		
Employee: 3		Lynn M Anderson				
39622	8/24/06	54354	8/31/06	8/24/06	8/24/06	N
Customer: 100104		Janis H Joplin		(440) 989-4454 Ex		
Employee: 100		Martha J Manager				
38839	8/6/06	114587	8/13/06	8/19/06	8/19/06	N
Customer: S00110000000036		Sam Adams		(555) 555-5555 Ex		
Employee: 102		Tina Turner				

Page 1 of 1 Run Date / Time: 08/24/2006 11:47 am Store 110: Cleveland Store

Esc **F1** **F2** **F3** **F4** **F5** **F6** **F7** **F8** **F9** **F10** **F11** **F12**
 Select Criteria Help Previous Next Print Report Register

Figure 10-6: Alteration/Repair Follow Up Status Report

- Press **[F8]**, **Print Report**, or **[ESC]** to return to the Reports list.

Repair/Alteration Status Report

The Status Report shows the status of all repair/alteration tickets according to the Alteration Type and/or Operation for a given date range.

- From the Repair/Alteration Reports list, highlight Repair/Alteration Status Report and press **[ENTER]**. The input range form displays.

Repair/Alteration Status Martha Manager (100) 18

Repair/Alteration Status Report

Create Date Range

From 08/18/2006 To 08/24/2006

Alteration Status Alteration Type

NOTE: leave blank for all NOTE: leave blank for all

Esc **F1** **F2** **F3** **F4** **F5** **F6** **F7** **F8** **F9** **F10** **F11** **F12**
 Exit Help WTD MTD YTD Search View Report Print Report Register

Figure 10-7: Repair/Alteration Report Criteria Input Form

- Select the variables to include in the report:
 - Key in the Date Range to include in the report or use the function keys to enter pre-programmed date ranges:
 - Press **[F2]**, **WTD**, for week-to-date.
 - Press **[F3]**, **MTD**, for month-to-date.
 - Press **[F4]**, **YTD**, for year-to-date.

- For the Alteration Status input field, leave blank to include all, or press **[F6]**, **Search**, to display the Alteration Status lookup list. Select the appropriate status type and press **[ENTER]**.



Figure 10-8: Alteration Status Lookup List

- For the Alteration Type input field, leave blank to include all, or press **[F6]**, **Search**, to display the Alteration Status lookup list. Select the appropriate status type and press **[ENTER]**.

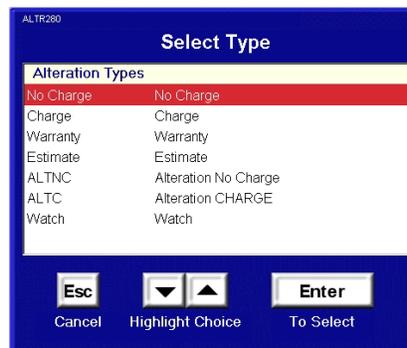


Figure 10-9: Alteration Type Lookup List

3. Press **[F7]**, **View Report**. The report displays.

Alteration ID	Create Date	Promise Date	Description	Total Charge	Sold By	Complete Date	Pickup Date
4321	5/20/2006	5/27/2006		\$12.00	100		

Customer: S00037000000002 Rebecca Findley (216) 123-1234
 Status: At Jeweler Repair Shop: 19121 NAWA Service
 Type: CHARGE

Page 1 of 1 Date/Time: 5/20/2006 10:59:35 AM Store 37: Northpark

Esc F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12
 Select Criteria Help Previous Next Print Report Register

Figure 10-10: Repair/Alteration Status Report

4. Press **[F8]**, **Print Report**, or **[ESC]** to return to the Reports list.

Note: Use this report to list the customer name and phone number of Repair/Alteration tickets that are ready for pickup.

Locate/Order Maintenance

Locate/Order maintenance provides access to order details and allows you to update the status of Locate/Orders that have been received by the store. This includes picking, rejecting/cancelling, and fulfilling orders. Additionally, items in an order can be reserved for that order.

Opening Locate/Order Maintenance

Locate/Order Maintenance often begins when Store21 indicates that Locate/Order(s) are assigned to your store. However, this is not a requirement. Locate/Order Maintenance can be performed at any time.



Figure 10-11: New Pickup Orders

To open Locate/Order Maintenance, do the following:

1. Open the Back Office menu.
2. In the Back Office Top of Menu, select **Locate/Order...**



Figure 10-12: Locate/Order... Option in Top of Menu

3. In the Locate/Order... menu, select **Locate/Order Maintenance**.



Figure 10-13: Locate/Order Maintenance Option

- In the Locate/Order Maintenance Screen, select the Locate/Order that is being maintained.

Distributed Order		Martha Manager (100)				
Orders:						
Order Number	Fulfill Method	Order Date	Customer	Customer Phone	Orig. Loc.	Status
1011000134	Pickup	6/6/2008	Shirl, Gracie	(216) 555-6678	110	New
1011000096	Shipment	5/28/2008	Mex, Frank	(440) 555-3255	110	Accepted
1011000090	Shipment	5/28/2008	Mex, Frank	(440) 555-3255	110	Accepted
1011000061	Shipment	5/28/2008	Mex, Frank	(440) 555-3255	110	Accepted
1011000138	Pickup	6/6/2008	Shirl, Gracie	(216) 555-6678	110	Accepted
1011000135	Pickup	6/6/2008	Shirl, Gracie	(216) 555-6678	110	Accepted
1001000002	Pickup	6/6/2008	Quigley, Suzie	(440) 444-5567	110	Accepted
1011000133	Pickup	6/6/2008	Shirl, Gracie	(216) 555-6678	110	Picked
1011000136	Pickup	6/6/2008	Shirl, Gracie	(216) 555-6678	110	Picked
1011000131	Pickup	6/6/2008	Shirl, Gracie	(216) 555-6678	110	Picked
1011000060	Shipment	5/28/2008	Allen, Larry	(440) 555-0127	110	Rejected

External Order
Select Order

Esc F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12
Exit Help Register

Register 1 | hello | 05/15/2008 1:49 pm

Figure 10-14: Locate/Order Maintenance Screen

The list is sorted first by the order status, then by date. Orders are displayed for a configured number of days before being removed from the list.

View Order Details

To view the details of an order, do the following:

- Open Locate/Order Maintenance.

For more information, see ["Opening Locate/Order Maintenance" on page 236](#)
- Find the order by doing one of the following:
 - Use the up and down arrow keys to highlight the order to be viewed.
 - Press **[F3]**, **Find Order** to open the Find Order prompt in the focus bar. Enter the Order ID, then press **[ENTER]**.

Find Locate/Order
Enter Order ID

Esc F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12
Cancel Help

Register 1 | this is my ticker | 6/6/2008 10:26 am

Figure 10-15: Enter Locate/Order ID

3. Once the order is highlighted, press **[F4]**, **Order Details**. The details of the order are displayed.

Locate/Order		Martha Manager (100)																												
Order: 1011000164		Status: Accepted																												
Date: 6/6/2008	Fulfillment Method: Pickup																													
Total: \$19.98	Tax: \$.00																													
Comments: ppp																														
Customer:																														
Gracie Shirl 987 Bell Street Farmdale, OH 44417 US																														
Phone: (216) 888-9999		(216) 555-6678																												
E-Mail:																														
Items:																														
Qty	Item ID	Item Description	Comments/Bin	Item Status																										
1	9990109	Watch009		Accepted																										
<table border="1"> <tr> <td>Esc</td> <td>F1</td> <td>F2</td> <td>F3</td> <td>F4</td> <td>F5</td> <td>F6</td> <td>F7</td> <td>F8</td> <td>F9</td> <td>F10</td> <td>F11</td> <td>F12</td> </tr> <tr> <td>Done</td> <td colspan="12">Help</td> </tr> </table>					Esc	F1	F2	F3	F4	F5	F6	F7	F8	F9	F10	F11	F12	Done	Help											
Esc	F1	F2	F3	F4	F5	F6	F7	F8	F9	F10	F11	F12																		
Done	Help																													
Register 1		this is my ticker		6/6/2008 10:26 am																										

Figure 10-16: View Order Details

The following information is displayed in the Order Details screen:

- Order ID
- Order Status
- Date of Creation
- Fulfillment Method
- Total Amount
- Tax
- Additional Comments
- Customer Address
- Customer Phone Numbers
- Customer Email Address
- Item, including the following information:
 - Quantity
 - Item ID
 - Item Description
 - Comments/Bin #
 - Item Status

Print Pick Tickets

To print pick tickets for the items in the Locate/Order, do the following:

1. Open Locate/Order Maintenance.
For more information, see ["Opening Locate/Order Maintenance" on page 236](#)
2. Find the order by doing one of the following:
 - Use the up and down arrow keys to highlight the order to be viewed.
 - Press **[F3]**, **Find Order** to open the Find Order prompt in the focus bar. Enter the Order ID, then press **[ENTER]**.

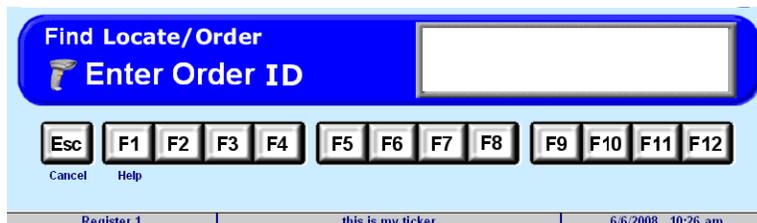


Figure 10-17: Enter Locate/Order ID

3. Select **[F5]**, **Pick List** to print the pick tickets.

Accept Order

To accept a new Locate/Order for fulfillment, do the following:

1. Open Locate/Order Maintenance.
For more information, see ["Opening Locate/Order Maintenance" on page 236](#)
2. Find the order by doing one of the following:
 - Use the up and down arrow keys to highlight the order to be viewed.
 - Press **[F3]**, **Find Order** to open the Find Order prompt in the focus bar. Enter the Order ID, then press **[ENTER]**.

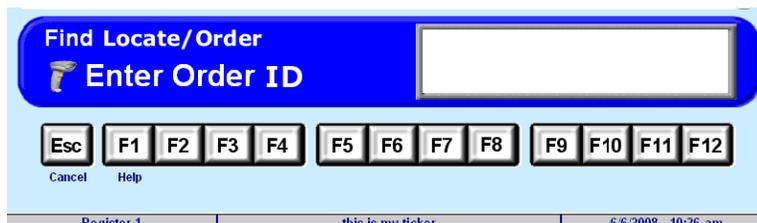


Figure 10-18: Enter Locate/Order ID

3. Select **[F7]**, **Accept Order** to accept the new order.
When an order is accepted, Store21 does the following:
 - a. Sends a status update to the RAS server indicating that the order has been accepted.

- b. Prints the pick list.
- c. Changes the status of the order to "Accepted".

Reject Order

To reject a new Locate/Order, do the following:

1. Open Locate/Order Maintenance.
For more information, see ["Opening Locate/Order Maintenance" on page 236](#).
2. Find the order by doing one of the following:
 - Use the up and down arrow keys to highlight the order to be viewed.
 - Press **[F3]**, **Find Order** to open the Find Order prompt in the focus bar. Enter the Order ID, then press **[ENTER]**.



Figure 10-19: Enter Locate/Order ID

3. Select **[F8]**, **Reject Order** on the Order Maintenance screen.
4. A confirmation window opens, asking whether you want to reject the order:



Figure 10-20: Reject Order Confirmation

- Select **[Y]**, **Yes** to reject the order.
- Select **[N]**, **No** to return to Locate/Order Maintenance. The window closes and no change is made.

5. A rejection reason code window opens. Use the up and down arrow keys to highlight the reason for rejecting the order, the press **[ENTER]**.

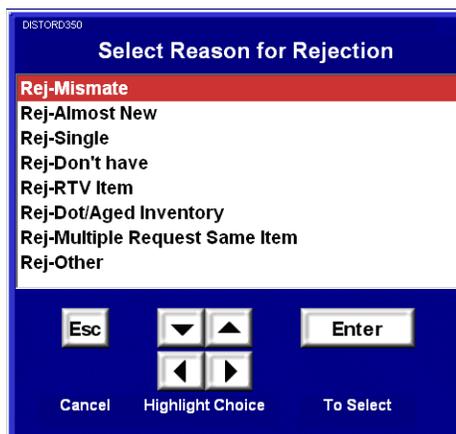


Figure 10-21: Reason Codes for Order Rejection

Press **[ESC]** to return to Order Maintenance and cancel the rejection with no changes made to the order.

6. When the reason code is selected Store21 does the following:
 - a. Sends a message to the RAS server indicating that the Locate/Order has been rejected or cancelled (depending on the configuration of the reason code).
 - b. Changes the status of the order to "Rejected" on the local system.

Reserve Items

To reserve inventory items for a Locate/Order, do the following:

1. Accept the order.
See ["Accept Order" on page 239](#) for more information.
2. Select **[F9], Reserve Items** on the Order Maintenance screen.
3. A Bin Location/Comments window opens. Enter the Bin # for the item(s) if necessary, or enter additional comments regarding the item(s).



Figure 10-22: Reserve Item Comments/Bin Location Entry Prompt

To cancel the reservation of the order item(s), press the **[ESC]** key. The status of the item(s) is not changed and the screen returns to Order Maintenance.

4. When you have finished entering information, press the **[F8]**, **Save** button to reserve the item(s) in inventory and continue. Store21 does the following:
 - a. Sends an update to the RAS server indicating that the order status has changed to "Picked".
 - b. Changes the status of the order to "Picked" on the local system.
 - c. Reserves the item(s) in the store inventory for the Locate/Order.
 - d. Returns to the Order Maintenance screen.

Fulfill an Order

A Locate/Order is fulfilled when the customer comes to pick up the item(s), or the order is ready for shipment. To fulfill a Locate/Order, do the following:

1. Open Locate/Order Maintenance.
For more information, see ["Opening Locate/Order Maintenance" on page 236](#).
2. Reserve the order item(s), if necessary.
For more information, see ["Reserve Items" on page 241](#).
3. Find the order by doing one of the following:
 - Use the up and down arrow keys to highlight the order to be viewed.
 - Press **[F3]**, **Find Order** to open the Find Order prompt in the focus bar. Enter the Order ID, then press **[ENTER]**.

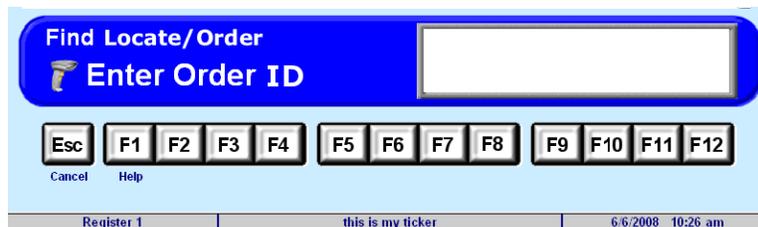


Figure 10-23: Enter Locate/Order ID

4. Select **[F10]**, **Fulfill Order** on the Order Maintenance screen. Store21 does the following:
 - a. Prints a Pick-Up receipt.
 - b. Prints a Pick Ticket.
 - c. Prints a Packing Slip.
 - d. Sends a message to the RAS server indicating that the order has been fulfilled.
 - e. Changes the status of the order to "Fulfilled" on the local system.
 - f. Returns to Order Maintenance.

Locate/Order Selling History

Locate/Order Selling History shows Locate/Orders that were sold or received by your store.

To use the Locate/Order Selling History, do the following:

1. Open the Back Office menu in Store21.
2. In the Back Office Top of Menu, select **Locate/Order...**



Figure 10-24: Locate/Order... Option in Top of Menu

3. In the Locate/Order... menu, select **Locate/Order History**.



Figure 10-25: Locate/Order... Menu

4. The Order Search window opens. Enter search criteria to find a Locate/Order.

Figure 10-26: Order Search

To enter search criteria:

- Key in criteria in the search fields.
 - When it is available, press **[F2]**, **Lookup** to open a list box containing possible values for a search field.
5. Press **[F8]**, **Execute Search** when all search criteria has been entered. The Locate/Order History screen displays.

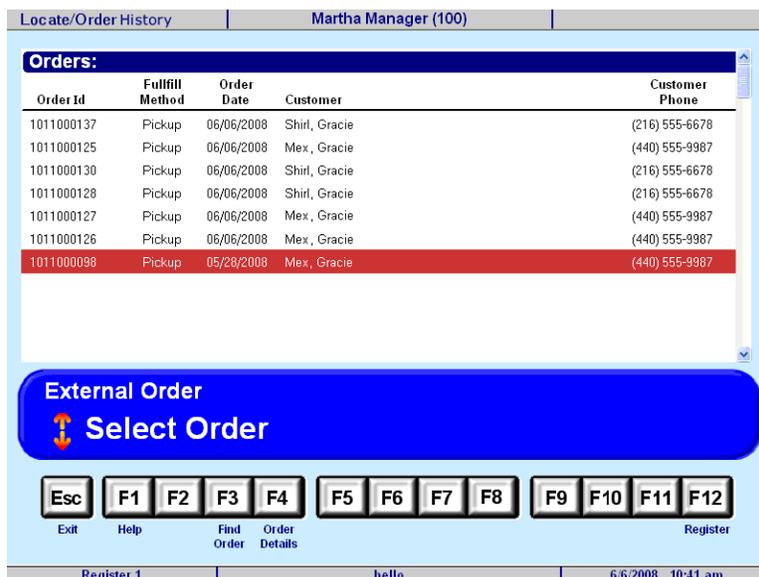


Figure 10-27: Locate/Order History

The Locate/Order History screen displays the following information for each order:

- Order ID
 - Customer Name
 - Fulfillment Method
 - Customer Phone
 - Order Date
6. To select a specific order, do one of the following:
- Use the up and down arrow keys to highlight the order to be viewed.
 - Press **[F3]**, **Find Order** to open the Find Order prompt in the focus bar. Enter the Order ID, then press **[ENTER]**.

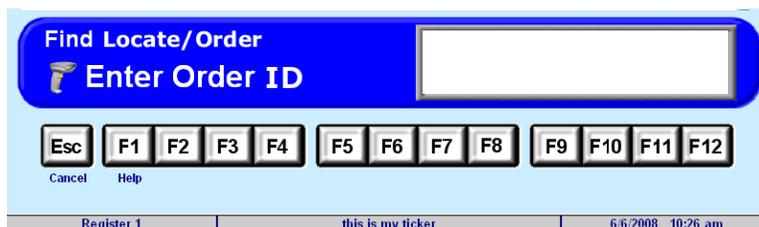


Figure 10-28: Enter Locate/Order ID

7. To view the details of a Locate/Order, press **[F4]**, **Order Details**.

Locate/Order Inquiry

Locate/Order Inquiry is used to display the status of any Locate/Order throughout the chain.

To perform a Locate/Order Inquiry, do the following:

1. Open the Back Office menu in Store21.
2. In the Back Office Top of Menu, select **Locate/Order...**



Figure 10-29: Locate/Order... Option in Top of Menu

3. In the Locate/Order... menu, select **Locate/Order Inquiry**.



Figure 10-30: Locate/Order... Menu

4. The Locate/Order Inquiry screen opens, with a prompt to enter the Order ID. Enter the Order ID number, then press **[ENTER]** to continue.

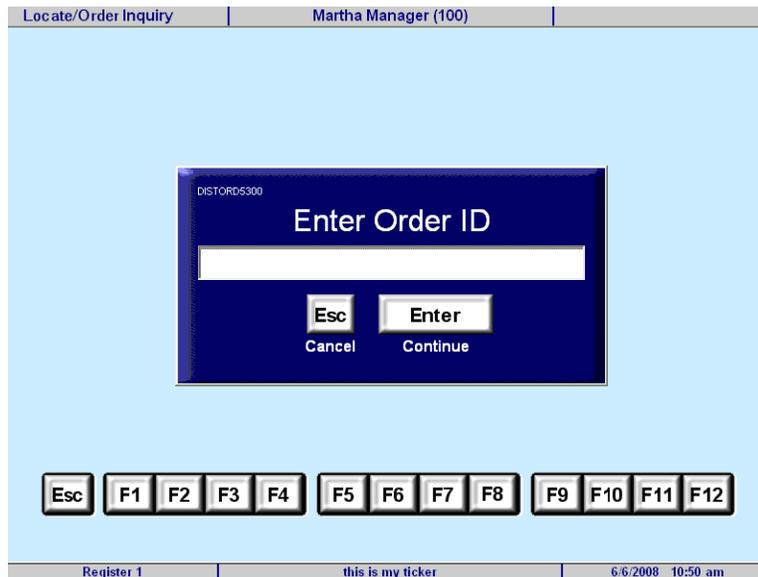


Figure 10-31: Locate/Order Inquiry

5. The Locate/Order Inquiry screen displays the requested order.

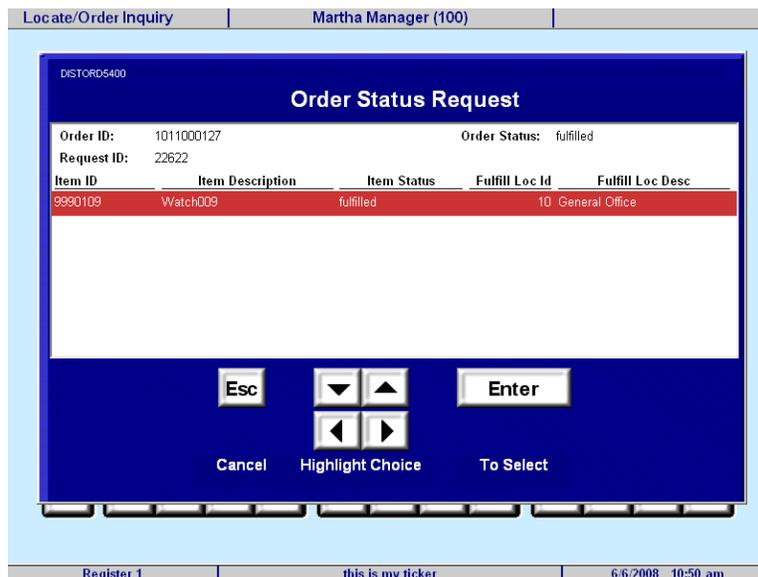


Figure 10-32: Locate/Order Status

The screen shows the following information for the requested order:

- Order ID
- Request ID
- Order Status

- A description of each item in the order, including:
 - Item ID
 - Item Description
 - Item Status
 - Fulfillment Location ID
 - Fulfillment Location Description
- 6.** Press either **[ESC]** or **[ENTER]** to return to the Locate/Order... Menu.

CHAPTER 11

Scheduling and Goals

Store21 provides employees with the appropriate level of security ability to create, view and print detailed, weekly labor schedules. The schedules can be manually created from the Scheduling and Goals menu or created with the Auto-Scheduling Module. The type of scheduling module in use at a store is determined by the home office.

The process of maintaining the manual schedule includes the following functions:

- Access the Scheduling and Goals Menu
- Access the Scheduling Screen
- Create a Labor Schedule
- Modify the Labor Schedule
- View Daily Schedules
- Post the Schedule
- Run Reports

Access the Scheduling and Goals Menu

1. From either the Employee Selection screen or the Register screen, press **[F12]**, **Menu**, to access the back office, Top of Menu.

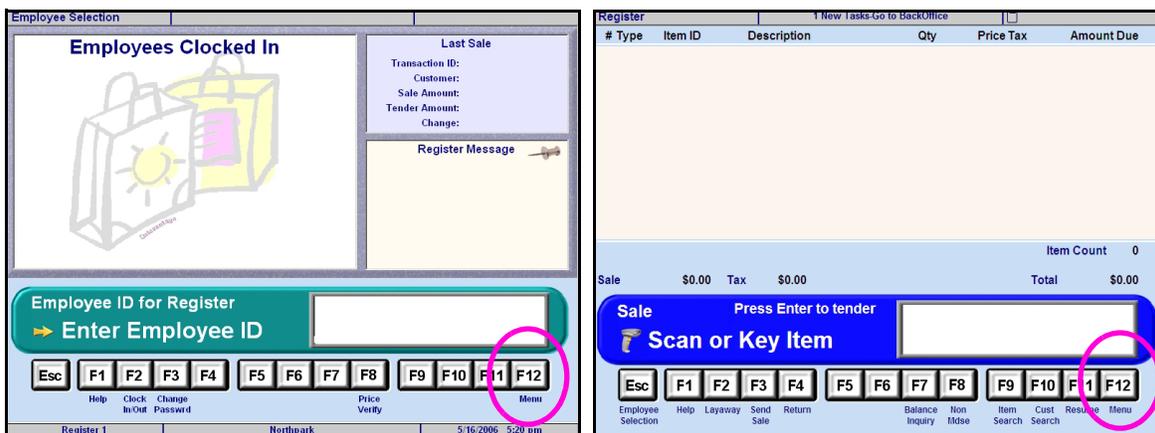


Figure 11-1: Employee Selection Screen (left) - Register Screen (right)

2. Store21 prompts for the Employee ID and Password:

IF...	THEN...
<p>accessing [F12], Menu, from the Employee Selection screen</p>	<p>a. The color of the focus bar changes to blue and prompts for the Employee ID.</p>  <p><i>Figure 11-2: Focus Bar Prompt for Employee ID</i></p> <p>b. Enter your Employee ID and press [ENTER]. The focus bar prompts for the Password.</p>  <p><i>Figure 11-3: Focus Bar Prompt for Password</i></p> <p>c. Enter your password and press [ENTER].</p>
<p>accessing [F12], Menu, from the Register screen</p>	<p>a. The System Security input form displays.</p>  <p><i>Figure 11-4: System Security Input</i></p> <p>b. Key in the Employee ID and Password and press [ENTER].</p>

The Top of Menu displays.



Figure 11-5: Employee Information - Top of Menu

3. Highlight **Employee Information** and press **[ENTER]**.
4. The Employee Information menu displays.



Figure 11-6: Employee Information Menu

5. Highlight **Scheduling and Goals** and press **[ENTER]**. The Scheduling and Goals menu displays.

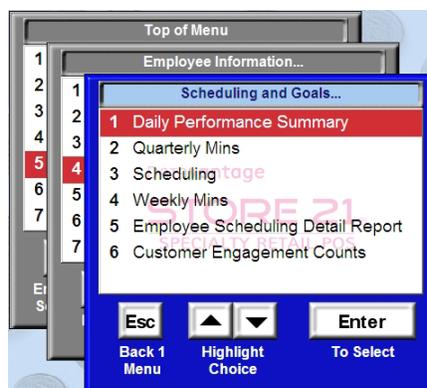


Figure 11-7: Scheduling and Goals Menu

Access the Scheduling Screen

Add and modify employees' schedule records through the Scheduling Maintenance screen.

See also: ["Access the Scheduling and Goals Menu" on page 249](#)

1. Navigate to the Scheduling and Goals menu.

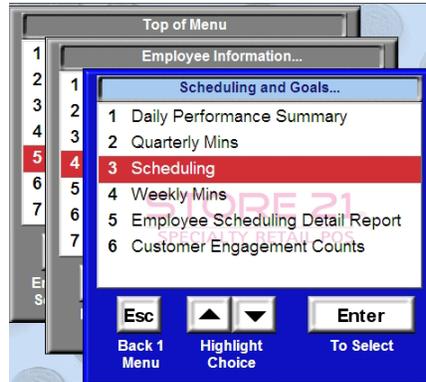


Figure 11-8: Scheduling and Goals Menu

2. Highlight **Scheduling** and press **[ENTER]**.
3. The Scheduling screen displays with a Week-Ending Date list.

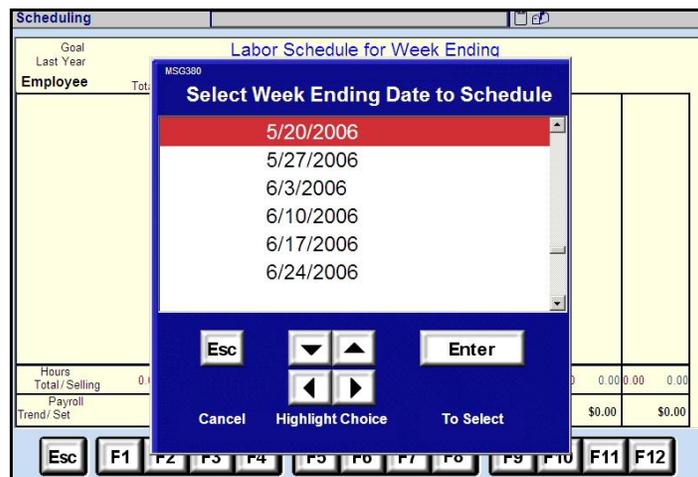


Figure 11-9: Scheduling Screen with Week-Ending List

4. Highlight the appropriate week-end date and press **[ENTER]**.

The Labor Schedule for the selected week displays. This screen combines historical sales information, current sales goals downloaded from the home office, and live calculations of payroll hours and dollars.

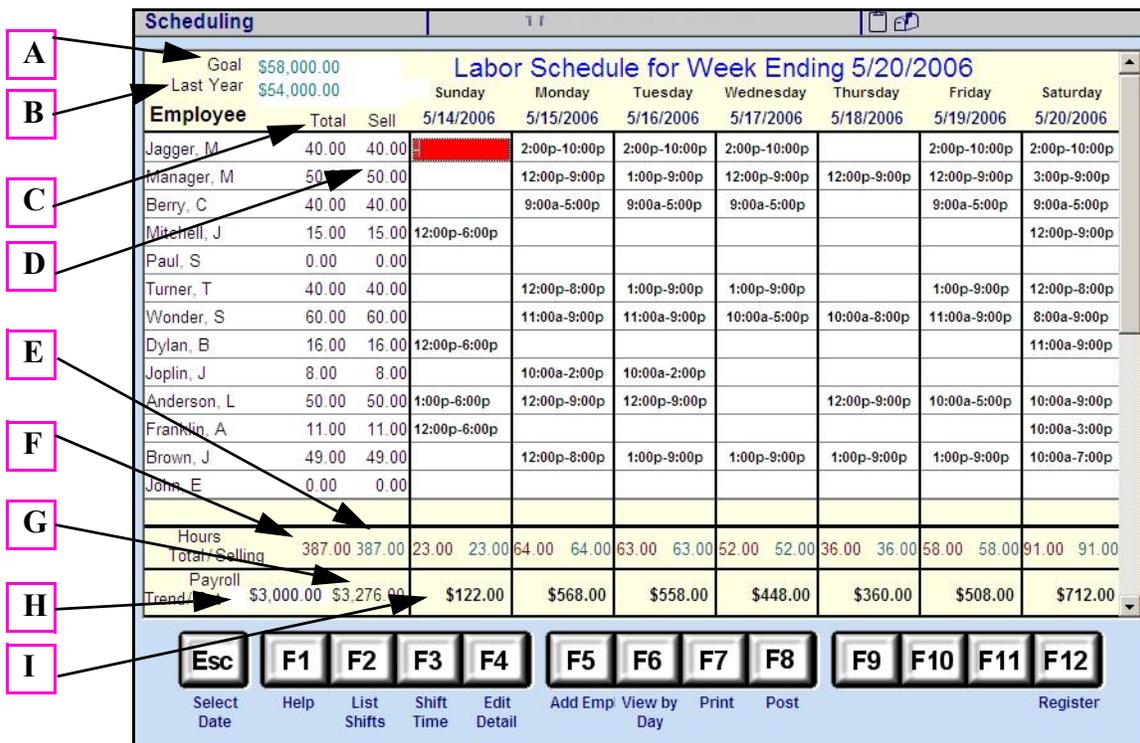


Figure 11-10: Scheduling Screen

Table 11-1: Labor Scheduling Screen Field Definitions

Label	Field Name	Labor Schedule Field Descriptions
A	Goals	Store Weekly Goal: Assigned by the home office and downloaded to the store. This number can not be modified.
B	Last Year	Store Last Year Sales: Downloaded from the Home office for the first year of operations, then taken from the store sales history.
C	Total	Total Scheduled Hours.
D	Selling Hours	Total Scheduled Selling/Sales Hours: This number is used in various productivity and labor reports.
E	Hours Selling	Total Store Scheduled Selling/Sales Hours for the week.
F	Hours Total	Total Store Scheduled Hours for the week.

Table 11-1: Labor Scheduling Screen Field Definitions (continued)

Label	Field Name	Labor Schedule Field Descriptions
G	Payroll Set	Total Store Scheduled Selling/Sales Payroll Dollars: This number is based on the scheduled selling hours and the base pay of each employee scheduled.
H	Payroll Trend	The number is based on the sales goal and how many labor dollars should be spent to reach the goal.
I	Payroll Dollars	Daily Store Scheduled Selling/Sales Payroll Dollars: This number is based on the scheduled selling hours and the base pay of each employee scheduled.

Create a Labor Schedule

Manually create a labor schedule. Enter the shift times and types using lookup lists and input forms.

See also: [“Access the Scheduling Screen” on page 252](#)

1. Navigate to the Scheduling screen.

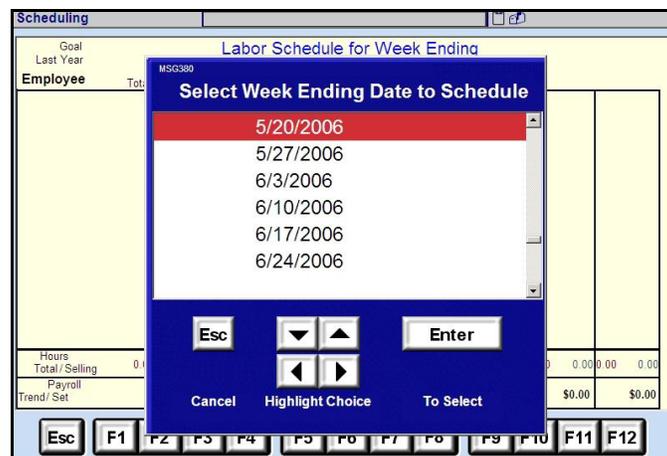


Figure 11-11: Scheduling Screen with Week Ending List

2. Highlight the appropriate Week-Ending Date and press **[ENTER]**.

3. The weekly schedule screen displays for the selected work week. A prompt offers an option to copy the previous week's schedule.

The screenshot shows the 'Scheduling' window with the title 'Labor Schedule for Week Ending 5/27/2006'. The grid lists employees and their scheduled hours for each day of the week. A red dialog box is centered over the grid, asking 'Do you want to copy an existing Schedule?' with 'Y' (Yes) and 'N' (No) buttons. The bottom of the screen features a function key bar with buttons for Esc, F1-F12, and Register.

Employee	Total	Hours Sell	Sunday 5/21/2006	Monday 5/22/2006	Tuesday 5/23/2006	Wednesday 5/24/2006	Thursday 5/25/2006	Friday 5/26/2006	Saturday 5/27/2006
Jagger, M	0.00	0.00							
Manager, M	0.00	0.00							
Berry, C	0.00	0.00							
Mitchell, J	0.00	0.00							
Paul, S	0.00	0.00							
Turner, T	0.00	0.00							
Wonder, S	0.00	0.00							
Dylan, B	0.00	0.00							
Joplin, J	0.00	0.00							
Franklin, A	0.00	0.00							
Brown, J	0.00	0.00							
John, E	0.00	0.00							
Presley, E	0.00	0.00							
Hours Total / Selling	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Payroll Trend / Set	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Figure 11-12: Scheduling Screen - Blank

4. Respond to the message prompt:
- Press **[Y]**, **Yes**, to copy all employees' names and scheduled times from the previous week's schedule grid to the current week's schedule. Only the employees included on the previous week's schedule are included.
 - Press **[N]**, **No**, to display a screen with the all active employees' names and no shift times in the schedule grid.
5. The Scheduling screen displays (Figure 11-12). Use the arrow keys to navigate the screen. The active cell on the schedule grid is highlighted.
- Press the left/right arrow keys or **[TAB]** to select the appropriate date.
 - Press the up/down arrow keys or **[ENTER]** to select the appropriate employee.
6. It is not possible to key data directly into the screen grid. Populate all of the time slots by using the function buttons to display lookup lists:
- Press **[F2]**, **List Shifts**, to select from pre-determined Shift Times and Shift Types.
 - Press **[F3]**, **Shift Time**, to key in Start and End times and the Shift Type into an input form.
 - Press **[F4]**, **Edit Detail**, to change a shift already entered.
 - Press **[F5]**, **Add Emp**, to add an employee's name to the schedule.
7. Enter shift information as necessary for each employee.
8. When finished, press **[ESC]**, **Select Date**, to re-display the Week-End list. Press **[ESC]** again to return to the Scheduling and Goals menu.

Use Designated Shift Times

1. Put the cursor in the appropriate cell of the schedule grid for the Day of Week and Employee (Figure 11-12). Press **[F2]**, **Lookup**. The Schedule list displays.

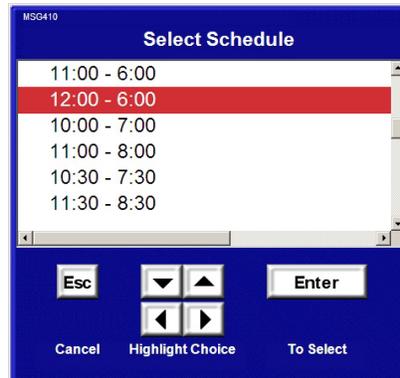


Figure 11-13: Shift Schedule List

Note: The Shift Start and End times and the Shift Types are determined by the home office.

2. Highlight the appropriate shift and press **[ENTER]**. The Shift Type list displays.

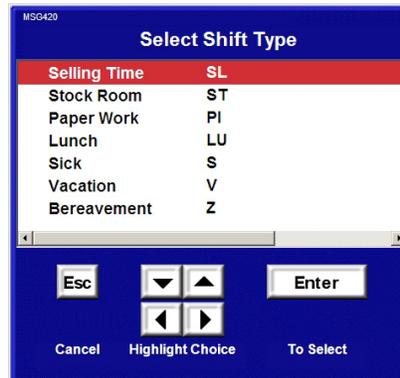


Figure 11-14: Shift Type List

3. Highlight the appropriate Shift Type and press **[ENTER]**. The shift time appears on the active cell of the labor schedule grid (Figure 11-18).

Manually Enter Shift Time

If none of the shift times in the Shift Time list apply, key in the times and shift type.

1. Put the cursor in the appropriate cell of the schedule grid for the Day of Week and Employee (Figure 11-12). Press **[F3]**, **Shift Time**. The Schedule Times data entry form displays.



Figure 11-15: Schedule Times Input

The cursor is in the Start time field.

2. Key in the Start time, press **[ENTER]**, and key in the End time.
 - If the End time entered is earlier in the day than the Start time, an error message displays.



Figure 11-16: End Time Error Message

- Press **[ENTER]**, **To Continue**. Re-enter the correct End time.
3. Press **[ENTER]**. The cursor moves to the Work Code field.

Note: The Work Codes are defined by the home office.

4. Press **[F2]**, **Lookup**. The Type of Hours to Log list displays.

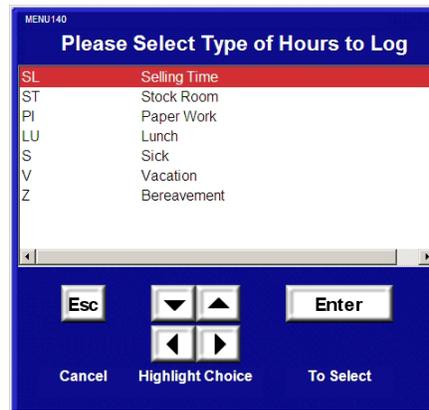


Figure 11-17: Scheduling - Type of Hours to Log List

5. Highlight the appropriate selection and press **[ENTER]**. The Work Code entry completes the data entry form.
6. Press **[F8]**, **Save**, to save the information. The shift appears on the active cell of the labor schedule grid (Figure 11-18).

Notes:

- If you do not key in 'AM' or 'PM', the system defaults to AM. It does not matter if am or pm is upper case, lower case, or has periods to separate the letters. The system converts the entry to 'am' and 'pm'.
 - Key in the number of the hour only for on-the-hour times, such as 8 am.
 - Key in the colon (:) between the hours:minutes to enter off-hour times, such as 9:30 am.
 - The system converts military time to standard time - key in the colon (:) between the hours:minutes, such as 13:00.
-

Modify the Labor Schedule

A quick way to create a weekly labor schedule is to copy the previous week's schedule, and make changes to it. Add employees to the schedule, edit the shift hours, and edit the work codes.

See also: ["Access the Scheduling Screen" on page 252](#)

Navigate to the Scheduling screen for the appropriate Week Ending date.

Employee	Total	Sell	5/14/2006	5/15/2006	5/16/2006	5/17/2006	5/18/2006	5/19/2006	5/20/2006							
Jagger, M	40.00	40.00		2:00p-10:00p	2:00p-10:00p	2:00p-10:00p		2:00p-10:00p	2:00p-10:00p							
Manager, M	50.00	50.00		12:00p-9:00p	1:00p-9:00p	12:00p-9:00p	12:00p-9:00p	12:00p-9:00p	3:00p-9:00p							
Berry, C	40.00	40.00		9:00a-5:00p	9:00a-5:00p	9:00a-5:00p		9:00a-5:00p	9:00a-5:00p							
Mitchell, J	15.00	15.00	12:00p-8:00p						12:00p-9:00p							
Paul, S	0.00	0.00														
Turner, T	40.00	40.00		12:00p-8:00p	1:00p-9:00p	1:00p-9:00p		1:00p-9:00p	12:00p-8:00p							
Wonder, S	60.00	60.00		11:00a-9:00p	11:00a-9:00p	10:00a-5:00p	10:00a-8:00p	11:00a-9:00p	8:00a-9:00p							
Dylan, B	16.00	16.00	12:00p-8:00p						11:00a-9:00p							
Joplin, J	8.00	8.00		10:00a-2:00p	10:00a-2:00p											
Anderson, L	50.00	50.00	1:00p-8:00p	12:00p-9:00p	12:00p-9:00p		12:00p-9:00p	10:00a-5:00p	10:00a-9:00p							
Franklin, A	11.00	11.00	12:00p-8:00p						10:00a-3:00p							
Brown, J	49.00	49.00		12:00p-8:00p	1:00p-9:00p	1:00p-9:00p	1:00p-9:00p	1:00p-9:00p	10:00a-7:00p							
John, E	0.00	0.00														
Hours																
Total/Selling	387.00	387.00	23.00	23.00	64.00	64.00	63.00	63.00	52.00	52.00	36.00	36.00	58.00	58.00	91.00	91.00
Payroll																
Trend/Set	\$3,000.00	\$3,276.00	\$122.00	\$568.00	\$558.00	\$448.00	\$360.00	\$508.00	\$712.00							

Figure 11-18: Schedule Screen

Add Employee

Employees who already have an employee record created in Store21 and who have an 'Active' status can be added to a weekly schedule. Have the employee's ID number available. See ["Add a New Employee" on page 170](#), to add new employees to Store21.

1. With the Schedule screen displayed, press **[F5]**, **Add Emp**. The Add Employee data input form displays.

Figure 11-19: Add Employee Input

2. Key in the employee's ID number and press **[ENTER]**.

The employee's name is added to the schedule with no shift times assigned.

Scheduling by Time / Shift		Martha Manager (100)		18	
Goals	\$22,676.00	Labor Schedule for Week Ending Date 12/28/02			
LY Sales	\$15,000.00	Hrs	Sun	Mon	Tue
Employee	Tot SL	12/22/02	12/23/02	12/24/02	12/25/02
Manager	. M 49 48.00	3:00a-6:00p	2:00p-10:00p	2:00p-10:00p	2:00p-10:00p
TRAINER	. T 0 0.00				

Figure 11-20: Schedule Screen with New Employee

- Use the methods previously described to schedule the employee for the week. The employee's name will automatically appear on future schedules.

Edit Shift Types

After a schedule is created, edit the shift types assigned to employees by half-hour increments to account for lunch breaks or changes to the types of hours to be worked.

- With the Schedule screen displayed and the appropriate employee and date selected, press **[F4], Edit Detail**. The Schedule-By-Hour input form displays with the employee's current schedule for the selected date. If the employee is not currently scheduled for the date selected, the Work Codes and descriptions for all time increments are blank.

Figure 11-21: Schedule By Hour Input

- Highlight the appropriate time increment to edit. Refer to the Work Code Legend on the right of the screen and key in the new Work Code. The revised work code displays on the input form immediately. Change as many time increments as necessary.
- Press **[F8], Save**. A confirmation message prompt displays.

Figure 11-22: Change Confirmation Message

- Press **[Y]**, **Yes**. The new Work Code is saved and the input form closes.
- The Work Codes do not appear on the Schedule screen, but the Hours of Selling Time field is recalculated. The focus (highlighted field) moves to the next day's schedule for the same employee. Repeat as needed for each employee.

View Daily Schedules

View daily labor schedules to analyze the types of hours that are scheduled for all employees for a selected day.

See also: ["Access the Scheduling Screen" on page 252](#)

- Open the Scheduling Screen.

Goal		Labor Schedule for Week Ending 5/20/2006														
Goal	\$58,000.00	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday								
Last Year	\$54,000.00	5/14/2006	5/15/2006	5/16/2006	5/17/2006	5/18/2006	5/19/2006	5/20/2006								
Employee	Total	Sell	5/14/2006	5/15/2006	5/16/2006	5/17/2006	5/18/2006	5/19/2006	5/20/2006							
Jagger, M	40.00	40.00		2:00p-10:00p	2:00p-10:00p	2:00p-10:00p		2:00p-10:00p	2:00p-10:00p							
Manager, M	50.00	50.00		12:00p-9:00p	1:00p-9:00p	12:00p-9:00p	12:00p-9:00p	12:00p-9:00p	3:00p-9:00p							
Berry, C	40.00	40.00		9:00a-5:00p	9:00a-5:00p	9:00a-5:00p		9:00a-5:00p	9:00a-5:00p							
Mitchell, J	15.00	15.00	12:00p-6:00p						12:00p-9:00p							
Paul, S	0.00	0.00														
Turner, T	40.00	40.00		12:00p-8:00p	1:00p-9:00p	1:00p-9:00p		1:00p-9:00p	12:00p-8:00p							
Wonder, S	60.00	60.00		11:00a-9:00p	11:00a-9:00p	10:00a-5:00p	10:00a-8:00p	11:00a-9:00p	8:00a-9:00p							
Dylan, B	16.00	16.00	12:00p-8:00p						11:00a-9:00p							
Joplin, J	8.00	8.00		10:00a-2:00p	10:00a-2:00p											
Anderson, L	50.00	50.00	1:00p-8:00p	12:00p-9:00p	12:00p-9:00p		12:00p-9:00p	10:00a-5:00p	10:00a-9:00p							
Franklin, A	11.00	11.00	12:00p-6:00p						10:00a-3:00p							
Brown, J	49.00	49.00		12:00p-8:00p	1:00p-9:00p	1:00p-9:00p	1:00p-9:00p	1:00p-9:00p	10:00a-7:00p							
John, E	0.00	0.00														
Hours Total / Selling	387.00	387.00	23.00	23.00	64.00	64.00	63.00	63.00	62.00	52.00	36.00	36.00	58.00	58.00	91.00	91.00
Payroll	\$3,000.00	\$3,276.00	\$122.00	\$568.00	\$558.00	\$448.00	\$360.00	\$508.00	\$712.00							

Figure 11-23: Schedule Screen - View by Week

- At the Schedule screen, highlight the appropriate date. Press **[F6]**, **View by Day**. The Schedule screen changes to show the Types of Hours scheduled for all employees.

Employee		8	9	10	11	Noon	1	2	3	4	5	6	7	8	9	10	11
Jagger, Mick							SL										
Manager, Martha							SL										
Berry, Chuck		SL	SL	SL	SL	SL	SL	SL	SL	SL	SL	SL	SL	SL	SL	SL	SL
Mitchell, Joni																	
Paul, Stanley																	
Turner, Tina							SL										
Wonder, Stevie							SL										
Dylan, Bob																	
Joplin, Janis							SL										
Anderson, Lynn							SL										
Franklin, Aretha																	

Figure 11-24: Schedule Screen - View by Day

Note: The colors of the Work Codes are configurable by the home office to indicate different Work Codes.

- Press **[F7]**, **Print**. The report prints to the report printer.
- Press **[ESC]** or **[F6]**, **View by Week**, to return to the View by Week Schedule screen.

Post the Schedule

Posting the completed weekly schedule saves the schedule-related data, and Store21 retrieves the sales-goal data sent from the home office. This information combines to create the Store Budget, which is the amount of sales each employee is expected to ring (fair share), based upon the number of selling hours they are scheduled to work.

See also: ["Access the Scheduling Screen" on page 252](#)

- Open the Scheduling Screen.

Goal		Labor Schedule for Week Ending 5/20/2006						
Last Year	\$58,000.00	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	\$54,000.00	5/14/2006	5/15/2006	5/16/2006	5/17/2006	5/18/2006	5/19/2006	5/20/2006
Employee	Total	Sell						
Jagger, M	40.00	40.00		2:00p-10:00p	2:00p-10:00p	2:00p-10:00p		2:00p-10:00p
Manager, M	50.00	50.00		12:00p-8:00p	1:00p-9:00p	12:00p-8:00p	12:00p-8:00p	3:00p-9:00p
Berry, C	40.00	40.00		9:00a-5:00p	9:00a-5:00p	9:00a-5:00p		9:00a-5:00p
Mitchell, J	15.00	15.00	12:00p-8:00p					12:00p-8:00p
Paul, S	0.00	0.00						
Turner, T	40.00	40.00		12:00p-8:00p	1:00p-9:00p	1:00p-9:00p		1:00p-9:00p
Wonder, S	60.00	60.00		11:00a-8:00p	11:00a-8:00p	10:00a-5:00p	10:00a-8:00p	8:00a-9:00p
Dylan, B	16.00	16.00	12:00p-8:00p					11:00a-9:00p
Joplin, J	8.00	8.00		10:00a-2:00p	10:00a-2:00p			
Anderson, L	50.00	50.00	1:00p-8:00p	12:00p-8:00p	12:00p-8:00p		12:00p-8:00p	10:00a-9:00p
Franklin, A	11.00	11.00	12:00p-8:00p					10:00a-3:00p
Brown, J	49.00	49.00		12:00p-8:00p	1:00p-9:00p	1:00p-9:00p	1:00p-9:00p	10:00a-7:00p
John, E	0.00	0.00						
Hours								
Total / Selling	387.00	387.00	23.00	23.00	64.00	64.00	63.00	63.00
			52.00	52.00	36.00	36.00	58.00	58.00
			91.00	91.00				
Payroll								
Trend/ Set	\$3,000.00	\$3,276.00	\$122.00	\$568.00	\$558.00	\$448.00	\$360.00	\$508.00
								\$712.00

Figure 11-25: Schedule Screen - View by Week

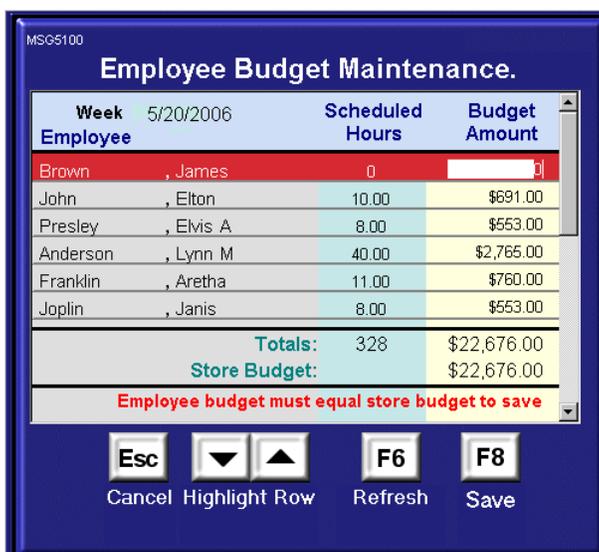
- At the Schedule screen, highlight the appropriate date. Press **[F7]**, **Post**. A confirmation prompt displays:



Figure 11-26: Post Schedule Confirmation Prompt

- Press **[Y]**, **Yes**, to post.

The Employee Budget Maintenance input form displays:



Employee	Scheduled Hours	Budget Amount
Brown, James	0	
John, Elton	10.00	\$691.00
Presley, Elvis A	8.00	\$553.00
Anderson, Lynn M	40.00	\$2,765.00
Franklin, Aretha	11.00	\$760.00
Joplin, Janis	8.00	\$553.00
Totals:	328	\$22,676.00
Store Budget:		\$22,676.00

Employee budget must equal store budget to save

Esc Cancel Highlight Row F6 Refresh F8 Save

Figure 11-27: Post Schedule Confirmation Message

- The Scheduled Hours column shows the total scheduled hours for each employee and summarizes the total for all employees.
 - The Budget Amount column itemizes each employee's projected sales amount. Store21 calculates this amount using the total number of scheduled selling hours and the sales budget amount downloaded from the home office.
4. Edit the employees' budgets as necessary, pressing **[ENTER]** to move between the fields.
 5. Press **[F8]**, **Save**. A confirmation prompt displays.



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Save Changes?

Y Yes N No

Figure 11-28: Change Confirmation Prompt

6. Press **[Y]**, **Yes**. The system returns to the Schedule screen (Figure 11-18).



You can change the Budget Amount for each employee, but the Totals and Store Budget amounts must be equal or the system will not save the changes.

Run Reports

Store21 provides several analytical and detail reports that compile information that is saved and/or posted. These reports are available through the Scheduling and Goals menu.

See also: [“Access the Scheduling and Goals Menu” on page 249](#)

Daily Performance Summary Report

The Daily Performance Summary is a weekly detail report that lists all employees, their hours worked, and their sales statistics. These statistics reflect the employees' sales amounts against the employees' sales goals to show the number of transactions and the number of items per transaction.

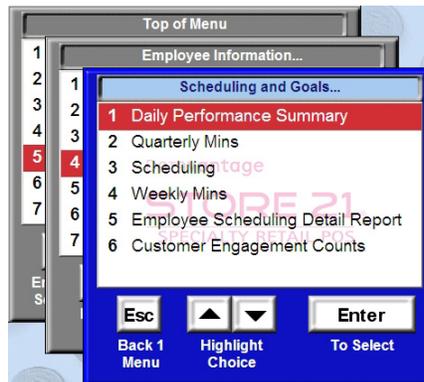


Figure 11-29: Daily Performance Summary Report - Scheduling and Goals Menu

1. From the Scheduling and Goals Menu, highlight '**Daily Performance Summary**' and press **[ENTER]**. The Daily Performance Summary Criteria screen displays.

Figure 11-30: Daily Performance Summary Criteria Input Form

2. Key in the appropriate Week-Ending Date and Employee ID.

3. Press **[F7]**, **View Report**. The Daily Performance Summary Report displays.

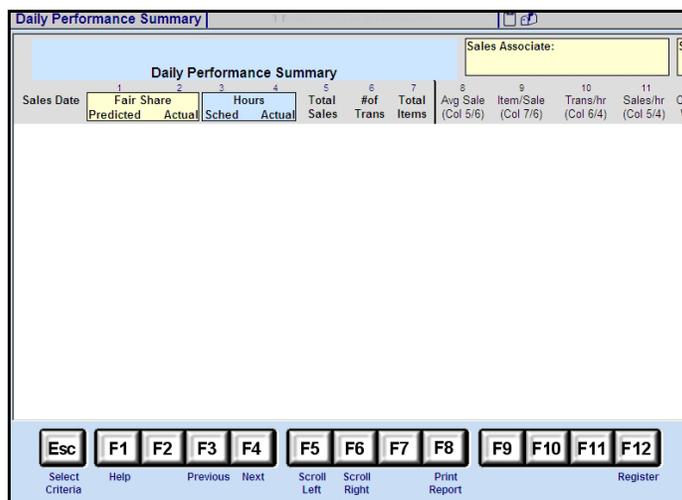


Figure 11-31: Daily Performance Summary Report

4. Press **[F8]**, **Print Report**. The report prints to the report printer.

Quarterly Mins Report

Quarterly Mins is a summary report for individual employees. It reflects an employee's last year's sales amount, this year's Budget amount, and this year's actual sales amount for specific quarters of the specified fiscal years.

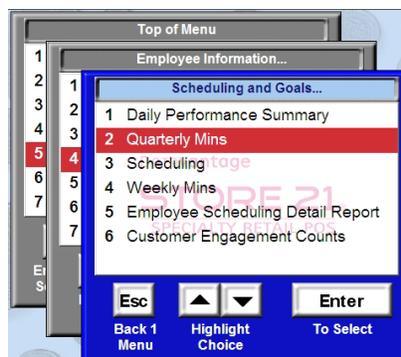


Figure 11-32: Quarterly Mins Report - Scheduling and Goals Menu

1. From the Scheduling and Goals Menu, Highlight 'Quarterly Mins' and press [ENTER]. The Quarterly Mins screen displays.

Figure 11-33: Quarterly Mins Criteria Input

2. Key in the appropriate Fiscal Quarter, Fiscal Year, and Employee ID.
3. Press [F7], **View Report**. The Quarterly Mins Report displays.

Week Ending Date	Last Year	Budget	Actual Sales	Short or Over	Gold Star Rating
5/20/2006	\$0.00	\$0.00	\$3,752.28	\$3,752.28	★
Cumulative Short or Over =				\$3,752.28	
QTR 2	Cumulative Short or Over =			\$3,752.28	

Figure 11-34: Quarterly Mins Report

4. Press [F8], **Print Report**. The report prints to the report printer.

Weekly Mins Report

The Weekly Mins report reflects one or more employees' sales budget amounts and hours of selling time to determine the percentage of sales hours compared to sales goals.

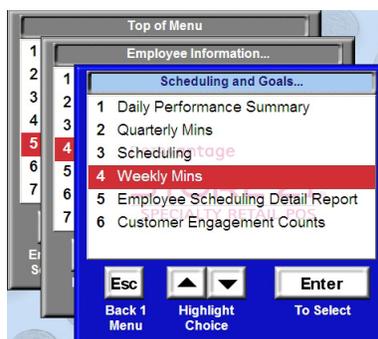


Figure 11-35: Weekly Mins Report - Scheduling and Goals Menu

1. From the Scheduling and Goals Menu, Highlight '**Weekly Mins**' and press **[ENTER]**. The Weekly Mins screen displays.

Figure 11-36: Weekly Mins Criteria Input

2. The current week-ending date automatically populates the Date Range field. Key in the appropriate date, if necessary.
3. Key in the appropriate employee ID range, or leave blank to see all employees.

- Press **[F7]**, **View Report**. The Weekly Mins Report displays.

Weekly Mins

Weekly Mins
Week Ending Dates: 05/20/2006
Employees: All

Northpark
WEEKLY MINIMUMS REPORT

Sales Person	PREDICTED				ACTUAL				Weekly Sales
	Selling Hours	%of Store Hrs	Amt to = last yr	Amt to = Goal	Selling Hours	%of Store Hrs	Amt to = last yr	Amt to = Goal	
Jagger, Mick	32.0	12%	\$0.00	\$0.00	0.0	0%	\$0.00	\$0.00	\$0.00
Manager, Martha	43.5	17%	\$0.00	\$0.00	0.0	0%	\$0.00	\$0.00	\$3,752.28
Berry, Chuck	32.0	12%	\$0.00	\$0.00	0.0	0%	\$0.00	\$0.00	\$129.99
Mitchell, Joni	6.0	2%	\$0.00	\$0.00	0.0	0%	\$0.00	\$0.00	\$0.00
Paul, Stanley	0.0	0%	\$0.00	\$0.00	0.0	0%	\$0.00	\$0.00	\$0.00
Turner, Tina	32.0	12%	\$0.00	\$0.00	0.0	0%	\$0.00	\$0.00	\$0.00
Wonder, Stevie	47.0	18%	\$0.00	\$0.00	0.0	0%	\$0.00	\$0.00	\$0.00
Dylan, Bob	8.0	2%	\$0.00	\$0.00	0.0	0%	\$0.00	\$0.00	\$198.95
Joplin, Janis	8.0	3%	\$0.00	\$0.00	0.0	0%	\$0.00	\$0.00	\$0.00
Franklin, Aretha	8.0	2%	\$0.00	\$0.00	0.0	0%	\$0.00	\$0.00	\$0.00

Page 2 of 2 Date/Time: 5/20/2006 2:39:29 PM Store 37: Northpark

Esc F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12
 Select Criteria Help Previous Next Print Report Register

Figure 11-37: Weekly Mins Report

- Press **[F8]**, **Print Report**, to print the report on the report printer.

Employee Scheduling Detail Report

The Scheduling Detail report reflects one or more employees' work schedule for the week. It shows the shift hours as well as the type of hours to work each day.

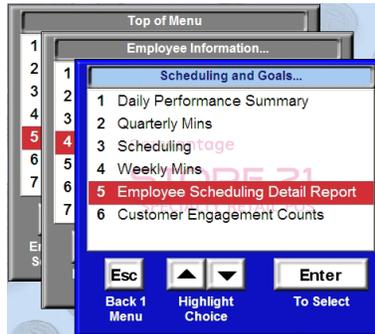


Figure 11-38: Employee Scheduling Detail Report - Scheduling and Goals Menu

1. From the Scheduling and Goals Menu, Highlight '**Employee Scheduling Detail Report**' and press **[ENTER]**.

Employee Scheduling Detail screen displays.

 A screenshot of the 'Employee Scheduling Detail' screen. The window title is 'Employee Scheduling Detail'. The main content area has a yellow background and contains two input fields. The first field is labeled 'Week Ending Date Range' and contains the date '05/20/2006'. The second field is labeled 'Employee Range' and contains 'From' and 'To' input boxes. Below the 'Employee Range' field, there is a note: 'Note: Leave blank for all'. At the bottom of the screen, there is a row of function keys: Esc (Exit), F1 (Help), F2, F3, F4, F5, F6, F7, F8, F9, F10, F11, F12 (Register).

Figure 11-39: Employee Scheduling Detail Criteria Input

2. The current week-ending date automatically populates the Date Range field. Re-key the date, if necessary.
3. Key in the appropriate employee ID range, or leave blank to see all employees.

4. Press **[F7]**, **View Report**. The Employee Scheduling Detail Report displays.

Employee Name	Employee ID	Sunday 5/14/2006	Monday 5/15/2006	Tuesday 5/16/2006	Wednesday 5/17/2006	Thursday 5/18/2006
Brown, James	105		12:00 pm - 07:30 pm SL	01:00 pm - 08:30 pm SL	01:00 pm - 08:30 pm SL	01:00 pm - 08:30 pm
Presley, Elvis	305				06:00 pm - 08:30 pm SL	
Anderson, Lynn	3	01:00 pm - 06:30 pm SL	12:00 pm - 08:30 pm SL	12:00 pm - 08:30 pm SL		12:00 pm - 08:30 pm
Franklin, Aretha	306	12:00 pm - 06:30 pm SL				
Joplin, Janis	304		10:00 am - 01:30 pm SL	10:00 am - 01:30 pm SL		
Dylan, Bob	104	12:00 pm - 06:30 pm SL				
Wonder, Stevie	103		11:00 am - 06:30 pm SL	11:00 am - 08:30 pm SL	10:00 am - 04:30 pm SL	10:00 am - 07:30 pm
Turner, Tina	102		12:00 pm - 07:30 pm SL	01:00 pm - 08:30 pm SL	01:00 pm - 08:30 pm SL	
Berry, Chuck	107		09:00 am - 04:30 pm SL	09:00 am - 04:30 pm SL	09:00 am - 04:30 pm SL	
Mitchell, Joni	108	12:00 pm - 06:30 pm SL				

Figure 11-40: Employee Scheduling Detail Report

5. Press **[F8]**, **Print Report**, to print the report on the report printer.

Customer Engagement Counts

The Customer Engagement Count is an on-screen input form to record the quantity of customer contacts an employee makes each week.

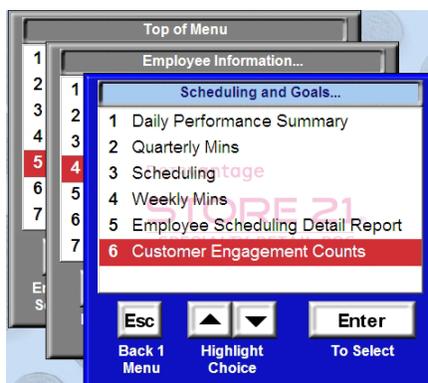


Figure 11-41: Customer Engagement Counts - Scheduling and Goals Menu

1. From the Scheduling and Goals Menu, Highlight '**Customer Engagement Counts**' and press **[ENTER]**. The Employee Search form displays.

Figure 11-42: Employee Search Form

2. Enter the search criteria:
 - Key the employee's ID, last name, or first name into the search form or press **[F7]**, **List All**, to list all employees.

- The search form displays the list of employees who match the criteria.

Employee ID	Name	Status
3	Anderson, Lynn M	T
107	Berry, Chuck A	A
105	Brown, James	A
104	Dylan, Bob J	A
306	Franklin, Aretha	A
111	Hendrix, Jimi	T
101	Jagger, Mick	A
303	John, Elton	A

Buttons: Esc (Cancel), Highlight Choice (Navigation), Enter (To Select)

Figure 11-43: Employee Lookup List

- Highlight the appropriate employee and press **[ENTER]**.
The Employee Productivity Daily Counts screen displays.

Customer Engagement

Employee Productivity Daily Counts

Week Ending Date: 5/20/2006 Register Date: 5/20/2006
Employee ID: 107

Total Customers Engaged:
Postcards:

Buttons: Esc (Exit), F1 (Help), F2, F3, F4, F5, F6, F7, F8 (Edit), F9, F10, F11, F12 (Register)

Figure 11-44: Weekly Mins Criteria Input

- Press **[F7]**, **Edit**, and key in the appropriate counts.
 - Press **[F8]**, **Save**. Press **[ESC]**, **Exit**, to return to the Employee Search form.
- Repeat as necessary to enter the counts for each employee.
 - Press **[ESC]**, **Cancel Search**, to return to the Scheduling and Goals menu.

CHAPTER 12***Customer Information*****Overview**

In addition to adding new customers to the database, editing existing customer information, and assigning customers to transactions, there are additional functions that are required for managing customer information. These Customer Maintenance functions are available from the Back Office Menu.

See also: The *Store21 User Guide* for more information.

This chapter contains the following information:

- Populate Credit Application
- Delete Customer Information
- Assign to a Customer Group
- Customer Information Reports
- View Past Purchases

Populate Credit Application

A customer's information from the database can be used to fill out a store credit application. Required credit application information that is provided on the Customer Maintenance screen is automatically populated in the credit application. Complete the rest of the application and forward the credit application to a secondary lending agency for approval.

1. Navigate to the Customer Maintenance screen.

See also: The *Store21 User Manual* for more information.

The screenshot shows the 'Register' window for Customer ID: S0003700000002 Rebecca Findley. The form is divided into several sections:

- Title:** MRS, ***First Name:** Rebecca, **Middle Initial:** T, ***Last Name:** Findley, **Suffix:** , **Preferred Name:** Reba
- Address:** 123 Main Street, Apt 312, **City:** Solon, **State:** OH, **Postal Code:** 44139-
- Phone:** Home: (216) 123-1234, Work: (440) 123-1236
- E-Mail Address:** Train@data.vantagecorp.com
- Birthdate:** 01/01/1972, **Gender:** F, **Customer Group:** N None
- Comments:** Great Customer
- Employee ID:** 103, **Send Mailings:** Y, **Sales Associate:** 100
- Modified Date:** 5/20/2006, **Sign-up Location:** 37, **Sign-up Date:** 5/20/2006, **Last Purchase Date:** , **Assigned Store:** 37

At the bottom, there are function keys: Esc (Sale), F1 (Help), F2 (Profile), F3 (Purch History), F4 (Change Edit Cust), F5 (Change Edit Cust), F6 (Change Edit Cust), F7 (Change Edit Cust), F8 (Change Edit Cust), F9 (12 Mo Sales), F10 (Corp History), F11 (Credit App), and F12 (Credit App).

Figure 12-1: Customer Maintenance Screen

2. Press [F11], **Credit App.** The credit application displays.

The screenshot shows the 'Register' window for Martha Manager (100) displaying the 'Store Credit Application' for Rebecca Findley. The form is divided into several sections:

- Account Information:** *Account Type, *Sale Amount
- INFORMATION ABOUT APPLICANT:**
 - Title:** MRS, ***First Name:** Rebecca, **Middle Name:** T, ***Last Name:** Findley, **Suffix:** , ***Housing Type:** , **Yr(s):** , **Mo(s):** , **How Long?** , ***Zip Code:** 44121
 - *Current Address:** 123 Main St, **Apt./Suite/P.O. Box:** , ***City:** Solon, ***State:** OH, ***Zip Code:** 44121
 - Previous Address:** , **Previous Apt./Suite/P.O. Box:** , **Prev City:** , **Prev State:** , **Prev Zip Code:** (216) 123-1234
 - *Social Security #:** --, ***Birthdate:** 01/01/1972, ***No. of Dependents (exclude yourself):** , ***Home Phone:** (216) 123-1234
- EMPLOYMENT INFORMATION:**
 - Current Employer:** (440) 123-1235, **Work Phone:** , **Gross Monthly Income:** , **Yr(s):** , **Mo(s):** , **How Long?** , **Yr(s):** , **Mo(s):** , **Prev Employment?** , **Prev Employment?** , **Prev Employment?**
- FINANCIAL INFORMATION:**
 - *Checking Y/N:** , ***Savings Y/N:** , **Other Income:** , **Source of Other Income:** , ***Cards Req:** , ***Credit Insurance Y/N:** , ***Credit Insurance Y/N:** , ***Credit Insurance Y/N:**
- ADDITIONAL INFORMATION:**
 - *Type of Photo ID:** , ***Photo ID #:** , **Dr. Lic. State:** , **Add'l Identification:** , **Add'l Identification No.:** , **Exp. Date:** 00/00/0000
- STORE INFORMATION:**
 - *Credit Unit:** , ***Source Code:** , ***Code 10 Y/N:** , ***Code 10 Y/N:** , ***Code 10 Y/N:**

At the bottom, there are function keys: Esc (Cancel), F1 (Help), F2 (Help), F3 (Help), F4 (Help), F5 (Edit), F6 (Edit), F7 (Edit), F8 (Send), F9 (Edit), F10 (Edit), F11 (Credit App), and F12 (Credit App).

Figure 12-2: Store Credit Application

3. Key in required information, pressing **[ENTER]** to move to the next field.

Note: Field names marked with an asterisk (*) require information, or the application cannot be sent. The structure of the credit application form is determined by the home office.

4. Some fields require information to be entered from a lookup list. When the word **Lookup** appears beneath the **[F2]** key, press **[F2]** to display the list.
5. Press **[F7]**, **Edit**, to edit the customer's credit application information.
6. Press **[F8]**, **Send**, to send the application to a lending institution.

Note: Refer to Credit Services functions for information on Credit availability, status, and the ability to make a payment. See ["Access the Credit Services Menu" on page 317](#), for more information.

Delete Customer Information

Because customer information is uploaded to the home office during polling, store employees cannot delete customers' records from the system. The home office can purge customer information through established database maintenance procedures.

Assign to a Customer Group

An assignment to a Customer Group allows members of identified groups or companies to receive special-item sale pricing. The home office sets the Customer Groups and the related pricing discounts. Reports available through the Back Office menu can show items with the discounted group price.

See also: [“Access The Reports Menu” on page 64](#) to view the customer reports.

1. Display the customer’s record that you want to assign to a group. With the Customer Maintenance screen displayed press **[F7]**, **Edit Cust**. The system places a cursor in the Title field.

Customer Maintenance

Customer ID: S0003700000002 Rebecca Findley

Title: *First Name: Middle Initial: *Last Name: Suffix: Preferred Name:
 MRS Rebecca [] Findley [] Reba []

Address: 123 Main Street Phone Home: [216] 123-1234
 Apt 312 [440] 123-1236

City: Solon State: OH Postal Code: 44139- E-Mail Address: Train@datavantagecorp.com

Birthdate: 01/01/1972 Gender: F Customer Group: None Comments: Great Customer

Employee ID: 103 Send Mailings: Y Sales Associate: 100

*Required Field

Modified Date: 5/20/2006 Sign-up Location: 37 Sign-up Date: 5/20/2006 Last Purchase Date: Assigned Store: 37

Esc F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12
 Cancel Help Lookup Save Register

Figure 12-3: Customer Maintenance Screen

2. Press **[ENTER]** multiple times until the cursor highlights the Customer Group field. Press **[F2]**, **Lookup**. The Customer Group lookup list displays.

VLD107

Customer Group lookup.

CC Corporate Customer
 MC Municipality Customer
 N Standard Customer
 PCC Preferred Customer
 RD Residential Customer

Esc [] [] Enter
 Cancel Highlight Choice To Select

Figure 12-4: Customer Group Lookup List

3. Highlight a group name. Press **[ENTER]**. The Customer Group field on the Customer Maintenance screen contains the group code and the group name.
4. Press **[F8]**, **Save**.
5. Press **[F12]** to return to the register, or press **[ESC]** to return to the Customer Search screen.

Note: Customer Group price discounts, if applicable, automatically display on the Register screen during a sale transaction.

View Past Purchases

Customers' purchase history is available through function buttons on the Customer Maintenance screen. The purchase history options are configurable to show all of a customer's purchases from the current store location or from all store locations. Choose to view all of a customer's purchase history, or from just the past 12 months.

See also: The *Store21 User Manual* for more information.

The screenshot shows the 'Register' window with a customer profile for Rebecca Findley. The title bar reads 'Customer ID: S0003700000002 Rebecca Findley'. The form contains the following fields:

- Title:** MRS
- *First Name:** Rebecca
- Middle Initial:** []
- *Last Name:** Findley
- Suffix:** []
- Preferred Name:** Reba
- Address:** 123 Main Street, Apt 312
- City:** Solon
- State:** OH
- Postal Code:** 44139
- Phone:** (216) 123-1234
- Home:** []
- Work:** (440) 123-1236
- E-Mail Address:** Train@datavantagecorp.com
- Birthday:** 01/01/1972
- Gender:** F
- Customer Group:** N None
- Employee ID:** 103
- Send Mailings:** Y
- Sales Associate:** 100
- Comments:** Great Customer
- Modified Date:** 5/20/2006
- Sign-up Location:** 37
- Sign-up Date:** 5/20/2006
- Last Purchase Date:** []
- Assigned Store:** 37

The function key bar at the bottom includes the following buttons and labels:

- Esc:** Sale
- F1:** Help
- F2:** Profile
- F3:** Purch History
- F4:** []
- F5:** Change Cust
- F6:** Edit Cust
- F7:** []
- F8:** []
- F9:** 12 Mo Sales
- F10:** Corp History
- F11:** Credit App
- F12:** []

Figure 12-5: Customer Maintenance Screen

12-Month Sales

View the sales information from the customer's last 12 months of sales. Store21 displays the amounts of Sales, Returns, and Net Sales, as well as the number of Items in each category.

1. Identify a customer using the Customer Search form, and open the Customer Maintenance screen (Figure 12-5).
2. From the Customer Maintenance screen, press **[F9], 12 Mo Sales**. The Last 12 Months screen displays.

Last 12 Months			
	Sales	Returns	Net
Amount:	\$7,878.00	\$0.00	\$7,878.00
Items:	1.00	0.00	1.00

Figure 12-6: Customer's Purchase Totals Last 12 Months

3. Press **[F9]** to toggle back to the Customer Maintenance screen.

Purchase History Information

The Purchase Activity screen displays the entire purchase history of a customer. You can also print receipts of these past transactions.

1. Identify a customer using the Customer Search form, and open the Customer Maintenance screen (Figure 12-5).
2. Press **[F4], Purch History**, to view the customer's purchase history. The Purchase Activity form appears in the bottom half of the screen. This form displays the transaction ID, date, transaction type, name of the sales associate, the item ID, description, quantity purchased, and the price of each item purchased.
3. Press **[F3], Previous**, or **[F4], Next**, to scroll through the purchase history.

Purchase Activity						
Transaction ID	Date	Time	Cashier ID			
39938	8/24/02	13:56:46	3			
Type	Sales Emps.	Item Id	Description	Qty	Price	
SALE	3	1000197	14KY 4CT S-LNK DIA NCK	1	\$7,575.00	

Esc	F1	F2	F3	F4	F5	F6	F7	F8	F9	F10	F11	F12
Cancel History	Previous			Next	Reprint Receipt							

Figure 12-7: Purchase Activity Screen

4. Highlight a transaction. Press **[F7], Reprint Receipt**, to print the highlighted transaction. The receipt prints with 'Reprint' on it.
5. Press **[ESC]** to exit the Purchase Activity form and return to the Customer Maintenance screen.

Centralized Customer Purchase History

View a customer's entire purchase history, including purchases from all other store locations. This requires that the XMessaging framework is installed and configured to enable centralized purchase lookups. The centralized, corporate database must be populated with all transaction data.

1. Identify a customer using the Customer Search form, and open the Customer Maintenance screen (Figure 12-5).
2. Press **[F10]**, **Corp History**. Store21 searches the home-office database and displays the customer's purchase history from all stores.

Customer Maintenance

Customer ID: 0071086862 Samuel Adams

Store Id: 37 Transaction Id: 1200 Date: 9/1/2004 13:57:52 Cashier Id: 100

Type	Item Id	Description	Qty	Price	Tax	Comm. Emp.
Return	102	14K Amethyst Ring	-1	(\$189.99)	(\$11.40)	999
Tender		Merchandise Credit Card		(\$201.39)		

Esc F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12

Cancel History Previous Next Register

Figure 12-8: Customer Purchase History - Corporate

3. Press **[F3]**, **Previous**, and **[F4]**, **Next**, to scroll the transactions.
4. Press **[ESC]**, **Cancel History**, to return to the Customer Maintenance screen.

Customer Information Reports

Several printable marketing reports, address lists, and mailing labels are available for authorized employees through the Back Office menu. Each of the on-screen report types have function buttons to assist in entering the date ranges and other filtering criteria to create customized reports.

Create Customer Reports

- From either the Employee Selection screen or the Register screen, press **[F12], Menu** to access the back office, Top of Menu.

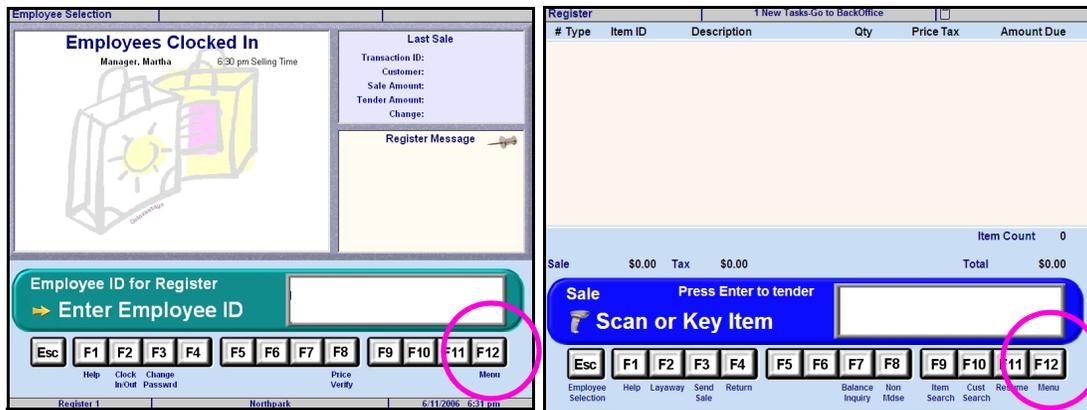


Figure 12-9: Employee Selection Screen (left) - Register Screen (right)

- Store21 prompts for the employee ID and password.

IF...	THEN...
<p>accessing [F12], Menu, from the Employee Selection screen</p>	<p>a. The color of the focus bar changes to blue and prompts for the Employee ID.</p>  <p><i>Figure 12-10: Focus Bar Prompt for Employee ID</i></p> <p>b. Enter your Employee ID and press [ENTER]. The focus bar prompts for the Password.</p>  <p><i>Figure 12-11: Focus Bar Prompt for Password</i></p> <p>c. Enter your password and press [ENTER].</p>
<p>accessing [F12], Menu, from the Register screen</p>	<p>a. The System Security input form displays.</p>  <p><i>Figure 12-12: System Security Input</i></p> <p>b. Key in the Employee ID and Password and press [ENTER].</p>

1. The Top of Menu displays.



Figure 12-13: Top of Menu

2. Highlight **Customer Information** and press **[ENTER]**.
3. The Customer Information menu displays.

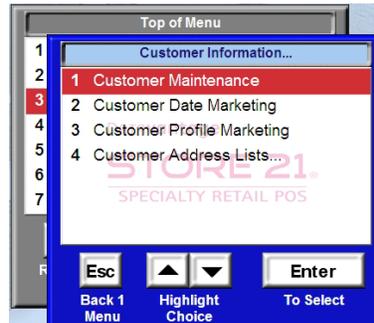


Figure 12-14: Customer Information Menu

4. Determine what type of report is required, and highlight either Customer Date Marketing, Customer Profile Marketing, or Customer Address Lists.
5. Press **[ENTER]** to display the report query criteria forms.

Marketing Reports

Two types of marketing reports are available:

- The Customer Date Marketing report generates a list of customers who share the same birthday (month and day), and who have made purchases within the date range you enter.
 - The Customer Profile Marketing report generates a list of customers who have the same responses in their profile as you request in your query and who have made purchases within the date range you enter.
1. Access the Customer Information menu (Figure 12-14). Highlight the report name and press **[ENTER]**. The marketing report screen displays.

Figure 12-15: Customer Marketing Report Screen

2. Enter the date range for the report. The default date range is 7 days prior to the current register date. To override these dates, use the function buttons to enter the dates with one of these methods:
 - Press **[F2], Last Week**, to display 7 days prior to current register date.
 - Press **[F3], Last Month**, to display 30 days prior to current register date.
 - Press **[F4], Last Year**, to display 365 days prior to current register date.
 - Press **[F6], Edit Dates**, to modify either the beginning date and/or the ending date for the date range. Press **[ENTER]** to move from the beginning date to the ending date field.
3. Press **[F5]** to select additional filtering criteria for the report query. The **[F5]** function name changes, depending on the type of report you select.
4. Press **[F7], Run Query**, to execute the search.

Customer ID	Last Name	First Name	Phone	MEDIA	Last Purchase
S000370000000002	Findley	Rebecca	(216) 123-1234	ROCK	5/20/2006
S000370000000011	Jones	Lucky	() -	EASY LISTENING	5/20/2006

Figure 12-16: Customer Marketing Report Results

5. Press **[F8], Print**, to print the report.
6. Press **[F9], Mailing Labels**, to display mailing labels for all of the customers who are listed in the associated reports. See ["Mailing Labels" on page 287](#).

Address Lists

Four Customer Address Lists show all customers who have made purchases within the date range you enter, and who meet certain purchase criteria:

- **Customer** is a list of all customers from the Customer ID number range you enter.
 - **Dept/Class** is a list of all customers who purchased items from the Department or Class range you enter.
 - **Item** is a list of all customers who purchased items from the Item Number range you enter.
 - **Vendor** is a list of all customers who purchased items from the Vendor number range you enter.
1. Access the Customer Information menu. Highlight Customer Address Lists and press **[ENTER]**.

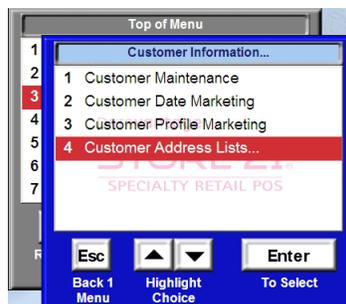


Figure 12-17: Customer Information Menu

2. The Customer Address Lists menu displays.

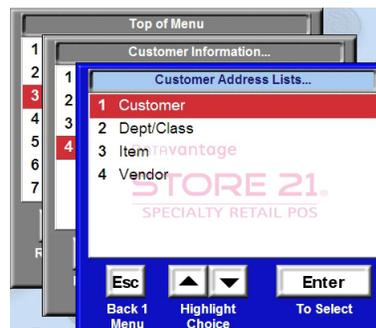


Figure 12-18: Customer Address Lists

3. Highlight the type of list to generate and press **[ENTER]**. A parameter input screen displays with input fields for the date range and for the criteria range you select.

Figure 12-19: Customer Address List Parameter Input Screen

4. Enter the date range for the report. The default date range is 7 days prior to the current register date. To change the dates used for the search, use one of these methods:
- Leave the fields blank to select all records.
 - Select **[F2]**, **WTD** to see the report for the week-to-date.
 - Select **[F3]**, **MTD** to see the report for the month-to-date.
 - Select **[F4]**, **YTD** to see the report for the year-to-date.
5. Enter the Customer Range for the report. Leave the fields blank to include all customers, or do one of the following in the "From" and "To" fields for the Customer Range:
- Key in the Customer Number.
 - Select **[F6]**, **Search** to perform a Customer Search. See the *Store21 User Guide* for more information on performing a Customer Search.

6. Press **[F7]**, **View Report**.

Customer Name		Customer ID			Address	City	State	Postal Code	Phone
Findlay, Rebecca		S0003700000002			123 Main Street	Solon	OH	44139-	(216) 123-1234
Trainer, Joe		S0003700000010			123 Main Street	Solon	OH	44139-	
Jones, Lucky		S0003700000011			456 High Street	Solon	OH	44139-	

Page 1 of 1 Date/Time: 5/20/2006 1:56:04 PM Total Count= 3
Store 37: Northpark

Esc **F1** **F2** **F3** **F4** **F5** **F6** **F7** **F8** **F9** **F10** **F11** **F12**
 Select Criteria Help Previous Next Print Report Mailing Labels Register

Figure 12-20: Customer List - By Customer ID

7. Use the function buttons to page up/down.
8. To print the report, press **[F8]**, **Print Report**.
9. To print mailing labels, press **[F9]**, **Mailing Labels**.

Mailing Labels

All of the customer lists that you generate have the option to print mailing labels.



Figure 12-21: Function Keys

1. Press **[F9]**, **Mailing Labels**. The customers' addresses display in a label format.

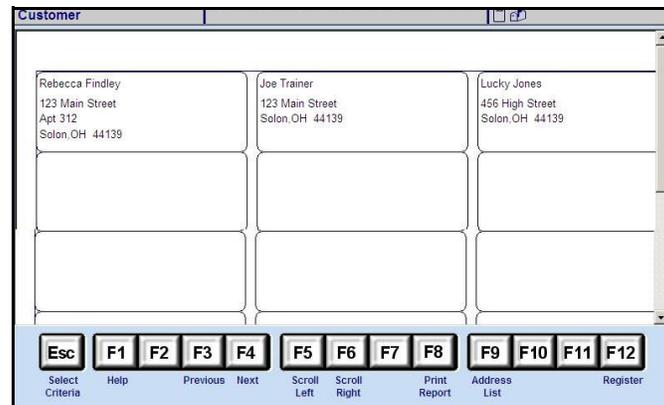


Figure 12-22: Customer List - Mailing Labels

2. Use the function buttons to page up/down and scroll the labels. Press **[F8]**, **Print Report**, to print the labels.
3. Press **[ESC]** to return to the criteria page, or **[F12]** to return to the Register screen.

CHAPTER 13

Electronic Journal

Overview

The Electronic Journal is a report that details the store's journal entries for all transactions recorded through the registers for a specified amount of time. It compiles real-time transaction information from Store21. This journal is accessible to authorized employees through the Back Office menu function key on the Employee Selection screen or from the Register screen. You can create many transaction scenarios such as by date range, type, employee, register number, and status. The topics of this chapter include:

- Access the Electronic Journal
- Create a Journal Summary
- View Transaction Details
- Apply Filters to Journal Receipts
- Print Transaction Details

Access the Electronic Journal

The Back Office functions require store employees to open the Menu screen which is where the Top of Menu is located. It is accessible from the Employee Selection screen or from the Register screen. The methods are slightly different from one another.

1. From either the Employee Selection screen or the Register screen, press **[F12]**, **Menu**, to access the back office, Top of Menu.

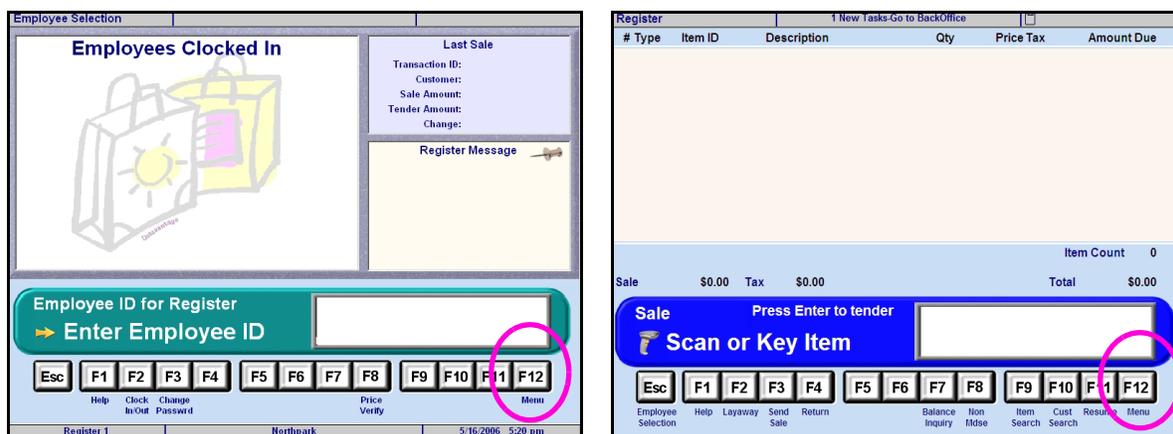


Figure 13-1: Employee Selection Screen (left) - Register Screen (right)

Note: The **[F12]** function key is also known as the Back Office menu button.

2. Store21 prompts for the employee ID and password.

Note: When attempting to access **Top of Menu**, employees without the authorized security level will see a message stating that they cannot perform the operation and will be returned to the Employee Selection screen.

IF...	THEN...
<p>accessing [F12], Menu, from the Employee Selection screen</p>	<p>a. The color of the focus bar changes to blue and prompts for the Employee ID.</p>  <p><i>Figure 13-2: Focus Bar Prompt for Employee ID</i></p> <p>b. Enter your Employee ID and press [ENTER]. The focus bar prompts for the Password.</p>  <p><i>Figure 13-3: Focus Bar Prompt for Password</i></p>
<p>accessing [F12], Menu, from the Register screen</p>	<p>a. The System Security input form displays.</p>  <p><i>Figure 13-4: System Security Input</i></p> <p>b. Key in the Employee ID and Password and press [ENTER].</p>

The Menu screen with Top of Menu displays. All managerial and non-sale transactions are accessible through this screen/menu.

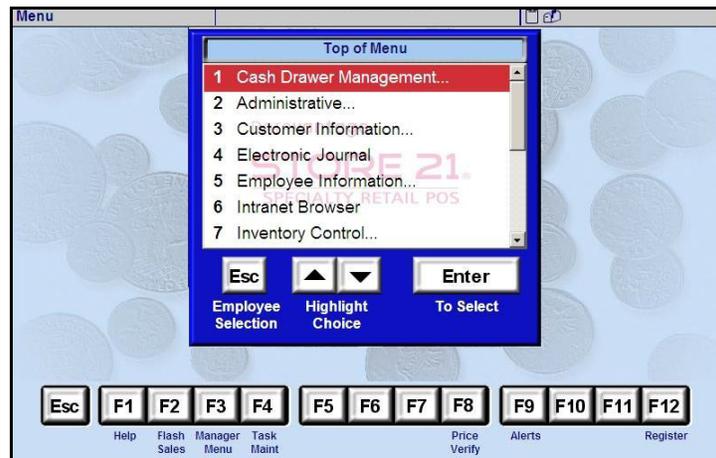


Figure 13-5: Menu Screen

3. Highlight **Electronic Journal** and press **[ENTER]**.



Figure 13-6: Top of Menu - Electronic Journal

The Electronic Journal screen displays. This is where the journal is created.

Date Range		Session Range	
From <input type="text"/>	To <input type="text"/>	From <input type="text"/>	To <input type="text"/>
Note: Leave blank for all			
Transaction Type		Employee	
<input type="text"/>		<input type="text"/>	
Note: Leave blank for all			
Register Range		Status	
From <input type="text"/>	To <input type="text"/>	<input type="text"/>	
Note: Leave blank for all			

Exit Help WTD MTD YTD Journal Detail Register

Figure 13-7: Journal Filter Data Entry Form

Create a Journal Summary

The Electronic Journal reports require a date range. You can also enter combinations of other filter fields such as Employee and Transaction Type, or other information to filter the report contents. The instructions to populate the report filters is essentially the same for all reports.

Select the Journal Filter Options

1. From the Top of Menu, highlight **Electronic Journal** and press **[ENTER]**. A search form displays.

Date Range		Session Range	
From	07/31/2006	To	07/31/2006
Note: Leave blank for all		Note: Leave blank for all	
Transaction Type		Employee	
<input type="text"/>		<input type="text"/>	
Note: Leave blank for all		Note: Leave blank for all	
Register Range		Status	
From	<input type="text"/>	To	<input type="text"/>
Note: Leave blank for all		Note: Leave blank for all	

[Esc] [F1] [F2] [F3] [F4] [F5] [F6] [F7] [F8] [F9] [F10] [F11] [F12]
 Exit Help WTD MTD YTD Journal Detail Register

Figure 13-8: Journal Filter Search Form

2. Accept the default data for the search, or enter additional search criteria. Press **[TAB]** to move between fields.

Date Range Lookup

1. Enter the appropriate Date Ranges for the report. The default Date Range is the current register date or week-ending date. You can change this. Move the cursor to the field, and re-key the appropriate dates. For most reports, you can select the Date Range criteria with these function buttons:
 - Press **[F2]**, **WTD**, to insert the week-to-date range.
 - Press **[F3]**, **MTD**, to insert the month-to-date range.
 - Press **[F4]**, **YTD**, to insert the year-to-date range.
2. Other filter criteria fields are available. Key the appropriate entries into the fields, or leave them blank to select all.

Transaction Type Lookup

1. Move the cursor to the Transaction Type field and press **[F6]**, **Search**. The Transaction Type list displays.



Figure 13-9: Electronic Journal - Transaction Type List

2. Highlight a transaction type and press **[ENTER]**.

Register Range

In the "From" and "To" fields, key in the appropriate number range beginning with the lower register number to the higher register number.

Session Range Lookup

1. Move the cursor to the Session Range filter option and press **[F6], Search**. The Session number list displays.



Session	Till
73	Register #1
72	Register #99

Figure 13-10: Electronic Journal - Session Range Lookup

2. Highlight a session and press **[ENTER]**.

Employee Lookup

1. Move the cursor to the Employee filter option and press **[F6], Search**. The Employee Search form displays.



Figure 13-11: Employee Search Form

2. Use the search form to obtain the appropriate employee ID number.
 - Press **[F7], List All**.
 - Key in some part or all of the employee's first name and/or last name and press **[F8], Execute Search**.
 - Highlight the appropriate employee from the Employee list and press **[ENTER]**.

Status Lookup

1. Move the cursor to the Status filter option and press **[F6]**, **Search**. The (transaction) Status list displays.

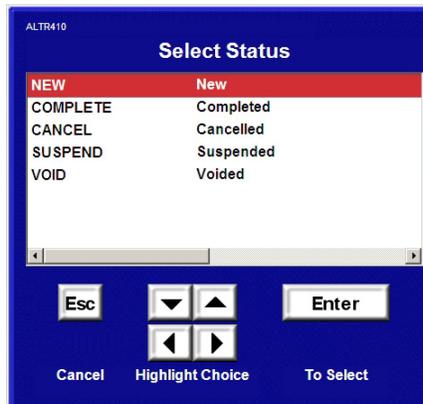


Figure 13-12: Electronic Journal - Status Lookup List

2. Highlight the appropriate transaction status and press **[ENTER]**.

View the Journal Summary

After the report criteria is entered, press **[F7]**, **Journal Detail**. If the journal can be compiled from the filter criteria you entered, it displays on the screen.

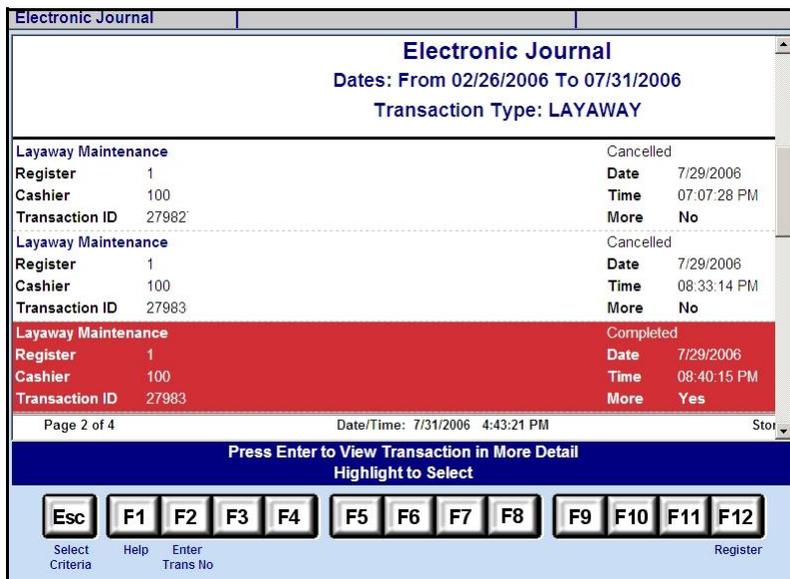


Figure 13-13: On-Screen Electronic Journal

View Transaction Details

You can view transaction details or reprint specific transaction receipts.

1. From the on-screen Electronic Journal (Figure 13-13), highlight the appropriate transaction and press **[ENTER]**.

If the transaction has associated journal entries, they appear on the screen.

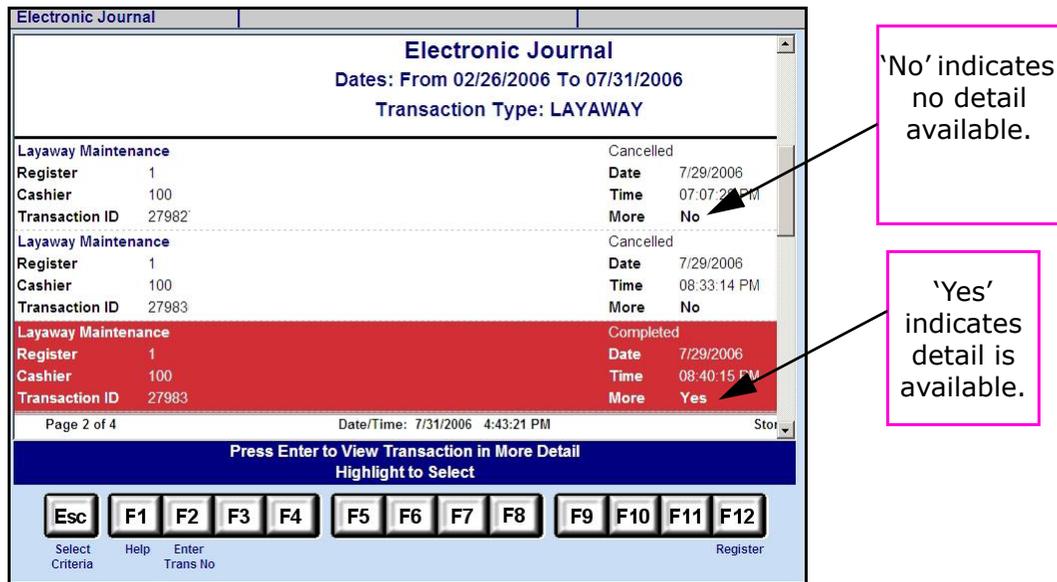


Figure 13-14: Electronic Journal Transaction Entries

2. The field 'MORE' indicates whether or not the transaction has detail information available. If the transaction is noted as having detail information, highlight the appropriate transaction and press **[ENTER]**. The Receipt Detail displays.



Figure 13-15: Electronic Journal - Receipt Detail

3. Press **[ESC]**, **Journal Summary**, to return to the Electronic Journal screen.

Apply Filters to Journal Receipts

If the receipt detail screen has a longer list of entries that are displayed, you can filter the list further.

1. From the Journal Roll - Receipt Detail, press **[F2], Filter**. The Journal Filter search form displays.

Figure 13-16: Electronic Journal -Details Filter Search Form

The journal can be filtered by any combination of Item ID, Tender, and/or Amount range. Key in, or use the lookup lists to enter the filter criteria.

2. To filter for Item ID, move the cursor to the Item ID field. Press **[F2], Lookup**, to search for an Item ID.

The Item Search form displays.

Figure 13-17: Item Search Form

3. Use the search form to obtain the appropriate item number:
 - Key in one or more search criteria into the fields and press **[F8], Execute Search**.
 - Highlight the appropriate item from the Item list and press **[ENTER]** to return to the journal filter form where the selected item number is in the Item ID field.

4. Move the cursor to the Tender field. Press **[F2]**, **Lookup**, to select a tender type from the Tender list:



Figure 13-18: Tender List

- a. Highlight the appropriate Tender type.
 - b. Press **[ENTER]** to select the Tender type and return to the Journal Filter form.
5. Key in the lowest and highest transaction amounts.
 6. Press **[F8]**, **Execute**, to run the filter.

The Journal displays with the Receipt Details.



Figure 13-19: Receipt Details

7. Press **[F2]**, **Clear Filter**, to remove the filter and re-display the entire unfiltered journal list (Figure 13-14).

Locate a Specific Transaction

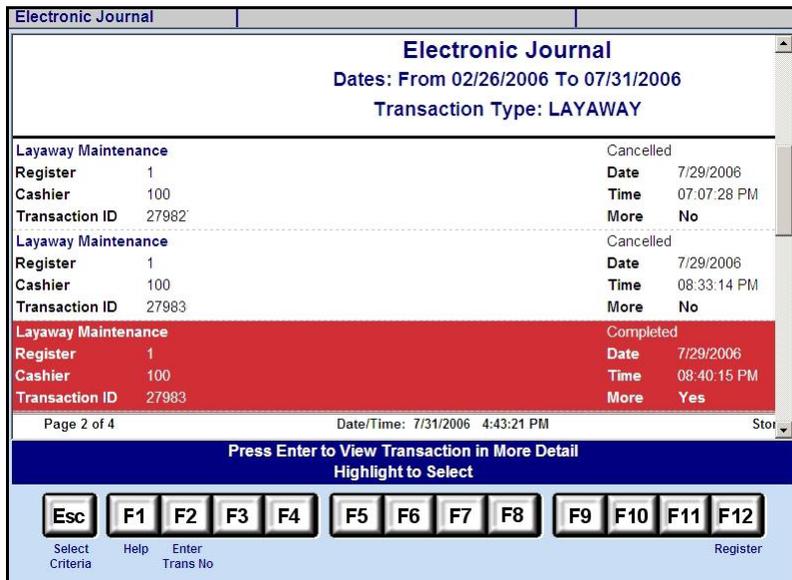
If the receipt detail screen has a longer list of entries than can be displayed on the screen at the same time, you can locate a specific transaction in the list.

1. From the Journal Roll - Receipt Detail (Figure 13-13), press **[F2]**, **Enter Trans No.** The Transaction Number input box displays.



Figure 13-20: Electronic Journal - Transaction Input Box

2. Key in the transaction number and press **[ENTER]**.
The selected transaction is highlighted.



Electronic Journal		Electronic Journal	
Dates: From 02/26/2006 To 07/31/2006			
Transaction Type: LAYAWAY			
Layaway Maintenance		Cancelled	
Register	1	Date	7/29/2006
Cashier	100	Time	07:07:28 PM
Transaction ID	27982	More	No

Layaway Maintenance		Cancelled	
Register	1	Date	7/29/2006
Cashier	100	Time	08:33:14 PM
Transaction ID	27983	More	No
Layaway Maintenance		Completed	
Register	1	Date	7/29/2006
Cashier	100	Time	08:40:15 PM
Transaction ID	27983	More	Yes

Page 2 of 4 Date/Time: 7/31/2006 4:43:21 PM Stop

Press Enter to View Transaction in More Detail
Highlight to Select

Esc F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12

Select Criteria Help Enter Trans No Register

Figure 13-21: Electronic Journal - Locate Specific Transaction

Print the Transaction Details

Reprint the receipt for the transaction that is currently on the screen.

1. Select the appropriate receipt from the journal. The Journal Roll - Receipt Details screen displays.

Electronic Journal		Journal Roll - Receipt Detail	
Layaway ID:	001600002	Register	1
		Cashier	100
		Transaction	27983
		Customer	Willie Wing
		Date	7/29/2006
		Time	08:40:15 PM
		Store	166
		72278951	
Payment	(\$10.00)	Tender Items	
Account Balance	\$151.37	Tender Type	Amount
		Taxable Amount	0.00
		Non Taxable Amount	10.00
		Sales Tax	0.00
		Total	10.00
		Cash	10.00
		Balance Due	\$0.00

Figure 13-22: Receipt Details

2. Press **[F7]**, **Reprint Receipt**. The receipt prints on the receipt printer with '*** Reprint ***' printed on it.
3. Press **[ESC]**, **Journal Summary**, to return to the Electronic Journal screen.
4. Press **[ESC]** twice more to return to the Top of Menu.

CHAPTER 14

Parameters Menu

Overview

Several Back Office services are available in Store21 and are divided into separate menus. This chapter describes the services that are included in the Parameters menu. The selections at this menu primarily address manually closing the system and starting/stopping the peripheral equipment:

- Access the Top of Menu
- Access the Parameters Menu
- Sales Calendar
- Exit Store21
- Force CloseOut
- Receipt Printer Status
- Initialize PIN Pad
- System Configuration
- Signature Capture Maintenance

All topics in this chapter require that the register is open and the employee is clocked in. It is not necessary to count the cash drawer. The first step to perform any of these functions is to access the Top of Menu screen.

Access the Top of Menu

The Back Office functions require store employees to open the Menu screen which is where the Top of Menu is located. It is accessible from the Employee Selection screen or from the Register screen. The methods are slightly different from one another.

From the Employee Selection Screen

When you attempt to access the Top of Menu from the Employee Selection screen, the focus bar prompts for an Employee ID and Password.

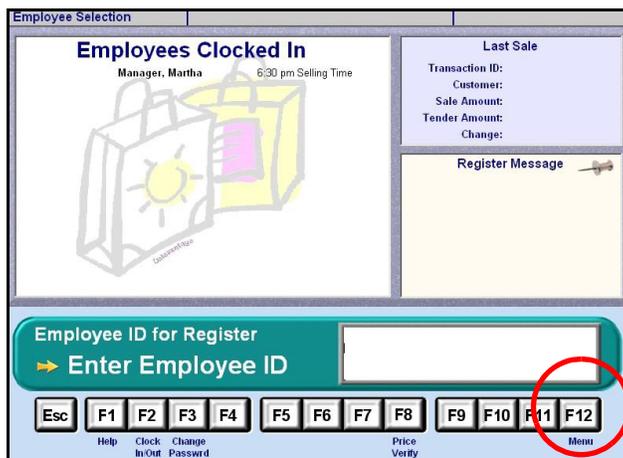


Figure 14-1: Employee Selection Screen

1. Press **[F12], Menu**. The color of the focus bar changes to blue.

Figure 14-2: Employee ID for Menu Focus Bar

2. Enter your Employee ID and press **[ENTER]**. The Password focus bar displays.

Figure 14-3: Password for Menu Focus Bar

3. Enter your password and press **[ENTER]**. The Top of Menu displays.

From the Register Screen

When you attempt to access the Top of Menu from the Register screen, Store21 prompts for employee information so it can perform the security-level verification.

Figure 14-4: Register Screen

1. Press **[F12], Menu**. The System Security input form displays.

Figure 14-5: System Security Input Form

2. Enter your Employee ID and Password. Press **[ENTER]**. If the employee has the appropriate security level, the The Top of Menu displays.

Top of Menu

This is the menu screen with the Top of Menu. All managerial and non-sale transactions are accessible through this screen/menu.



Figure 14-6: Menu Screen with Top of Menu

Notes:

- When attempting to access **Top of Menu**, employees without the authorized security level will see a message stating that they cannot perform the operation.



Figure 14-7: Sales Calender Confirmation Message

- Pressing **[ENTER]** returns the system to the Employee Selection screen (Figure 14-1).

Access the Parameters Menu

Access the Parameters menu for activities involving miscellaneous register functions such as displaying the Opening screen, closing Store21, or performing hardware maintenance.

1. From the Top of Menu, highlight **Parameters** and press **[ENTER]**.

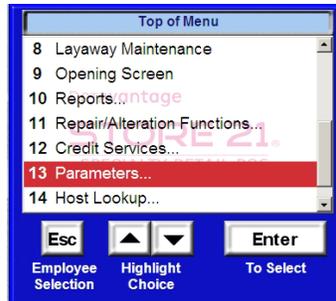


Figure 14-8: Top of Menu

The Parameters menu displays.



Figure 14-9: Parameters Menu

Sales Calendar

The Sales Calendar displays each calendar month for the year and associated week-end dates. These dates are used by Store21 for generating reports and employee schedules.

See also: ["Access the Parameters Menu" on page 304](#)

1. From the Parameters menu, highlight **Sales Calendar** and press **[ENTER]**.



Figure 14-10: .Parameters Menu - Sales Calendar

The Sales Calendar year input form displays.

Figure 14-11: Sales Calendar Year Input Screen

2. Key in the fiscal year and use the function buttons to create, display, and/or print the report.
3. Press **[ESC]**, **Exit**, to return to the Parameters menu.

Open the Existing Fiscal Year Sales Calendar

From the Sales Calendar Year Press **[F4], View**. Store21 generates the weeks for the fiscal year. After the on-screen report displays, you can press **[F8], Print**, to print the report on the report printer.

Weekly Sales Calendar for Fiscal Year 2006			
1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
1 1/7/2006 1/14/2006 1/21/2006 1/28/2006	4 4/6/2006 4/15/2006 4/22/2006 4/29/2006	7 7/8/2006 7/15/2006 7/22/2006 7/29/2006	10 10/7/2006 10/14/2006 10/21/2006 10/28/2006
2 2/4/2006 2/11/2006 2/18/2006 2/25/2006 3/4/2006	5 5/6/2006 5/13/2006 5/20/2006 5/27/2006 6/3/2006	8 8/5/2006 8/12/2006 8/19/2006 8/26/2006 9/2/2006	11 11/4/2006 11/11/2006 11/18/2006 11/25/2006 12/2/2006
3 3/11/2006 3/18/2006 3/25/2006 4/1/2006	6 6/10/2006 6/17/2006 6/24/2006 7/1/2006	9 9/9/2006 9/16/2006 9/23/2006 9/30/2006	12 12/9/2006 12/16/2006 12/23/2006 12/30/2006

NOTE: The dates above are the ending date for the week

Figure 14-12: Sales Calendar - Weeks

Create a New Fiscal Year Sales Calendar

- From the Sales Calendar Year Input screen (Figure 14-11), press **[F5], Create New** to generate a new sales calendar. If a calendar already exists for the fiscal year you entered, a message displays.



Figure 14-13: Sales Calendar Confirmation Message

- Respond to the prompt.
 - Press **[Y], Yes**, to create a new sales calendar and overwrite the existing calendar.
 - Pressing **[N], No**, closes the message, and the system returns to the Sales Calendar Input screen (Figure 14-11).

3. The Sales Calendar input screen displays. Key in the start and end dates for the new fiscal year, and the number of reporting periods, pressing **[TAB]** or **[ENTER]** to move to the next field.

Figure 14-14: Weekly Sales Calendar Input



The Sales Calendar uses week-end dates. Key the Start Date as the first week-end date of the fiscal year - not the date of the first day of the fiscal year.

4. Press **[F7]**, **Continue**. Store21 attempts to generate the new list of week-ending dates using the end date of the previous year and the new start/end dates.

If Store21 encounters an error in calculating the week-ending dates, the following message displays:



Figure 14-15: Sales Calendar Error Message

- a. If this message displays, press **[ENTER]**. The sales calendar input screen (Figure 14-14) displays.
- b. Repeat steps 3 and 4, entering the appropriate fiscal start and end dates.

5. If Store21 is successful in generating the new sales calendar, the following confirmation message displays.



Figure 14-16: Sales Calendar Error Message

6. Respond to the prompt:
- Press **[Y]**, **Yes**, to view the new sales calendar.
 - Press **[N]**, **No**, to close the message and return to the Parameters menu.

The Sales Calendar screen displays the new calendar for the fiscal year.

1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
1	1/6/2007	4	4/7/2007	7	7/7/2007	10	10/6/2007
	1/13/2007		4/14/2007		7/14/2007		10/13/2007
	1/20/2007		4/21/2007		7/21/2007		10/20/2007
	1/27/2007		4/28/2007		7/28/2007		10/27/2007
2	2/3/2007	5	5/5/2007	8	8/4/2007	11	11/3/2007
	2/10/2007		5/12/2007		8/11/2007		11/10/2007
	2/17/2007		5/19/2007		8/18/2007		11/17/2007
	2/24/2007		5/26/2007		8/25/2007		11/24/2007
	3/3/2007		6/2/2007		9/1/2007		12/1/2007
3	3/10/2007	6	6/9/2007	9	9/8/2007	12	12/8/2007
	3/17/2007		6/16/2007		9/15/2007		12/15/2007
	3/24/2007		6/23/2007		9/22/2007		12/22/2007
	3/31/2007		6/30/2007		9/29/2007		12/29/2007

NOTE: The dates above are the ending date for the week

Esc F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12
Back 1 Screen Help Print

Figure 14-17: New Weekly Sales Calendar - Weeks

7. Press **[F8]**, **Print**, to print the report to the report printer or press **[ESC]**, **Back 1 Screen**, to return to the Sales Calendar input screen.

Exit Store 21

The Exit Store21 function allows you to stop the Store21 program running on the register without performing an official Close on the register for the business day. It essentially suspends all functionality of the register until Store21 is restarted. An example of using this function would be stopping the registers during an electrical storm.

See also: ["Access the Parameters Menu" on page 304](#)

1. From the Parameters menu, Highlight **Exit Store21** and press **[ENTER]**.



Figure 14-18: Parameters Menu - Exit Store21

2. The Exit Store21 screen displays. The screen is blank, except for the function buttons.

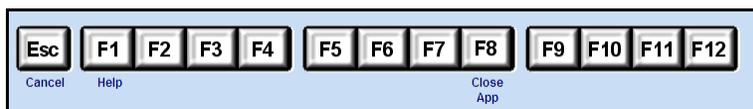


Figure 14-19: Exit Store21 Screen Function Buttons

3. The function buttons display the available options:
 - Press **[ESC]**, **Cancel**, to cancel the Exit21 process and return to the Parameters menu.
 - Press **[F8]**, **Close App**, to confirm the Exit Store21. This stops the register, but does not initiate the closing process.

Force CloseOut

In the event that a register in the store has a mechanical failure and cannot perform a Register Close, a different register can perform the Register Close process on the damaged register remotely. Unlike ExitStore21, Force CloseOut performs a full Register Close on the selected registers.

See also: ["Access the Parameters Menu" on page 304](#)

1. From the Parameters menu, highlight **Force CloseOut** and press **[ENTER]**.

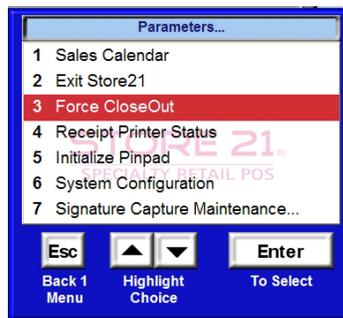


Figure 14-20: Parameters Menu - Force CloseOut

The Force CloseOut screen displays with a list of all registers in the store.

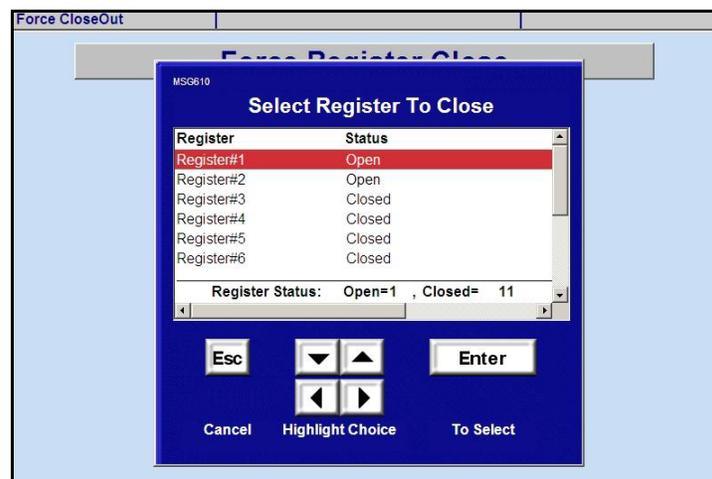


Figure 14-21: Force CloseOut Screen With Register List

2. Highlight the OPEN register to close and press **[ENTER]**. A confirmation message displays.



Figure 14-22: Close Register Confirmation Message

3. Press **[Y]**, **Yes**, to continue, or press **[N]**, **No**, to cancel the process and return to the Register list.

The Force CloseOut screen displays a confirmation message.



Figure 14-23: Force CloseOut Screen

4. The function buttons provide additional options:
 - Press **[ESC]**, **Exit**, to return to the Parameters menu.
 - Press **[F5]**, **Select Register**, to re-display the Register list. Repeat steps 2 and 3 above to force additional registers to close.
 - Press **[F12]**, **Register**, to toggle to the Register screen.

Receipt Printer Status

Under certain conditions, the receipt printer will be automatically taken offline and will need to be initialized before receipts will print. You can also enable or disable the receipt printer as needed. For example, it might be desirable to disable the printer if the printer is not performing properly - then you can reprint the receipt at another register. Also, if the register is being used for training, it might be desirable to prevent printing to preserve paper/ink. Enable the printer to begin printing receipts.

See also: ["Access the Parameters Menu" on page 304](#)

1. From the Parameters menu, highlight **Receipt Printer Status** and press **[ENTER]**.

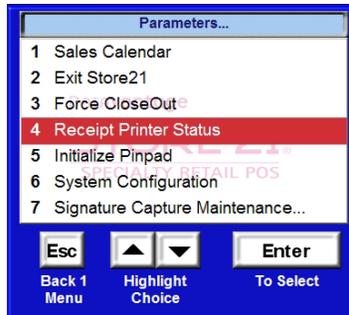


Figure 14-24: Parameters Menu - Receipt Printer Status

2. The screen displays a prompt to enable/disable the receipt printer.

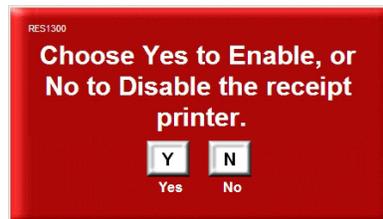


Figure 14-25: Receipt Printer Confirmation Message

3. Respond to the prompt:
 - a. Press **[Y]**, **Yes**, to Enable the receipt printer.
 - b. Press **[N]**, **No**, to Disable the receipt printer.
4. The system completes the process and returns to the Parameters menu. No message displays that the process is complete.

Initialize PIN Pad

The PIN pad is a numeric key pad connected to the register that customers use to enter their Personal Identification Number (PIN) when paying by debit card. It sends an online request to the appropriate authorization server. Under certain conditions, the PIN pad may be automatically taken offline and will need to be initialized.

See also: ["Access the Parameters Menu" on page 304](#)

1. From the Parameters menu, highlight **Initialize Pinpad** and press **[ENTER]**.

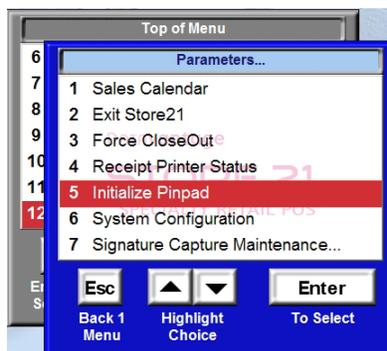


Figure 14-26: Parameters Menu - Initialize PIN Pad

2. The PIN pad device that is connected to the register will begin the initialization process, then will automatically return to this Parameters menu.

System Configuration

The System Configuration displays the configuration details for all register equipment, store information, and taxes. Use this feature to install new register hardware, modems, and printers, or to reconfigure tax rates and authorization servers.

See also: [“Access the Parameters Menu” on page 304.](#)

1. From the Parameters menu, highlight **System Configuration** and press **[ENTER]**.

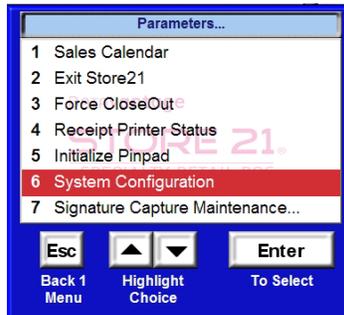


Figure 14-27: Parameters Menu

2. The System Configuration screen displays.



Figure 14-28: System Configuration screen

Access to this function requires a corporate password. Contact the Help Desk for assistance.

Signature Capture Maintenance

Use the Signature Capture Maintenance functions to reset the device or upload new images or text.

See also: ["Access the Parameters Menu" on page 304](#)

1. From the Parameters menu, highlight **Signature Capture Maintenance** and press **[ENTER]**.



Figure 14-29: Parameters Menu

2. The Signature Capture Maintenance menu displays.



Figure 14-30: Signature Capture Maintenance Menu

Reset Signature Capture Device

Reset the Signature Capture Device if it goes offline or malfunctions.

1. From the Signature Capture Maintenance menu, highlight **Reset SigCap Device** and press **[ENTER]**. A confirmation message displays.



Figure 14-31: Reset Signature Capture Confirmation Message

2. Respond to the prompt:
 - a. Press **[Y]**, **Yes**. Store21 resets the signature capture device to the current authorization server and returns to the Signature Capture Maintenance menu.
 - b. Press **[N]**, **No**, to cancel and return to the Parameters menu.

Update Signature Capture Device

When it is necessary to import new graphics or text from the home office into the signature capture device, use the Update the Signature Capture Device function.

1. From the Signature Capture Maintenance menu, highlight **Update SigCap Device** and press **[ENTER]**. A confirmation message displays.



Figure 14-32: Update Signature Capture Confirmation

2. Respond to the prompt:
 - a. Press **[Y]**, **Yes**. Store21 uploads the new images or text into the signature capture device and returns to the Signature Capture Maintenance menu.
 - b. Press **[N]**, **No**, to cancel and return to the Parameters menu.

CHAPTER 15

Credit Services

Credit Services is the collective term for administration of house accounts or 3rd-party credit accounts. Employees can complete on-screen credit applications for customers using the Customer Maintenance screen and submit them to a 3rd-party credit company for approval.

The types of Credit Services functionality include:

- Check Credit Application Status
- Process Open-To-Buy Inquiries
- Accept Payment on Account
- Accept A/R Payments
- Perform Settlement Maintenance
- Reset the Authorization Server
- Restart the Stored Value Card Server
- Perform Gift Card Balance Inquiry
- Perform Host Transaction Reversals

Access the Credit Services Menu

1. From either the Employee Selection screen or the Register screen, press **[F12]**, **Menu**, to access the back office, Top of Menu.

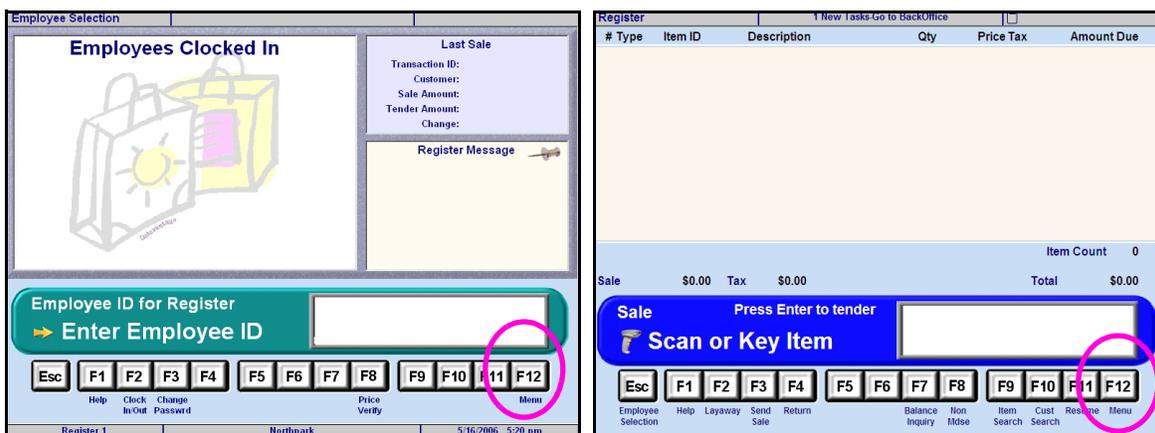


Figure 15-1: Employee Selection Screen (left) - Register Screen (right)

2. Store21 prompts for the employee ID and password:

IF...	THEN...
<p>accessing [F12], Menu, from the Employee Selection screen</p>	<p>a. The color of the focus bar changes to blue and prompts for the Employee ID.</p>  <p><i>Figure 15-2: Focus Bar Prompt for Employee ID</i></p> <p>b. Enter your Employee ID and press [ENTER]. The focus bar prompts for the Password.</p>  <p><i>Figure 15-3: Focus Bar Prompt for Password</i></p> <p>c. Enter your password and press [ENTER]</p>
<p>accessing [F12], Menu, from the Register screen</p>	<p>a. The System Security input form displays.</p>  <p><i>Figure 15-4: System Security Input</i></p> <p>b. Key in the Employee ID and Password and press [ENTER].</p>

The Top of Menu displays.

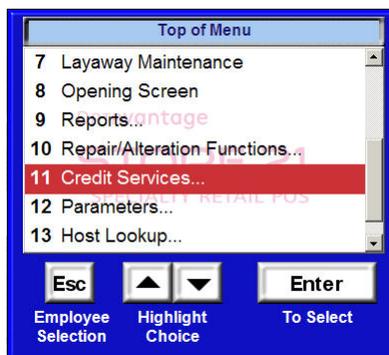


Figure 15-5: Top Of Menu - Credit Services

3. Highlight **Credit Services** and press **[ENTER]**. The Credit Services menu displays.

Check Credit Application Status

Check a customer's credit application approval status of in-house and/or 3rd-party accounts.

[See also: "Access the Credit Services Menu" on page 317](#)

1. Navigate to the Credit Services menu.

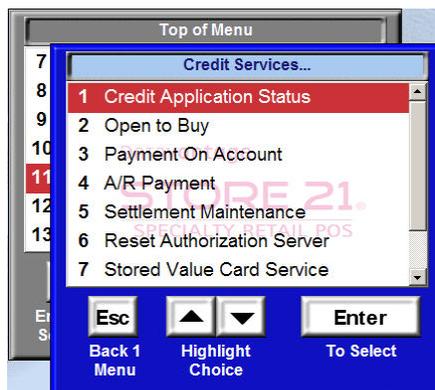


Figure 15-6: Credit Services Menu - Credit Application Status

2. Highlight **Credit Application Status** and press **[ENTER]**.

The current credit status screen displays.

Blue Bar Indicates This Screen Section Has The Focus

The screenshot shows a terminal window titled "Credit Application Status" for user "Martha Manager (100)". The main section is titled "CREDIT STATUS" and contains a table with the following data:

Customer	Date/Time Sent	Response	Reference Id	Account Number	Approved Credit Limit
Bercier, Sandy	3/17/07 08:54pm	Approved	111DDFF88444	605555555555	\$6,000.00
Bright, Ashley	3/17/07 01:41pm	Declined	4545544445553	5051111111111	\$0.00
Dallam, Tammy	3/17/07 01:36pm	Pending	45678UUUTT45	411111155555	\$7,000.00
Gullikson, Carolyn	3/17/07 08:54pm	Approved	1234567892222	874455555555	\$2,200.00
LaCroix, Nicole	3/17/07 08:54pm	Approved	112097ZS01005	444000000000	\$500.00

Below the table is an "ERROR MESSAGE(S)" section with the following data:

Date/Time	Code	Message
3/17/07 12:15:00	01	Phone Line Busy

At the bottom of the screen are function keys: Esc (Exit), F1 (Help), F2 (Error Msgs), F3-F4 (View All), F5-F8 (View Pending), and F9-F12.

Figure 15-7: Credit Application Status

The Credit Status screen displays the Customer, Date/Time Sent, Response, Reference ID, Account Number and Approved Credit Limit.

- Use the arrow keys to scroll through the applications to locate the status for the appropriate customer.
 - To view all credit applications' status press **[F5], View All**.
 - To view only applications that are pending, press **[F6], View Pending**.
- Some applications may not be transmitted because of communication errors by the equipment. To view all applications that encountered errors press **[F2], Error Message**, to make the Error Message portion of the screen active.

If no customer's applications reported errors, the following message displays.

Blue Bar Indicates This Screen Section Has The Focus

The screenshot shows the same terminal window as Figure 15-7, but the "ERROR MESSAGE(S)" section now displays a red banner with the text "NO ERROR MESSAGES AVAILABLE". The function keys at the bottom are: Esc (Exit), F1 (Help), F2 (Credit Status), F3-F4 (View All), F5-F8 (View Pending), and F9-F12.

Figure 15-8: Credit Application Status - Error Messages

- Press **[F2]**, **Credit Status**, to toggle the focus back to the Credit Status portion of the screen.
- Press **[ESC]**, **Exit**, to return to the Credit Services menu.

Process an Open to Buy Inquiry

Employees process an inquiry for the amount of remaining credit a customer may have on their private-label credit card.

See also: ["Access the Credit Services Menu" on page 317](#)

1. Navigate to the Credit Services menu.

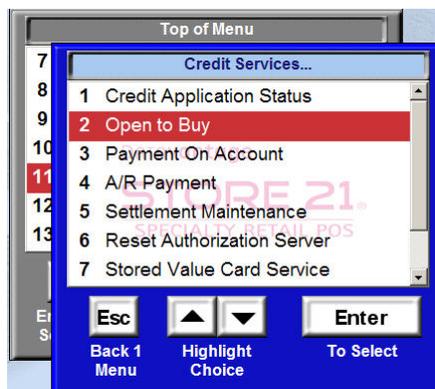


Figure 15-9: Credit Services Menu - Credit Application Status

2. Highlight **Open to Buy** and press **[ENTER]**.

The Open To Buy screen displays.

Figure 15-10: Credit Services - Open To Buy Inquiry Form

3. Key in the customer's account number and press **[F8], Send**.
 - a. If the account number is valid, the system processes the inquiry.

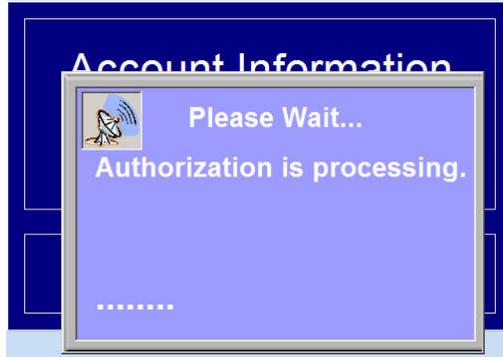


Figure 15-11: Open To Buy Authorization Process

Store21 displays the Available Credit in the lower portion of the Account Information screen (Figure 15-10).

- b. If an invalid account number is keyed in, an error message displays.



Figure 15-12: Invalid Account Number Error Message

Press **[ENTER], To Continue** and re-enter the account number.

4. To process an inquiry for another account, press **[F5], Clear**, to clear the previous account number.
5. Press **[ESC], Exit**, to return to the Credit Services menu.

Process a Payment on Account

Stores can take payments on private-label credit cards and 3rd-party credit accounts at the register. This creates a register transaction, much like a sale transaction.

See also: ["Access the Credit Services Menu" on page 317](#)

1. Navigate to the Credit Services menu.

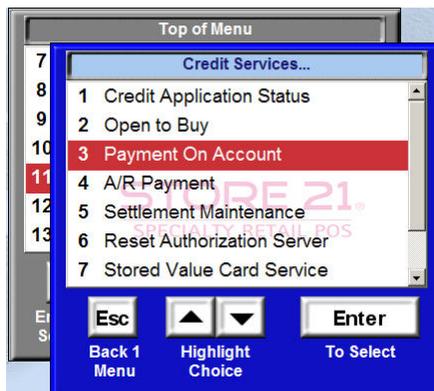


Figure 15-13: Credit Services Menu - Payment on Account

2. Highlight **Payment on Account** and press **[ENTER]**.

The Payment on Account screen displays.

Figure 15-14: Credit Services - Payment on Account

3. Key in the customer's account number, which is the only required field.

- a. Store21 validates the number entered, and if it is not a valid account number, an error message displays.



Figure 15-15: Credit Services - Account Number Error Message

- b. Press **[ENTER]**, **To Continue**. Re-key the correct customer's account number.
4. Key in the customer's first and last name, pressing **[ENTER]** to move between fields.
5. Press **[F8]**, **Continue**, to tender the payment. The tender list displays.



Figure 15-16: Tender List

6. Highlight the appropriate tender type and press **[ENTER]** to tender the transaction. A confirmation message displays.



Figure 15-17: Credit Services - Payment on Account Confirmation

7. Press **[Y]**, **Yes**.
A receipt prints, and the Credit Services menu displays.

Process a Payment on A/R Account

Store can accept payments on Accounts Receivable (A/R) Accounts at the register. This creates a register transaction, much like a sale transaction.

See also: ["Access the Credit Services Menu" on page 317](#)

1. Navigate to the Credit Services menu.

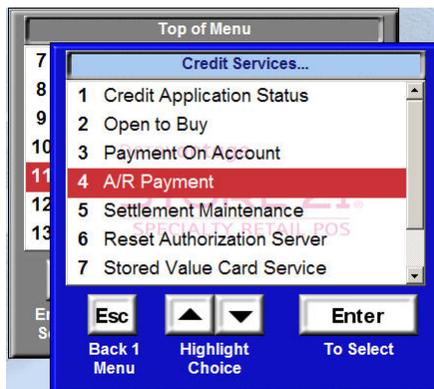


Figure 15-18: Credit Services Menu - Payment on A/R Account

2. Highlight **A/R Account** and press **[ENTER]**.

The Payment on Account screen displays with the Customer Search form. It is necessary to associate a customer to this payment type.

Figure 15-19: Credit Services - Payment on Account

3. Use the search form to locate the appropriate customer record.

Based upon the search criteria entered into the Customer Search form, the customer list displays.

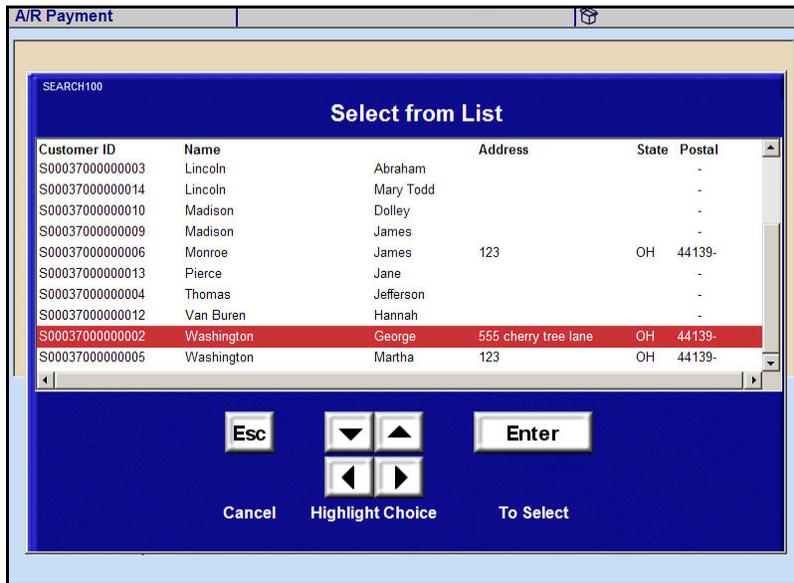


Figure 15-20: Credit Services - Customer List

4. Highlight the appropriate customer record and press **[ENTER]**.
 - a. Store21 validates the customer record selected, and if the customer does not have an A/R Account, an error message displays.



Figure 15-21: Credit Services - A/R Account Number Error Message

- b. Press **[ENTER]**, **To Continue**. The Credit Services menu displays.

- The Customer Maintenance screen displays with the selected customer's record on the screen. Edit the information as necessary.

Figure 15-22: Credit Services - Customer Record

Note: Some customer information fields cannot be edited for customers with A/R Accounts; editing is conducted by the home office.

- Press **[ESC]**, **Acct Pmt**, to assign the customer to the register transaction. The Payment on Account form displays, and the fields contain the customer's information by default.

Figure 15-23: Credit Services - Payment on Account

- Press **[F8]**, **Continue**, to tender the payment.

The tender list displays.



Figure 15-24: Credit Services - Tenders for Payment List

- Highlight the appropriate tender type and press **[ENTER]**. Tender the transaction.

A confirmation message displays.

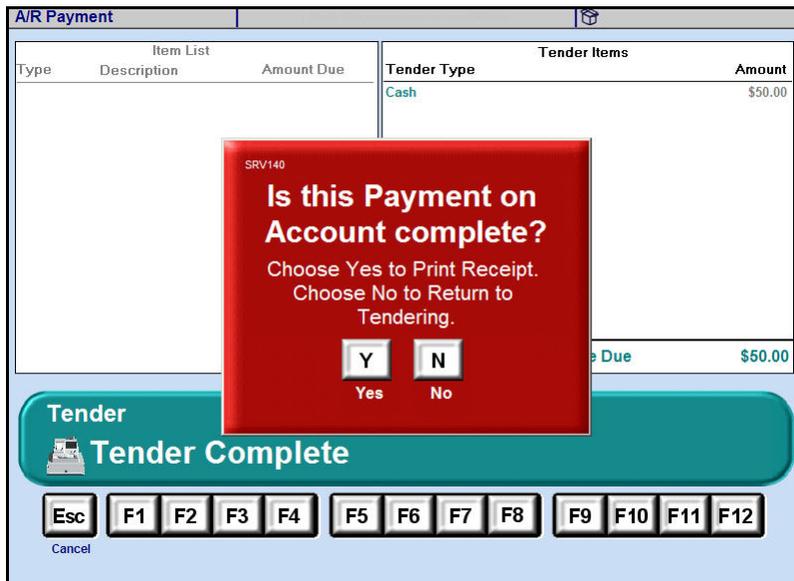


Figure 15-25: Credit Services - Payment on A/R Account Confirmation Message

- Press **[Y]**, **Yes**.

A receipt prints, and the Credit Services menu displays.

Settlement Maintenance

Settlement Maintenance permits a store to process the credit card settlement In-Store.

See also: ["Access the Credit Services Menu" on page 317](#)

1. Navigate to the Credit Services menu.

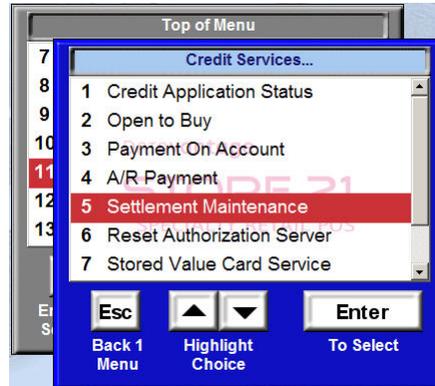


Figure 15-26: Credit Services Menu - Settlement Maintenance

2. Highlight **Settlement Maintenance** and press **[ENTER]**.



Figure 15-27: Credit Services - Payment on A/R Account Search Form



Please contact your MICROS-Retail Project Consultant for custom detailed instructions.

3. Press **[ESC]** to return to the Credit Services menu.

Reset the Authorization Server

Many tender types require electronic authorization. Authorization servers perform this function, and may go offline at times, which prevents Store21 from requesting and/or receiving the authorization code to complete the transaction. If this occurs, the Help Desk may advise you to select a different server for Store21 to access. Resetting the authorization server is instantaneous, and affects all registers. The system will return to the default server when the lead register restarts Store21 the next business day.

See also: ["Access the Credit Services Menu" on page 317](#)

1. Navigate to the Credit Services menu.

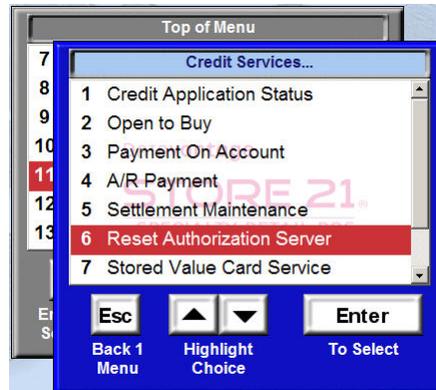


Figure 15-28: Credit Services Menu - Reset Authorization Server

2. Highlight **Reset Authorization Server** and press **[ENTER]**. A confirmation prompt displays.



Figure 15-29: Reset Authorization Confirmation Prompt

- Press **[Y]**, **Yes**. The Reset Authorization Server screen displays with a processor list.

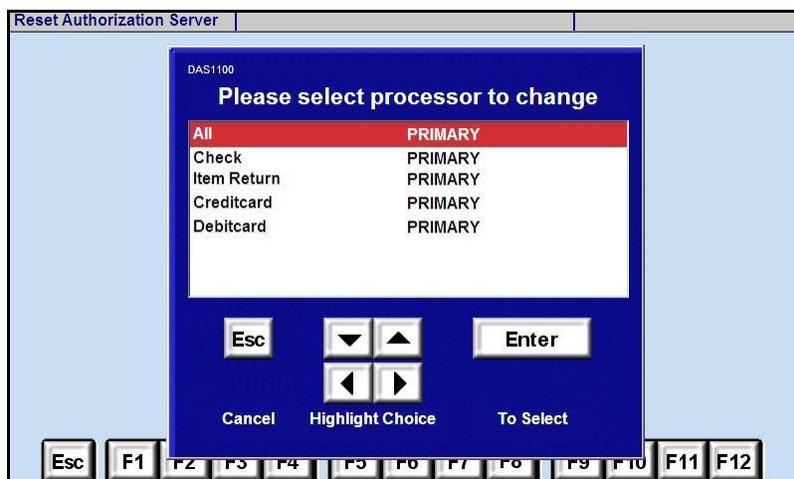


Figure 15-30: Active Processor List

Note: The processors listed are determined by the home office.

- The list shows the tender type and the processor that is currently active. Highlight the appropriate tender type, as directed by the Help Desk and press **[ENTER]**. The Server list displays.

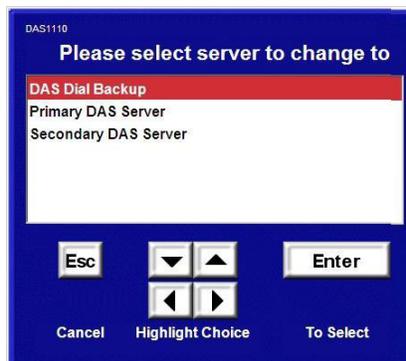


Figure 15-31: Authorization Server List

Note: The servers listed are determined by the home office.

- Highlight the appropriate server, as directed by the Help Desk and press **[ENTER]**.
The system completes the process and returns to the Credit Services menu. No message displays that the process is complete.

Perform Stored Value Card Maintenance

Use the Stored Value Card Service function if the authorization server goes offline, which prevents Store21 from requesting and/or receiving the authorization code to complete the transaction. If this occurs, the Help Desk may advise you to select a different server for Store21 to access. Resetting the authorization server is instantaneous, and affects all registers. The system will return to the default server when the lead register restarts Store21 the next business day.

See also: [“Access the Credit Services Menu” on page 317](#)

1. Navigate to the Credit Services menu.



Figure 15-32: Credit Services Menu - Stored Value Card Service

2. Highlight **Stored Value Card Service** and press **[ENTER]**. A confirmation prompt displays.



Figure 15-33: Reset Authorization Confirmation Prompt

3. Press **[Y]**, **Yes**. The Reset Authorization Server screen displays with a processor list.

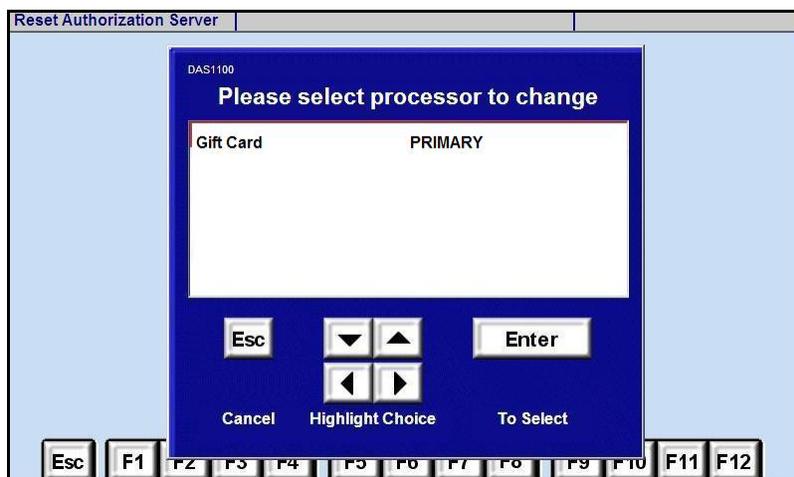


Figure 15-34: Active Processor List

Note: The processors listed are determined by the home office.

4. The list shows the tender type and the processor that is currently active. Highlight the appropriate tender type as directed by the Help Desk and press **[ENTER]**.
The Server list displays.

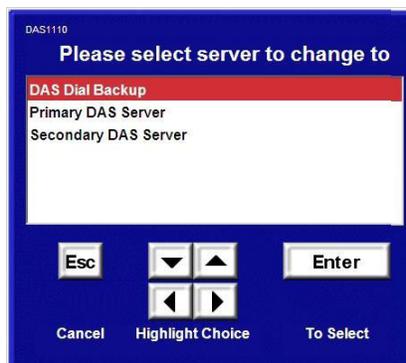


Figure 15-35: Authorization Server List

Note: The servers listed are determined by the home office.

5. Highlight the appropriate server as directed by the Help Desk and press **[ENTER]**.
The system completes the process and returns to the Credit Services menu. No message displays that the process is complete.

Process a Balance Inquiry

Balance Inquiry obtains the current balance on stored value cards - or gift cards.

See also: [“Access the Credit Services Menu” on page 317](#)

1. Navigate to the Credit Services Menu.

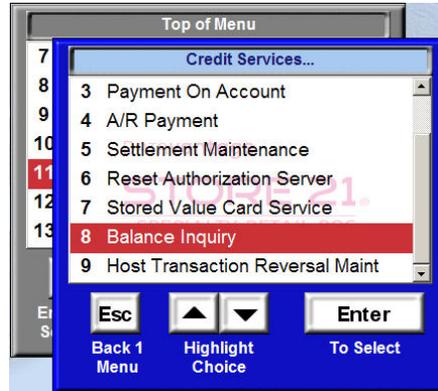


Figure 15-36: Credit Services Menu - Balance Inquiry

2. Highlight **Balance Inquiry** and press **[ENTER]**. An input box displays for the gift card number.



Figure 15-37: Gift Card Input Box

3. Swipe the gift card through the card reader, scan the barcode, or key the gift card number at the keyboard and press **[ENTER]**. It is not necessary to press **[ENTER]** if the card is swiped.
 - a. If an attempt is made to swipe the card, and the card reader fails to recognize it, an error message displays. Press **[ENTER]** to continue.



Figure 15-38: Gift Card Swipe Error

- b. If the Gift Card no longer has available funds, a message similar to the following displays.



Figure 15-43: Gift Card Balance Inquiry Message

7. Press **[ENTER]**. A Balance Inquiry receipt prints with the available amount shown and the Credit Services menu displays.

Host Transaction Reversal

Use the Host Transaction Reversal function to cancel a gift card activation that is interrupted during the authorization process and does not complete the activation.

See also: ["Access the Credit Services Menu" on page 317](#)

1. Navigate to the Credit Services menu.

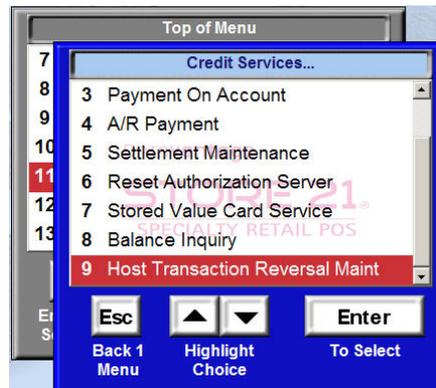


Figure 15-44: Credit Services Menu - Host Transaction Reversal

2. Highlight **Host Transaction Reversal** and press **[ENTER]**.
The Host Transaction Reversal screen displays.

- a. If no gift cards need to be reversed, a message displays to indicate this.

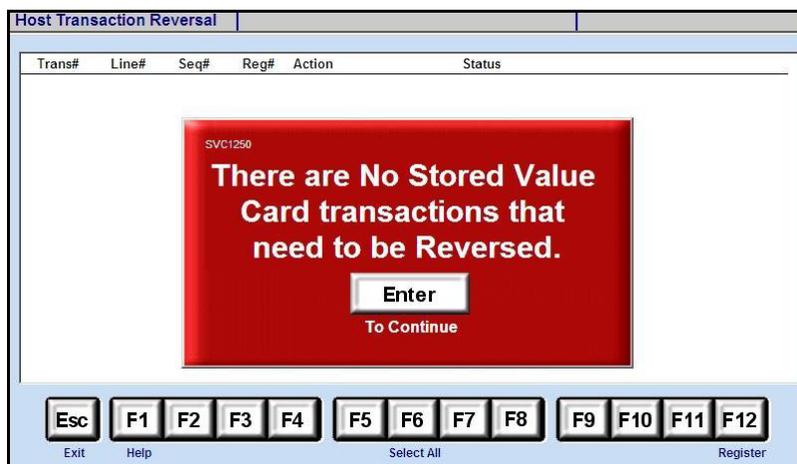


Figure 15-45: Host Transaction Reversal Screen

- b. Press **[ENTER]** to return to the Credit Services menu.
3. If there are gift cards to be reversed, they are listed on the screen.

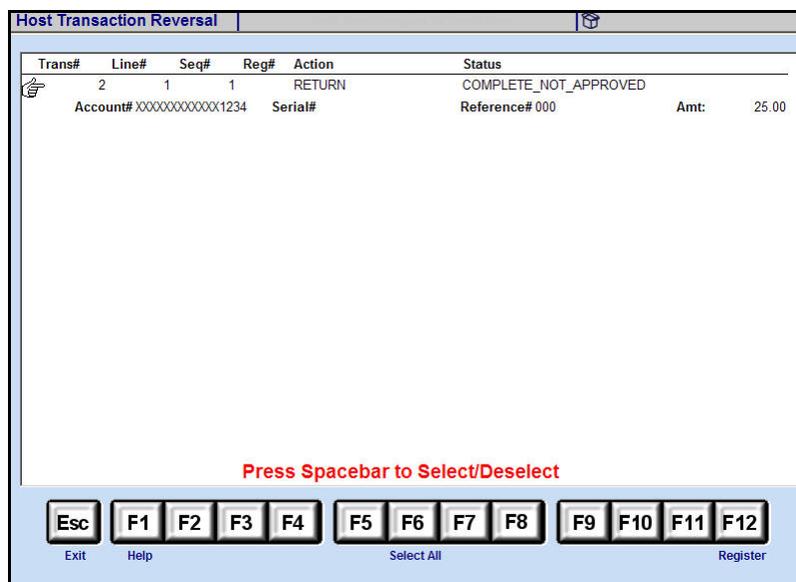


Figure 15-46: Parameters Menu - Host Transaction Reversal Maintenance

4. Press the **[SPACEBAR]** to select/deselect the appropriate gift cards, or press **[F6], Select All**, to select all gift cards.
5. Press **[F7], Process**, to submit the records to the authorization server.

A confirmation prompt displays.



Figure 15-47: Host Transaction Reversal Confirmation Prompt

6. Press **[Y]**, **Yes**. The System Security input box displays.



Figure 15-48: System Security Input Form

7. Key the Employee ID and Password and press **[ENTER]**. The system submits the request for authorization.



Figure 15-49: Authorization in Process

8. When the authorization is received, the system completes the process and returns to the Credit Services menu. No message displays that the process is complete.

CHAPTER 16

System Close

Overview

The System Close process is a Back Office process that occurs after all store registers are closed at the end of a business day. During this process, the system cancels suspended transactions, closes the log files, polls, and receives all system updates. Once the closing process begins, it is fully automated and does not require any employee interaction.

Close Registers

System Close requires that all cash drawers are removed and counted, and the registers are closed. The system will not permit a Close if any cash drawer is not counted. See the *Store21 User Guide*, for step-by-step instructions describing how to End-Count the cash drawers and close the registers.

This chapter includes the following information:

- Initiate System Close
- Complete System Close
- Closing Reports

Initiate System Close

Initiate System Close from the lead register. Navigate to the Administrative menu of the Back Office menu.



In a multi-register store, close all non-lead registers before performing a Register Close on the lead register.

Access the Administrative Menu

1. From either the Employee Selection screen or the Register screen, press **[F12]**, **Menu**, to access the back office, Top of Menu.

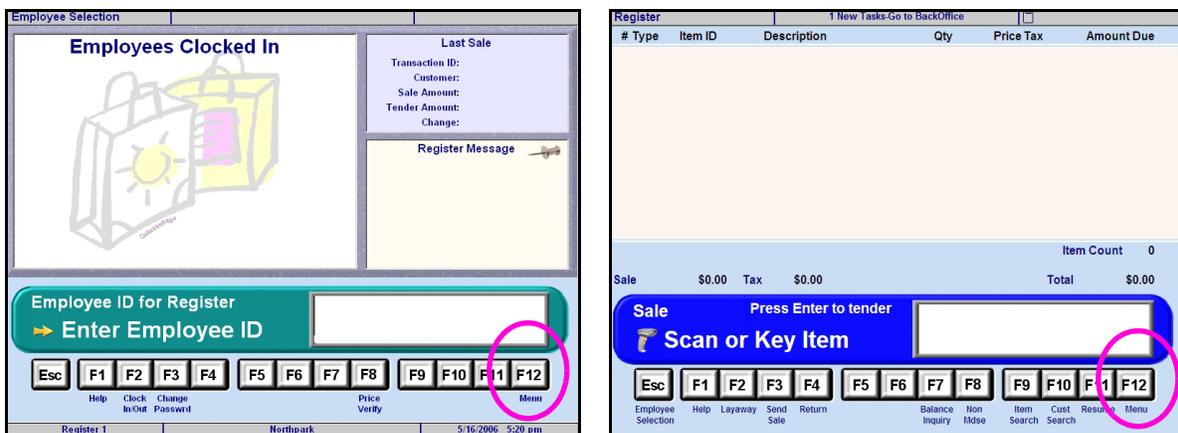


Figure 16-1: Employee Selection Screen (left) - Register Screen (right)

2. Store21 prompts for the employee ID and password:

IF...	THEN...
<p>accessing [F12], Menu, from the Employee Selection screen</p>	<p>a. The color of the focus bar changes to blue and prompts for the Employee ID.</p>  <p><i>Figure 16-2: Focus Bar Prompt for Employee ID</i></p> <p>b. Enter your Employee ID and press [ENTER]. The focus bar prompts for the Password.</p>  <p><i>Figure 16-3: Focus Bar Prompt for Password</i></p> <p>c. Enter your password and press [ENTER]</p>
<p>accessing [F12], Menu, from the Register screen</p>	<p>a. The System Security input form displays.</p>  <p><i>Figure 16-4: System Security Input</i></p> <p>b. Key in the Employee ID and Password and press [ENTER].</p>

- The Menu screen displays.

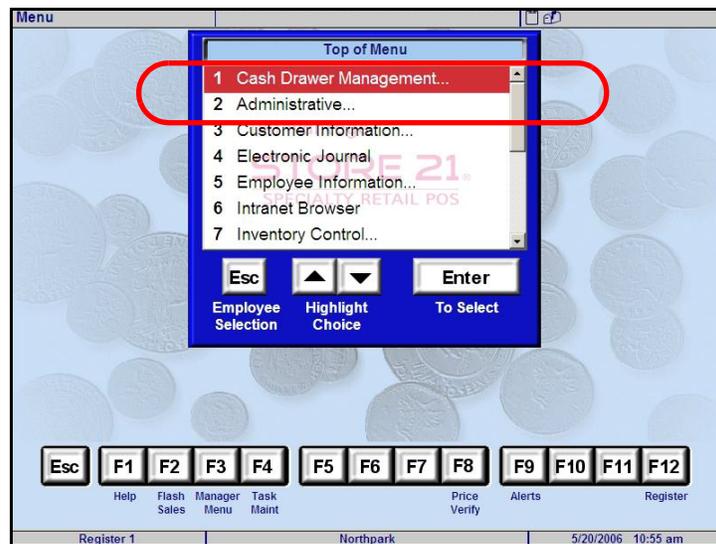


Figure 16-5: Menu Screen

- Highlight **Administrative**. Press **[ENTER]**. The Administrative menu displays.
- Highlight Register Close and press **[ENTER]**.

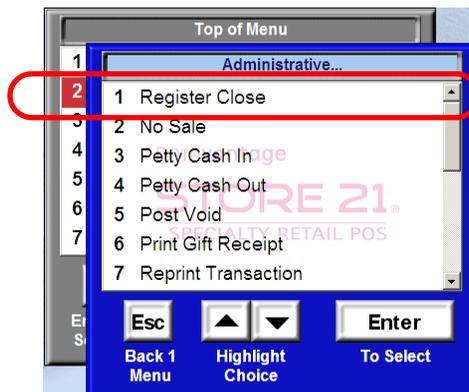


Figure 16-6: Administrative Menu - Register Close

- There are differences between a non-lead system close and a lead register close. When you close the lead register, a prompt displays for confirmation that this is the final close.



Figure 16-7: System Close - Confirmation Message

7. Press **[Y], Yes**. Closing the lead register initiates the System Close. Performing a system close procedure on the lead register automatically clocks out all employees. If OffLine Time Clock (OLTC) module is being used, the system will display the clock-out screen after the System Close function begins.

Note: If you choose **[N], No**, the lead register closes without performing a System Close.

Complete System Close

During the System Close process, the system closes all transaction files and logs, cancels suspended transactions, uploads transactional and data information to the home office (polling), downloads corporate communications and data, and compiles closing reports. These activities occur after the end of the business day and will complete the process prior to the start of the next business day.

Note: Other methods are available to power-down a register or force it closed which DO NOT perform a System Close procedure. See ["Exit Store 21" on page 309](#) and ["Force CloseOut" on page 310](#) for more information.



During the closing process, DO NOT respond to any system prompts. DO NOT cancel any system windows. Many system processes run at different times during the night. The closing process will take some time. Unless instructed, do not wait until the register displays the Store Closed Screen prior to leaving the store.

Closing Reports

The Close process automatically creates the Closing Reports. Depending upon the configuration of your system, some of following reports may be generated on your system:

- Register Close - Cash and Sales
- System Register Close - Cash and Sales
- Credit Card
- Daily Sales
- Sales Associate Productivity
- Sales by Hour

Automatic Reports

Certain reports, such as the Media Receipt, Employee Receipt Report, and Department Receipt Report may print automatically; the user cannot prevent their printing. These reports usually print on the receipt printer.

Print Closing Reports

The Closing Reports are created from data describing the activities on the just-completed business day. These reports may be printed automatically, Store21 may prompt whether to print all of the reports, or Store21 may prompt you to select the Closing Reports that print.

- If the reports are configured to print without being selected, they are immediately sent to the report printer.
- If you receive a message asking if you would like to print the closing reports, do one of the following:



Figure 16-8: Closing Screen - Print Reports Prompt

- To print the reports, press **[Y]**, **Yes**.
- To skip printing the reports, press **[N]**, **No**.

- If the Closing Reports list displays, do one of the following:

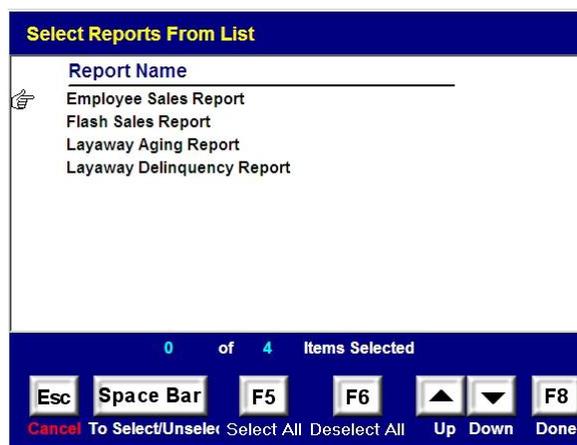


Figure 16-9: Closing Screen - Print Reports Prompt

- Press **[F5]**, **Select All**, to highlight all of the reports.
- Press **[F6]**, **Deselect All**, to deselect all of the reports.
- Use the up/down arrow keys on the keyboard to move the pointing hand next to the report you wish to print. Press the **[SPACEBAR]** to highlight the report.
- Press **[F8]**, **Done**, to print the highlighted report(s).
- Press **[ESC]** to exit the Closing Reports list.

When the Closing Reports process is complete, the system finishes the closing process. When the store is reopened, it will be for the next business day.

