Manager’s POS Procedures
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From time to time, Triad makes changes to its software products. Therefore, information in this manual is subject to change, and the illustrations and screens which appear in the manual may differ somewhat from the version of the software provided to you.

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Learning Products Development
for Triad Systems Corporation


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</thead>
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</tr>
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<td>Printing a List of Open Quotes</td>
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<td>Printing a List of Bids That Are Over-Volume</td>
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<td>Printing Orders/Special Orders with Outstanding Deposits</td>
</tr>
<tr>
<td>Printing a List of Uninvoiced Orders</td>
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<td>Printing a List of Items Returned as Defective</td>
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Using This Manual

In This Section

This section describes:
- who should read this manual
- how the manual is structured
- what conventions are used throughout
- who to call for help

Who Should Read This Manual

This manual is intended for managers and owners of the business. It contains sensitive information that you may not want to share with all employees. Keep it in a safe place!

About This Manual

This is the Manager’s POS Procedures Manual. It covers many procedures that give you the information necessary to make informed management decisions. You have a lot of information at your fingertips. With this information, you can fine tune your inventory, gross margins, pricing and accounts receivable. And that can mean increased profits!
Tabbed Sections

The tabbed sections included in this manual are as follows:

USING THIS MANUAL — describes the manual, structure and conventions which will help you find the information you need.

INTRODUCTION — describes general information you should know about point-of-sale, including how to learn POS and how to train your clerks.

GETTING STARTED — explains how to set up your point-of-sale system.

SECURITY AND CONTROL — describes the security available in point-of-sale and explains how to monitor pricing at point-of-sale.

ADDITIONAL FEATURES — explains how to set up QuickView and QuickRecall.

MAKING CHANGES TO POINT-OF-SALE — explains how to make changes to your point-of-sale system, including the effects the change will have on other parts of your Triad system.

GETTING INFORMATION FOR BETTER MANAGEMENT — explains how to use your Triad system to keep track of pending transactions and special items.

DELETING AND PURGING TRANSACTIONS — describes how your Triad system purges transactions, and how you can manually delete and purge transactions.

INTERPRETING YOUR END-OF-DAY REPORTS — provides report samples and explanations of your end-of-day reports.

INDEX — helps you find information based on a topic.

NOTES — provides a place for any report samples or notes.
You will notice several style conventions in this manual that have been designed to make the information more accessible. They are described below:

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tasks</td>
<td>Tasks you perform are presented in a two-column format. The left-hand column contains the step or specific action you complete. The right-hand column presents additional explanation about the step, such as messages and warnings. It also contains additional information about that specific step in the procedure.</td>
</tr>
<tr>
<td>Keys</td>
<td>The keys you press to perform a function at the terminal appear with initial caps, bold face, within delimiters (for example, <code>&lt;Enter&gt;</code>).</td>
</tr>
<tr>
<td>Entries</td>
<td>Actual entries you type at the terminal keyboard are shown in bold face (for example, type <code>IMU</code>). You may type your entries in either upper- or lowercase letters, except for call letters for programs such as <code>IMU</code> or <code>RPE</code>.</td>
</tr>
<tr>
<td>Messages</td>
<td>The messages and prompts you receive from the system are presented in special type. For example: [\text{THIS TRANSACTION HAS BEEN CHANGED}]</td>
</tr>
<tr>
<td>Footer</td>
<td>At the bottom of every page is a footer. Use these as guides when looking up information. Look at the bottom of this page to see an illustration of a footer.</td>
</tr>
<tr>
<td></td>
<td>• On the top line is the name of this section—Using This Manual.</td>
</tr>
<tr>
<td></td>
<td>• The software release level is opposite the name of the section—12.</td>
</tr>
<tr>
<td></td>
<td>• Underneath the section name is the topic name—Conventions Used in This Manual.</td>
</tr>
<tr>
<td></td>
<td>• Next to the topic name is the page number—1-3.</td>
</tr>
<tr>
<td></td>
<td>• The documentation number is opposite the name of the topic—1030074.</td>
</tr>
</tbody>
</table>
### Conventions

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
</table>
| References        | Throughout this guide you are referred to different manuals, sections within this guide, or page numbers within the same section. Here are the conventions for each part of a reference:  
  - Manual or guide names are initial caps, italic.  
  - Tabbed sections are initial caps followed by a comma.  
  - Procedures are initial caps within quotation marks.  
  For example, please see the *Manager’s POS Manual*, the tabbed section Security and Control, ”Checking the Cash Drawer". |
| Magnifying Glass  | When you see a magnifying glass, you will find additional information about a procedure, a particular part of a procedure, or a specific entry. This information can help you better understand the inner-workings of your Triad system. |

### Where to Get Help

If you have difficulty with any of the procedures in this manual, contact the Advice Line or your CER. You should call the Advice Line about any error messages, and call your CER for advice about implementing store-specific procedures on your Triad system.
Introduction

Point-of-Sale Packages

List of Functions Available in the Point-of-Sale Packages
List of Reports Available in the Point-of-Sale Packages

Learning to Use Point-of-Sale

Procedural, Reference, Quick Reference and Training Materials
POS Quick Reference
Clerk’s POS Procedures Manual
Manager’s POS Procedures Class
Manager’s POS Procedures Manual
How To Train Your POS Clerks
Using the POS Quick Reference
Using the Clerk’s POS Procedures Manual
Using the Manager’s POS Procedures Class
Three Training Methods
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Triad Systems Corporation offers four Point-of-Sale packages: Point-of-Sale, Classic Point-of-Sale, Decorating/Specialty Point-of-Sale, and Lumber/Contractor Point-of-Sale. QuickRecall is also available as a purchase option. QuickRecall can be used with every Point-of-Sale package.

Off-Line POS is a backup system which provides basic POS capabilities when your CPU is down for maintenance or repair. If you have invested in the optional battery pack, you can even use Off-Line POS during a power failure. Off-Line POS comes with every Point-of-Sale package.

**Point-of-Sale** includes:
- Full Function Retail Point-of-Sale
- Automatic Price Look-Up
- Automatic Promotional Pricing
- Customer Credit Look-Up
- Charge Invoice Printing
- Cash Balancing
- Special Tallies
- Line Item Insertion
- Invoice Reprint

**Classic Point-of-Sale** includes all of the Point-of-Sale features, plus:
- Price Matrix
- Orders, Special Orders
- Generate Purchase Orders from Special Orders
- Open Quotes
- Deposit Tracking
• QuickView
  - Descriptive Item Look-Up
  - Multiple Item Display
  - Select and Post Capabilities
• Multiple Customer Look-Up

Decorating/Specialty Point-of-Sale includes all of the Classic Point-of-sale features, plus:
• Quantity Break Pricing
• Estimate to Invoice Processing
• Estimate/Bid Retention
• Job Accounting
• Kits
• Backorders

Lumber/Contractor Point-of-Sale includes all of the Decorating/Specialty Point-of-Sale features, plus:
• Tallies
• Inventory Adjustments
• Multiple Unit of Measure Selling/Stocking
• Gross Profit % Display
• Transfers

You can use QuickRecall with all of the above POS packages. This purchase option includes:
• Invoice Storage and Recall
• Invoice Reprint
• Warranty/Paint Formula Tracking
• Item Sales History by Customer
• Combine Transactions

If you want more information about these point-of-sale packages, contact your Marketing Representative.

The following table shows which functions and reports are available with each point-of-sale package.
### List of Functions Available in the Point-of-Sale Packages

<table>
<thead>
<tr>
<th>Function</th>
<th>Point-of-Sale</th>
<th>Classic Point-of-Sale</th>
<th>Decorating/ Specialty POS</th>
<th>Lumber/ Contractor POS</th>
</tr>
</thead>
<tbody>
<tr>
<td>DCD</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>GPO</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IAD</td>
<td></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>IST</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MIV</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>MKR</td>
<td></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>MPM</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>MQB</td>
<td></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>MSD</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MTL</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PDO</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>SDUTL</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TRAN</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### List of Reports Available in the Point-of-Sale Packages

<table>
<thead>
<tr>
<th>Function</th>
<th>Point-of-Sale</th>
<th>Classic Point-of-Sale</th>
<th>Decorating/ Specialty POS</th>
<th>Lumber/ Contractor POS</th>
</tr>
</thead>
<tbody>
<tr>
<td>RCK</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RDI</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RDS</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RDJ</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RIA</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>RIO</td>
<td>X</td>
<td>X</td>
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<tr>
<td>RKR</td>
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<tr>
<td>RMR</td>
<td>X</td>
<td>X</td>
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<tr>
<td>ROO</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RPE</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RTL</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Learning to Use Point-of-Sale

This section will cover:

- what procedural, reference, quick reference, and training materials are available
- how to train your POS clerks using these materials

Procedural, Reference, Quick Reference, and Training Materials

Use the following materials to help you learn and remember how to use point-of-sale.

POS Quick Reference

The Point-of-Sale Quick Reference is a flipchart that your clerks can use to quickly reference POS procedures while selling items to customers. The flipchart also includes off-line POS procedures. It explains how to continue using Point-of-Sale, even if your Triad system is down for maintenance or repair.

Clerk’s POS Procedures Manual

The Clerk’s POS Procedures Manual provides all the procedures for the transactions your clerks may have to handle at the register. Training exercises are at the end of each tabbed section.
The Manager’s POS Procedures Class will cover the following:

<table>
<thead>
<tr>
<th>Benefits of the POS System</th>
<th>Creating Estimates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training POS Clerks</td>
<td>Orders/Special Orders</td>
</tr>
<tr>
<td>Completing Basic Sales Transactions</td>
<td>Open Quote</td>
</tr>
<tr>
<td>Using the Training Mode</td>
<td>Backorders</td>
</tr>
<tr>
<td>Running End-of-Day Reports</td>
<td>Gross Profit Percent</td>
</tr>
<tr>
<td>Completing End-of-Day Procedures</td>
<td>Quantity Break</td>
</tr>
<tr>
<td>Activating Promotional Prices</td>
<td>GPO</td>
</tr>
<tr>
<td>Setting Up Security</td>
<td>ROO</td>
</tr>
<tr>
<td></td>
<td>RIO</td>
</tr>
</tbody>
</table>

**Manager’s POS Procedures Manual**

This is the *Manager’s POS Procedures Manual*. It explains how to set up POS the way you want it, make changes as they become necessary, and control and keep track of what’s going on at the cash registers. It will also explain how you can learn about POS, and how you can train your clerks.

If you are security-sensitive, you’ll want to keep this manual in a safe place, because it contains some information that you may wish to keep confidential.

**How To Train Your POS Clerks**

It is your responsibility to train your POS clerks. You can use the following materials to help you with this training.

The training for the POS clerks is meant to be self-instructional and self-paced. See page 2-10 to find out *when* to train your POS clerks.

**NOTE:** Information about the POS Training Mode is in the tabbed section Security and Control.
Using the **POS Quick Reference**

Use the *POS Quick Reference* with the POS Training Mode as one method of training your POS clerks. If the clerk needs more information, he/she can read the *Clerk’s POS Procedures Manual* and practice the lab exercises.

Using the **Clerk’s POS Procedures Manual**

Use the *Clerk’s POS Procedures Manual* and the POS Training Mode as another method of training your POS clerks. The clerk(s) should read a tabbed section for detailed information, then complete the lab exercise(s), to practice what they just learned.

---

**IMPORTANT**

There are some training exercises that the clerk will not be able to practice because of limitations in the training mode. These training exercises are marked throughout the *Clerk’s POS Procedures Manual*.

If your clerks need to practice these exercises, you will need to supervise the training session. The training will need to be completed on your live POS system, *not in training mode*.

If you practice a training exercise on your live POS system, do the following:

- supervise the training session
- use a special customer for *all* training activity
- do not print any invoices (you will update your sales history if you invoice training items)
- print copies of all transactions
- run Report ROO to get a list of all training transactions
- delete all training transactions
- run Report ROO to purge

For more information on Report ROO, see the *Reports Manual* or the tabbed section Getting Information for Better Management in this manual.
Using the Manager’s POS Procedures Class

You will be covering the same material, and completing the same training exercises in class that you will ask your clerks to complete; therefore, you will be able to help them with their training, if necessary.

Three Training Methods

Use Triad’s diverse learning products to fit the different learning needs of your clerks. The chart on the following page outlines three different training methods from which to choose.
Learning to use Point-of-Sale is as easy as...

1. A clerk can use the flipchart to learn the basics. Then they can help customers and ring up sales.

2. A clerk can use the Clerk’s POS Procedures Manual for more detailed information and lab exercises. Then they can use the flipchart to help them remember the basics. Then they can help customers and ring up sales.

3. You can help your clerk because you attended a POS procedures class. Then the clerk can use the Clerk’s POS Procedures Manual for more detailed information and lab exercises. Then they can use the flipchart to help them remember the basics. Then they can help customers and ring up sales.

Important: You need to use the Point-of-Sale Training Mode for all three methods. There are some exercises that can not be practiced in Training Mode, be sure to supervise these training sessions.
POS Transactions

The following chart shows the nine basic transactions. The procedures for all of them are in the Clerk's POS Procedures Manual.

<table>
<thead>
<tr>
<th>Transaction</th>
<th>Contractor POS</th>
<th>Retail POS</th>
<th>Classic POS</th>
<th>Decorating/ Specialty POS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sale</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Estimate</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quote</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Open Quote</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bid</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Order</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Special Order</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Credit Memo</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Receipt on Account</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

What Are These Transactions?

Each transaction is explained below.

**Sale**

A sale is the basic retail transaction. A customer selects merchandise from your stock, pays for it or charges it, and takes immediate delivery.

**Estimate/Quote**

When a customer asks you to quote prices on a list of materials, you would create an estimate or a quote. Perhaps you think of this as a proposal or offer. The difference between an estimate and a quote is that estimates are stored in your Triad system, and quotes are not.
Open Quote
An open quote is a custom price list. You can give a certain account a special price on a particular list of items for a certain period of time. Open quotes are allowed only for designated accounts, and only one at a time per account. An open quote is actually a kind of estimate.

Bid
If a customer accepts an estimate that you have stored in your Triad system, you would change the estimate into a bid. A bid is an estimate that has been accepted by your customer. You have agreed on the quantities and prices.

Order
An order is very much like a sale, except you have more flexibility concerning when to ship the merchandise and when to invoice the customer.

Special Order
A special order is very much like an order. You’ll probably use special orders for selling merchandise that isn’t currently in stock.

Credit Memo
You can create a credit memo whenever you need to allow a credit or refund for a customer.

Receipt On Account
When a customer comes to a cash register to give the clerk a payment to be applied to his charge account, the clerk can do a receipt on account, or ROA. This has more to do with accounts receivable than with POS, but the idea is the clerk can receive the payment at the POS terminal without having to send the customer to a back-office terminal.
# Questions You May Have

## How do I make a customer or job account eligible for an open quote?

If you want to be able to create an open quote for an account, set the Open Quote field to Y in the account’s record in Function MCR.

You can create open quotes for customer accounts and/or job accounts. A job account is a separate subaccount for a customer who wishes to be invoiced separately by job. You may have several job accounts associated with any customer account. You can choose whether or not to make a customer or job account eligible for an open quote.

## If a customer account has an open quote, do job accounts associated with that customer account also get the open quote prices?

That depends on two things: whether the job account is eligible for an open quote, and whether the job account has an open quote of its own.

Suppose you are selling to job account 1, which is associated with customer account 100.

- If there is an open quote for job 1, the prices from Job 1’s open quote will automatically be used in the transaction.
- If Job 1 is eligible for an open quote
  
  \[
  \text{and} \]

- there is no open quote for Job 1
  
  \[
  \text{and} \]

- customer 100 has an open quote, then prices from customer 100’s open quote will automatically be used in the transaction for job 1.

An open quote for a customer account also applies to any associated job account that is eligible for an open quote but which doesn’t have one.

## How do I make an account eligible for a trade discount and/or a terms discount? How would I change the amount of discount an account gets?

Each account’s record (Function MCR) controls whether it gets a discount, what kind, and how much. You make an account eligible for a trade discount by entering a percent in the Trade Disc % field in Function MCR. You make an account eligible for a terms discount by entering the appropriate code in the Terms Code field in Function MCR. Please see the Accounts Receivable Manual for more information about discounts.
Can I use my Salesperson records to track the productivity of my POS clerks?

Yes. To track productivity by clerk, do the following:

1. Add a salesperson record for each clerk in Function MSL. Please see the Accounts Receivable Manual for more information about salesperson records.

2. Add a user record for each clerk in Function MUR. Type the clerk’s salesperson code in the Default Salesperson field. Please see the Security Manual for more information about adding users.

3. For each account whose purchases you want to credit to the clerk who rings up the sale, make sure the Salesperson field in Function MCR is blank.

Now, whenever a clerk signs on at POS, his own code will display at the Slspr field on the POS header screen (unless selling to an account that has another code on file). The clerk’s transactions will be automatically credited to his salesperson file. Your Triad system keeps month-to-date and year-to-date sales, cost and gross profit information in the salesperson files.

If there are any accounts whose purchases you don’t want to track by clerk (if you want to credit them to the salesperson who opened the account, for example, rather than to the clerk who happens to ring up the sale), keep the original salesperson’s code in Function MCR for that account. The salesperson in Function MCR will display at POS and will be credited with the sale, not the clerk.

Do clerks need passwords before they can use POS?

No. A clerk needs a password to use POS only if you require it. If you want to require a clerk to type his password as well as his clerk name before he can get into POS, type Y at Check Password At P.O.S. in that clerk’s user record, in Function MUR. If you type N at Check Password At P.O.S., the clerk will have to type only his clerk name to get into POS. The password is for identification only.
| What happens if a customer exceeds his credit limit? | Clerks begin transactions by identifying which customer they’re selling to. If the customer’s balance exceeds his credit limit, your Triad system informs the clerk by displaying a message. You should establish a standard procedure for clerks to follow in such cases.

If you don’t assign security bit 532 to a clerk, a manager authorization warning appears when the customer has purchases that exceed the credit limit you set up in MCR. This check is done both at the start and end of a transaction. If the customer is within the limit at the start, but exceeds it during totals, the manager authorization warning will appear.

You can also discontinue charge privileges on a customer account by typing N at Charge Allowed in that account’s MCR record. As soon as the clerk identifies such customers at the beginning of a transaction, your Triad system will warn that charging is not permitted, and will require payment by cash, check or bankcard. |
| What happens when customers return or exchange defective goods? | Your Triad system assumes that you will return defective goods to your vendor, and that your vendor will replace them at no cost to you. Make sure your clerks set aside such items for return. If you need a list of the items that have been returned, please see Getting Information for Better Management, “Printing a List of Items Returned as Defective.” |
Getting Started

The Big Picture for Setting Up POS

Preparing for Live POS

Setting Up Store-wide Constants

Setting Up Terminal Constants

Terminal Numbers Over 99 on Your System

Verifying Store Information

Entering Paid Out Reasons
Setting Up Special Inventory Records 3-14

Adding Security for Each Clerk 3-15

Training POS Clerks 3-15
Before you implement POS, you need to complete the setup procedures. The following diagram shows the basic steps necessary for setting up POS. The procedures appear in the same sequence as the steps in the diagram below.
Preparing for Live POS

When should you go live POS? Before you and your Customer Education Representative (CER) make that decision, consider the following:

- Do you have a FastStart or Lumber FastStart tape? If so, you need to edit the information on your system to make sure it is correct.
- Will you be using bar code scanners? If so, you may have invested in a ScanStart tape, which you also should edit.
- Be sure to discuss these and other considerations with your CER. Your CER can help you determine the best time to implement POS.

Setting Up Store-wide Constants

The decisions you will make in this procedure govern what prints on POS invoices and receipts, which credit cards are acceptable, whether clerks endorse checks and bankcard slips, what information will be available to clerks, and the discount policy you will adopt. These constants will all be the same for all the POS terminals in one store.

*Multistore users:*

You must do this for each store. You can set up the constants differently for each store.

These store-wide constants are not one-time decisions. You can change them if necessary.
1
At any menu, type MIV and press <Enter>.

The Modify Invoice Constants screen displays. This is the first of three MIV screens.

<table>
<thead>
<tr>
<th>Screen: 1</th>
<th>Modify Invoice Constants (MIV)</th>
<th>Store: 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Next Invoice Number</td>
<td>119</td>
<td></td>
</tr>
<tr>
<td>Suggested Price to Print?</td>
<td>R (L/M/R)</td>
<td></td>
</tr>
<tr>
<td>Print Prices on Estimates?</td>
<td>Y (Y/N)</td>
<td></td>
</tr>
<tr>
<td>Message Lines:</td>
<td>Y (Y/N)</td>
<td></td>
</tr>
<tr>
<td>Print Invoices?</td>
<td>Y (Y/N)</td>
<td></td>
</tr>
<tr>
<td>Print with Description?</td>
<td>Y (Y/N)</td>
<td></td>
</tr>
<tr>
<td>Print with Store Name?</td>
<td>Y (Y/N)</td>
<td></td>
</tr>
<tr>
<td>Print with Message Line?</td>
<td>Y (Y/N)</td>
<td></td>
</tr>
<tr>
<td>Print with Due Date?</td>
<td>Y (Y/N)</td>
<td></td>
</tr>
<tr>
<td>Print with Kits Expanded?</td>
<td>Y (Y/N)</td>
<td></td>
</tr>
<tr>
<td>Print Terms Discount Readable?</td>
<td>N (Y/N)</td>
<td></td>
</tr>
<tr>
<td>Invoice Spacing?</td>
<td>1 (1-3)</td>
<td></td>
</tr>
<tr>
<td>Print with Message Lines?</td>
<td>N (Y/N)</td>
<td></td>
</tr>
<tr>
<td>Print with Due Date?</td>
<td>Y (Y/N)</td>
<td></td>
</tr>
<tr>
<td>Display Matrix Pricing?</td>
<td>N (Y/N/B)</td>
<td></td>
</tr>
<tr>
<td>Print Cash Tendered Line?</td>
<td>Y (Y/N)</td>
<td></td>
</tr>
<tr>
<td>Print Change Line?</td>
<td>Y (Y/N)</td>
<td></td>
</tr>
<tr>
<td>Print Audit Line?</td>
<td>Y (Y/N)</td>
<td></td>
</tr>
</tbody>
</table>

The top part of the screen governs what prints on POS invoices. The bottom part governs what prints on the journal or cash receipt tape.

**Multistore users:**
At the Store field, type the number of the store you're setting up now.

2
At Next Invoice Number, type the number you want the Triad system to assign to the next invoice it creates. Then press <Enter>.

You can use up to six digits. This must be purely numeric. It's a good idea to start your Triad system invoices at a distinctive break point, like 10000.

The invoice number is not the same as journal number. A journal number is assigned to every transaction on your Triad system. Invoice numbers, on the other hand, are assigned only to the transactions you print copies of on your invoice printer.
3
Use the table at the right to decide what you want to enter at Suggested Price to Print.

The table below shows which price prints in the “SUGG PRICE” column on the invoice.

<table>
<thead>
<tr>
<th>If field is</th>
<th>And retail price is</th>
<th>Then “SUGG PRICE” is</th>
</tr>
</thead>
<tbody>
<tr>
<td>L</td>
<td>higher than the customer price*</td>
<td>list price</td>
</tr>
<tr>
<td>L</td>
<td>lower than the customer price</td>
<td>customer price (if customer price is higher than list price) or list price (if list price is higher than customer price)</td>
</tr>
<tr>
<td>M</td>
<td>higher than the customer price</td>
<td>retail price</td>
</tr>
<tr>
<td>M</td>
<td>lower than the customer price</td>
<td>blank</td>
</tr>
<tr>
<td>R</td>
<td>higher than the customer price</td>
<td>retail price</td>
</tr>
<tr>
<td>R</td>
<td>lower than the customer price</td>
<td>customer price</td>
</tr>
<tr>
<td>blank</td>
<td>blank</td>
<td>blank</td>
</tr>
</tbody>
</table>

* Customer price is the price a customer is actually charged at POS.

4
At Print Prices on Estimates, type **Y** or **N**, and press <Enter>.

If you type **Y**, the price for each line item will print on estimates and quotes. If your customers insist on having prices broken down by item, type **Y**.

If you type **N**, only the total price for the estimate or quote will print, not the price for each line item. This can discourage your customers from “cherry-picking” the lowest margin items off the quotes or estimates you prepare for them.

Regardless of how you answer this field, your clerks will also have the option of overriding it for any particular estimate or quote they create in POS.
5
At Message Lines, type the message you want to print on the first two lines of each invoice and/or receipt. Then press <Enter>.

Type the message exactly as you want it to print on the invoice. If you want it centered, for example, center it on these lines. Press <Enter> to move the cursor from the end of the first line to the beginning of the second line.

You can leave this blank, if you want.

Many managers like to change this message about once a month. You can use it to draw attention to special promotions, new product lines, new store openings, and so on.

6
At Customer Display Message, type the message you want to appear on the customer display unit.

If there has been no POS activity after three minutes, the message you enter in this field will appear on the customer display unit.

You can use the Customer Display Message to display special promotions, upcoming events, return policies, and so on.

7
At Print Invoices, type Y or N and press <Enter>.

Type N only if you will never print an invoice for any customer on any kind of transaction. A journal tape will still print. If you answer N, skip to step 9 below.

8
Answer the next eight fields. Press <Enter> to move between fields.

These fields all govern what prints on the invoice, and how it looks. Please refer to the Functions Manual for detailed information on these fields.

9
Type Y or N for each of the six Receipt Printer Decisions. Press <Enter> to move between fields.

These decisions govern what will print on the receipt printer.

The receipt printer prints two copies, because the receipt actually has two purposes:

• The first copy is a cash receipt to give to your customer.
• The second copy is a journal tape; it serves as an audit trail of exactly what happens at each POS terminal.

Please refer to the Functions Manual for detailed information on these fields.
10
Press <Change>.

The screen says CHANGED.

11
Press <Home>, type 2, and press <Enter>.

The second MIV screen displays.

<table>
<thead>
<tr>
<th>Screen: 2</th>
<th>MODIFY MIVICE CONSTANTS (NEW)</th>
<th>Store: 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Default Customer Number?</td>
<td>N (Y/N)</td>
<td>Valid Credit Card?</td>
</tr>
<tr>
<td>Return to Client?</td>
<td>N (Y/N)</td>
<td>VISA?</td>
</tr>
<tr>
<td>Present Quanity to I?</td>
<td>V (Y/N)</td>
<td>Barcode?</td>
</tr>
<tr>
<td>Display Customer Balances?</td>
<td>V (Y/N)</td>
<td>Other Credit Card?</td>
</tr>
<tr>
<td>Build Order Reference?</td>
<td>V (Y/N)</td>
<td>Endorse Checks?</td>
</tr>
<tr>
<td>Round Up Of Quantity?</td>
<td>N (Y/N)</td>
<td>Endorse Bankcards?</td>
</tr>
<tr>
<td>Present Prices in Estimates?</td>
<td>V (Y/N)</td>
<td>Use Quad Cost when Invoicing?</td>
</tr>
<tr>
<td>Display Total Due Warning?</td>
<td>V (Y/N)</td>
<td>Use Retail Price in East Pricing?</td>
</tr>
<tr>
<td>Cross Store Charges Allowed?</td>
<td>N (Y/N)</td>
<td>Sequence RetailVs by?</td>
</tr>
<tr>
<td>Default for Randomship Days?</td>
<td>24</td>
<td>'Display' After Barcode Scan?</td>
</tr>
</tbody>
</table>

Most of the decisions you make here will affect the procedures your clerks use at POS.

12
At Default Customer Number, type the cash account number to sell to unless the clerk enters another number. Then press <Enter>.

At the beginning of each POS transaction, your Triad system will assume this is the customer you’re selling to. This should be a cash customer whom you have already set up as an account in Function MCR.

Cash customer account numbers always begin with an asterisk (*).

13
Answer all of the questions on this screen. Press <Enter> to move between fields.

Please refer to the Functions Manual for an explanation of each field.

14
Press <Change>.

The screen says CHANGED.
Press <Home>, type 3 at Screen, and press <Enter>. The third MIV screen displays. This screen governs how discounts are applied.

<table>
<thead>
<tr>
<th>Apply Discounts to:</th>
<th>Terms</th>
<th>Trade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Promotion Items?</td>
<td>(Y/N)</td>
<td>N</td>
</tr>
<tr>
<td>Discounted Items?</td>
<td>(Y/N)</td>
<td>N</td>
</tr>
<tr>
<td>Qty Break Items?</td>
<td>(Y/N)</td>
<td>N</td>
</tr>
<tr>
<td>Prc Matrix Items?</td>
<td>(Y/N)</td>
<td>N</td>
</tr>
<tr>
<td>Open Quote Items?</td>
<td>(Y/N)</td>
<td>N</td>
</tr>
<tr>
<td>Tax Amount?</td>
<td>(Y/N)</td>
<td>N</td>
</tr>
<tr>
<td>Non Discountable Items?</td>
<td>(Y/N)</td>
<td>N</td>
</tr>
<tr>
<td>Give Immediate Discount?</td>
<td>(Y/N)</td>
<td>N</td>
</tr>
<tr>
<td>Price Variance as Deferred Discount?</td>
<td>(Y/N)</td>
<td>N</td>
</tr>
</tbody>
</table>

Answer each of the fields on this screen. Press <Enter> to move between fields. Be sure you understand the decisions you are making because they have a direct effect on your gross profit margin. You may want to discuss your discount policy with your CER and/or accountant. Please refer to the *Functions Manual* for further discount information.
Press <Change>. The screen says CHANGED.

You can come back to this screen any time you wish to change your discount strategy.

**Multistore users:**
To set up the store-wide constants for the other store(s), do the following:

1. Press <Home>, type 1 and press <Enter>.
2. Press <Backtab>, type the number of the next store and press <Display>.
3. Repeat steps 2–17 for each store.
Setting Up Terminal Constants

Use Function MTR (Modify Terminal Record) to decide how each terminal will operate at POS. Each terminal has its own record and you can customize how you want each to operate. You can make terminal decisions about:

- POS default settings
- POS device information
- terminal default settings
- QuickView default settings

Use the following procedure to set up terminal constants.

1
At any menu, type MTR and press <Enter>. The Modify Terminal Record (MTR) Screen displays.

2
Type the terminal number you are changing in the Terminal field and press <Display>. The information displays for the specified terminal.

3
Fill in or type over the other fields on the screen and press <Change>. The system changes the constants.

4
Press <End> to exit the screen or Press <Next Screen> to go to screen 2. If you need more information about a field, refer to online help. If you pressed <Next Screen>, continue with step 5.
5
Fill in or type over the fields on the screen and press <Change>. The system changes the constants.

If you need more information about a field, refer to online help.

6
Press <End> to exit the screen.

Terminal Numbers Over 99 on Your System

You can assign terminal numbers from 1 to 998. If you use terminal numbers over 99, you must use Function MIV (Modify Invoice Constants) to assign journal numbers instead of using the Journal Number field in Function MTR. Journal numbers are assigned by store rather than by terminal in stores that have terminal numbers over 99.

If you have Sierra POS terminals on your system, their terminal numbers must be 98 or lower.

For more information about alternate journal numbers, refer to Function MIV, online field help, the fields:
- Alt Journal # Usage
- Beg Alt Journal #
- End Alt Journal #
- Next Alt Journal #
Verifying Store Information

You should check the information about your store that will print on invoices and receipts, and as the endorsement on checks or charge slips.

If you will not use your Triad system to:
- print your store name on invoices, or
- print your store name on receipts, or
- endorse checks, or
- endorse charge slips,

then you can skip this procedure. If you will use your Triad system for at least one of these tasks, you should complete this procedure.

Much of this information has probably been entered already, but you should make sure it is correct before you implement POS.

*Multistore users:*
You must complete this procedure for each store.

1.
At any menu, type MSR and press <Enter>.

The Modify Store Record Screen displays.

<table>
<thead>
<tr>
<th>Store Number</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>appointee</td>
<td>Name:</td>
</tr>
<tr>
<td>Phone #</td>
<td>__ ( ) _____ - _________</td>
</tr>
<tr>
<td>Name Accnt #</td>
<td>__________________</td>
</tr>
<tr>
<td>Checking</td>
<td>Name:</td>
</tr>
<tr>
<td>Bank Accounts</td>
<td>Name:</td>
</tr>
<tr>
<td>Credit Card</td>
<td>Name:</td>
</tr>
<tr>
<td>1st Affiliate</td>
<td>Which P/R? 1</td>
</tr>
<tr>
<td>2nd Affiliate</td>
<td>Which G/L? 1</td>
</tr>
</tbody>
</table>

*Multistore users:*
This is the store that this terminal is “locked” into. You locked this terminal into a specific store in Function MTR.
2 Make sure the information is correct. Press <Enter> to move between fields.

3 If you have made any changes or typed any new information, press <Change>.

   The screen says RECORD CHANGED, and the cursor returns to the Store Number field.

   Multistore users:
   If you need to check another store’s information, do the following:
   1. Type the store number in the Store field and press <Display>.
   2. Repeat steps 2 and 3.

4 Quit and then re-boot each terminal that is “locked” into any store whose Store Record you just changed.

   The changes you made to the Store Record(s) don’t take effect at a terminal until the next time you log on.

   To quit and then log on a terminal, do the following:
   1. At any menu, type <Quit> and press <Enter>.
   2. At LOGIN: type M.
Entering Paid Out Reasons

Occasionally it may be necessary to open a cash drawer in order to pay out cash for some reason unrelated to a sale. For example, you may need to reimburse an employee expense, or pay a COD charge for merchandise or freight. This is called a paid out.

The procedure for doing a paid out is in the *Clerk's POS Procedures Manual*. Before the cash drawer will open, the clerk must select the appropriate reason from a list that displays on the POS screen. The amount and reason for each paid out prints on the Daily Sales Report (Report RDS) at the end of the day.

**NOTE:** If you never permit paid outs, you should delete the paid out descriptions. Do the following:

1. At any menu, type **PDO** and press <Enter>.
2. At each paid out description, press <Clear Field>.
3. Press <Change>.

Now when a clerk presses the <Paid Out/COD> key, no paid out reasons will appear.

If you do permit paid outs, complete the following procedures.

1. At any menu, type **PDO** and press <Enter>.

The Paid Out Reasons Maintenance screen displays.

```
Paid Out Reasons Maintenance (PDO)      Store:  1

Description

1  FREIGHT/UPS
2  POSTAGE
3  DONATIONS
4  STORE SUPPLIES
5  OFFICE SUPPLIES
6  TEMPORARY LABOR
7  EMPLOYEE EXPENSE
8  TRAVEL & ENTERTAINMENT
9  MISCELLANEOUS
```
2
In the Description field, type the appropriate paid out reason. Then press <Change>.

Your Triad system comes with nine default paid out reasons. You may want to include the general ledger account number in the description. This may help the bookkeeper know which general ledger account to post each paid out to.

## Setting Up Special Inventory Records

Special inventory records are typically products and services that you sell but don’t keep quantity-on-hand information for. Examples of special inventory records are:

- gift certificates
- rentals
- labor charges
- delivery and freight charges

You can add special inventory records in Function LOD.

**NOTE:** For additional information about adding special inventory records, consult your CER.
Adding Security for Each Clerk

You can control what happens at POS by restricting what your clerks can and can’t do.

For detailed information about security:
- Read the tabbed section Security and Control in this manual.

Training POS Clerks

You, as the manager, must learn about the Training mode and its limitations. Please see the “Security and Control” section of this manual.

Training for POS clerks is meant to be self-instructional and self-paced. For details about training your POS clerks see the tabbed section Introduction, “How To Train Your POS Clerks”. 
Security and Control

Security at POS 4-1

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Entering Training Mode 4-5
 Exiting Training Mode 4-7

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Checking Whether Items Are Sold at Correct Prices 4-9

Questions You May Have 4-9
Running Report RPE 4-10

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Checking the Cash Drawers 4-12

Checking Cash Drawers From a Terminal 4-12
Checking Cash Drawers From a Cash Balancing Worksheet 4-13
Security at POS

You can control what happens at POS by controlling what your POS clerks can and can’t do.

Before you set up security for your POS clerks, be sure to read the tabbed section Setting Up System Security in the Security Guide. It will help you understand how the Triad security system works.

This chapter simply outlines the security considerations that apply to POS. Of course, these are merely suggestions; the level of security you find necessary is entirely up to you.

At the strictest level of security, you would:

• assign a password to each clerk, and have passwords checked at POS (Function MUR). No one can sign on using another clerk’s name unless he also knows the other clerk’s secret password.

• have the cursor return to the Clerk field after each transaction (Function MIV). Clerks will be required to type their name and password at the beginning of each transaction. This can be time-consuming for the clerk, and makes sense only if several clerks are taking turns using a POS terminal.

• give certain security bits and capabilities to only a few key employees who must have them. The POS security bits are explained in detail later in this chapter.

At a more relaxed level of security, you would:

• not use passwords, or not have them checked at POS

• instruct clerks to make sure their name is in the Clerk field before beginning a transaction

• give most or all clerks the same POS security bits

The following security bits govern what your clerks are allowed to do at POS:
<table>
<thead>
<tr>
<th>Bit</th>
<th>Controls a clerk’s ability to</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>Display items stocked in other stores. This bit is for multistore users only.</td>
</tr>
<tr>
<td>40</td>
<td>Perform Received On Accounts (ROAs).</td>
</tr>
<tr>
<td>69</td>
<td>Delete a transaction using the <code>&lt;Delete&gt;</code> key. Transactions include orders, open quotes, estimates, bids and special orders. This bit does not affect a clerk’s ability to perform voids.</td>
</tr>
<tr>
<td>70</td>
<td>Move the cursor (on the Big Header screen) into the Pricing field. The Pricing field determines what prices the customer receives for a transaction. There is no security bit that controls the ability to change prices for individual items.</td>
</tr>
<tr>
<td>71</td>
<td>Change a transaction using the <code>&lt;Change&gt;</code> key. Transactions include orders, open quotes, estimates, bids and special orders. This bit does not affect a clerk’s ability to perform voids.</td>
</tr>
<tr>
<td>72</td>
<td>Copy or reprice a transaction using the <code>&lt;No Tax/Trans&gt;</code> key.</td>
</tr>
<tr>
<td>73</td>
<td>Change a bid back into an estimate.</td>
</tr>
<tr>
<td>74</td>
<td>Initiate a credit memo transaction or credit an item during a sale.</td>
</tr>
<tr>
<td>75</td>
<td>Enter CPOS. You should also give these clerks bit 76. Clerks who don’t have this bit are only allowed to use Retail POS.</td>
</tr>
<tr>
<td>76</td>
<td>Create or recall an estimate, open quote, bid, order or special order. If you have CPOS, you should also give these clerks bit 75.</td>
</tr>
<tr>
<td>183</td>
<td>Manually delete archived transactions in QuickRecall.</td>
</tr>
<tr>
<td>184</td>
<td>Reprint in POS.</td>
</tr>
<tr>
<td>185</td>
<td>Access QuickRecall. You should also give these clerks bit 184.</td>
</tr>
<tr>
<td>187</td>
<td>Access MQK.</td>
</tr>
<tr>
<td>205</td>
<td>Sell items in POS.</td>
</tr>
<tr>
<td>206</td>
<td>Enter POS.</td>
</tr>
<tr>
<td>207</td>
<td>Exit out of the training mode.</td>
</tr>
<tr>
<td>208</td>
<td>Display GP % while in QuickView. Display the running gross profit percent and the line item gross profit percent.</td>
</tr>
<tr>
<td>Bit</td>
<td>Controls a clerk’s ability to</td>
</tr>
<tr>
<td>-------</td>
<td>-----------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>402</td>
<td>Accept a check that exceeds the deposit amount when a special order deposit is required. Accept a check that is greater than the transaction amount without the manager’s authorization. If the clerk is not assigned this bit, manager authorization will be required to finish the transaction.</td>
</tr>
<tr>
<td>406</td>
<td>Create transfers. This is available to multistore users only.</td>
</tr>
<tr>
<td>407</td>
<td>Delete transfers. This is available to multistore users only.</td>
</tr>
<tr>
<td>408</td>
<td>Change transfers. This is available to multistore users only.</td>
</tr>
<tr>
<td>409</td>
<td>Change the status of transfers. This is available to multistore users only.</td>
</tr>
<tr>
<td>531</td>
<td>Allow customer who is past due to charge on their account which is based upon the amounts in the appropriate A/R aging buckets. If the clerk is not assigned this bit, manager authorization will be required to finish the transaction.</td>
</tr>
<tr>
<td>532</td>
<td>Allow customer credit if he/she has purchases that exceed the predefined credit limit established in MCR. If the clerk is not assigned this bit, manager authorization will be required to finish the transaction.</td>
</tr>
<tr>
<td>533</td>
<td>Allow customer a trade discount that exceeds 10%. If the clerk is not assigned this bit, manager authorization will be required to finish the transaction.</td>
</tr>
<tr>
<td>534</td>
<td>Void a transaction from either the body or totals. If the clerk is not assigned this bit, manager authorization will be required to finish the transaction.</td>
</tr>
<tr>
<td>535</td>
<td>Refund a special order deposit. If the clerk is not assigned this bit, manager authorization will be required to finish the transaction.</td>
</tr>
<tr>
<td>536</td>
<td>Sell an item with a price that is less than the cost. If the clerk is not assigned this bit, manager authorization will be required to finish the transaction.</td>
</tr>
<tr>
<td>537</td>
<td>Save an invoice as an order.</td>
</tr>
<tr>
<td>538</td>
<td>Backorder an item.</td>
</tr>
<tr>
<td>539</td>
<td>Receive special order or order deposits.</td>
</tr>
<tr>
<td>540</td>
<td>Capture UPCs at POS.</td>
</tr>
</tbody>
</table>

Security and Control
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| 541 | Create an order/special order for cash-only (for example, *5)customers. If a clerk does not have this bit, a manager’s override is required before the clerk can proceed with the transaction. |
| 542 | Answer No to the Reprice? prompt when you return to the Big Header in the middle of a transaction. If a clerk does not have this bit, a manager’s override is required before the clerk can answer No to the Reprice? prompt. |
| 543 | Change the cost of an item. If a clerk does not have this bit, he or she can change the cost of an item on a special order, but must get a manager’s override to change the cost anywhere else. |
| 549 | Choose No Sale Option 1 (Open Cash Drawer). |
| 550 | Choose No Sale Option 4 (Cash a Check). |
| 551 | Change the Slspr (Salesperson) field on the Big Header (when maintaining an order or special order). |
| 552 | Make paid outs. |

## Training Mode

When a terminal is in training mode, the POS transactions clerks perform do not affect any of your inventory, customer or sales records. Training mode is designed so you can train your clerks on POS procedures without affecting your real business information.

---

**WARNING**

Never use training mode when selling real merchandise to a real customer.

You will not be able to recall estimates, open quotes, bids, orders or special orders that were created on a terminal that was in training mode. Training mode does not save them in your Triad system.

---

For security reasons, you may not want your clerks to know how to get into and out of training mode. Instead, when you need to train a new clerk, put a terminal into training mode yourself. Be
sure to take it out of training mode again when training is complete.

**When you are in training mode, it’s okay to make mistakes!**

Questions You May Have

**How can I tell if a terminal is in training mode?**

There are three ways:

1. **Check Function MTR (Modify Terminal Record)**
   At any menu, type **MTR** and press `<Enter>`. At the Terminal field, type the number of the terminal you want to check and press `<Display>`. Look at the **POS In Training?** field. If it is **Y**, that terminal is in training mode. If it is **N**, that terminal is not in training mode.

2. **Check the screen.**
   Look at the bottom right corner of the POS Posting Screen. If you see **TR**, the terminal is in training mode.
   
   **NOTE:** During some transactions, the TR may not show, even though the terminal is in training mode.

3. **Check the receipt or invoice.**
   Look at the bottom of the receipt, or the invoice number on the invoice. If it says **TR**, the terminal where the transaction took place is in training mode.

Entering Training Mode

There are two ways to put a terminal into training mode. Use Method A if you’re already in POS. Use Method B if you’re not in POS but want to put a terminal into training mode.
Method A

1
With the cursor at Item (SKU) on the Posting Screen, press <No Sale/Layaway>. You are given a choice of four numbers to enter, but you won’t use any of these four.

2
Type 9. The EOD FLAG field appears.

3
Type Y. The letters TR appear in the lower right corner of the screen. This terminal is now in training mode, and the transactions performed here will not affect your inventory, customer or sales records.

Method B

1
At any menu, type MTR and press <Enter>. The Modify Terminal Record Screen displays.
2  
Type the number of the terminal to be put in training mode, and press <Display>.  
The record for that terminal displays.

3  
At POS In Training? type Y. Then press <Change>.  
The message CHANGE COMPLETED displays. Now the terminal is in training mode, and any POS transactions performed there will not affect your inventory, customer or sales records.

Exiting Training Mode

There are two methods of exiting training mode, just as there are two methods of entering it. Use Method A if you’re already in POS. Use Method B if you’re not in POS.

Method A

1  
With the cursor at Item (SKU) on the Posting Screen, press <No Sale/Layaway>.  
You are given a choice of four numbers to enter, but you won’t use any of these four.

2  
Type 9.  
The EOD FLAG field appears.

3  
Type N.  
The letters TR disappear from the lower right corner of the screen. This terminal is no longer in training mode, and any transactions performed here will affect your inventory, customer and sales records.
Method B

1
At any menu, type MTR and press <Enter>. The Modify Terminal Record Screen displays.

2
Type the number of the terminal to be taken out of training mode, and press <Display>. The record for that terminal displays.

3
At POS In Training? type N. Then press <Change>. The message CHANGE COMPLETED displays. Now the terminal is no longer in training mode, and any POS transactions performed there will affect your inventory, customer and sales records.
Checking Whether Items are Sold at Correct Prices

Whenever a clerk sells an item at a price other than the price entered in the inventory record, your Triad system automatically makes a “mental note.” Then, whenever you want to see which items have been sold at a non-standard price, you can print the Price Exception Report (Report RPE). You can print the information by department, terminal or clerk.

Questions You May Have

What causes my Triad system to make a “mental note”?

Your Triad system makes a “mental note” whenever a clerk:

- types over the price that automatically displays and sells it, regardless of whether the price entered is higher or lower
- gives credit for a returned item for an amount that is not the same as the current selling price
- sells an item using the <Discount> key or the <Promo> key
- places an item on an order at a different price than was originally offered on the bid from which the order was created
- sells an item at a price that gives a gross profit percent that is more or less than the desired gross profit percent (from Function IMU)
- voids an item from a sale
- returns or exchanges a defective item, even if the credit amount is the same as the current selling price
- gives a trade discount on an entire sale or an immediate terms discount
- changes the pricing code for an individual line item using the <Run> key
Why would a clerk change the price of an item?

Clerks might be doing this for any number of reasons:

- The price is incorrectly marked on the item itself, or on the shelf.
- A customer who is returning an item has his receipt, which shows he paid a different price than the current system price.
- The customer was a friend.
- For a long list of additional reasons, ask any clerk.

When should I run Report RPE?

Many managers like to run this report as part of their end-of-day queue. You could run it several times with various options to print different information. You can print it whenever you like during the day or after the close of business, or even the next day (if you use Option R).

Running Report RPE

Below is the procedure for running Report RPE. For additional information about Report RPE, see the following:

- Reports Manual
- the tabbed section Interpreting Your End-of-Day Reports in this manual

1. At any menu, type RPE and press <Enter>.

The initiation screen for the Price Exception Report displays.

![Price Exception Report (RPE) initiation screen](image)
Security and Control

Checking Whether Items are Sold at Correct Prices 4-11

Multistore users:
At the Store field, type the number of the store whose price exceptions you want to print, or press <Clear Field> to print price exceptions for all stores.

2
At Options, type the code letters for the kind of price exceptions you want to print, or leave it blank.

Please see the Reports Manual for a detailed explanation of the options. If you use no options, then all price exceptions will print.

3
At Print Options, type the letter of any special printing format you want. Then press <Enter>.

NOTE: If you select Print Option R (Reprint Previous Report), the report will print yesterday’s price exceptions, not today’s.

4
Decide how you want the price exception items to be sorted, and type the appropriate code at Print Sequence. Then press <Enter>.

The codes display on the screen when your cursor is in the Print Sequence field.

5
If you did not type G at the Options field, press <Enter> and skip to step 6. If you did select G, type the level of gross profit variance you’re interested in. Then press <Enter>.

For example, if you want to print only those items whose gross profit varied by more than 10% from your desired gross profit percent, type 10 and press <Enter>. If your desired gross profit percent is 30%, any item sold at a gross profit of less than 20% or more than 40% will print on the report.

6
Type the number of copies you want and the printer number where you want the report to print. Then press <Run>.

You can press <Clear> and repeat this procedure if you want to run this report again using other options.

If you have questions about the meanings of any of the headings or totals on the report, please see the Reports Manual.
2
At Options, type the code letters for the kind of price exceptions you want to print, or leave it blank.

Please see the Reports Manual for a detailed explanation of the options. If you use no options, then all price exceptions will print.

Multistore users:
At the Store field, type the number of the store whose price exceptions you want to print, or press <Clear Field> to print price exceptions for all stores.

3
At Print Options, type the letter of any special printing format you want. Then press <Enter>.

NOTE: If you select Print Option R (Reprint Previous Report), the report will print yesterday’s price exceptions, not today’s.

4
Decide how you want the price exception items to be sorted, and type the appropriate code at Print Sequence. Then press <Enter>.

The codes display on the screen when your cursor is in the Print Sequence field.

5
If you did not type G at the Options field, press <Enter> and skip to step 6. If you did select G, type the level of gross profit variance you’re interested in. Then press <Enter>.

For example, if you want to print only those items whose gross profit varied by more than 10% from your desired gross profit percent, type 10 and press <Enter>. If your desired gross profit percent is 30%, any item sold at a gross profit of less than 20% or more than 40% will print on the report.

6
Type the number of copies you want and the printer number where you want the report to print. Then press <Run>.

You can press <Clear> and repeat this procedure if you want to run this report again using other options.

If you have questions about the meanings of any of the headings or totals on the report, please see the Reports Manual.
Checking the Cash Drawers

There are two ways to verify how much should be in your POS cash drawers:

1. You can display the status of any cash drawer at any time during the day without interrupting the clerk who is using it. Just look at Function DCD (Display Cash Drawer).

2. As part of your Daily Sales Report (RDS), you automatically get a cash balancing worksheet for all your cash drawers. You’ll always run Report RDS at the end of every day, but you can also run it without Option F anytime during the day to print an interim cash balancing worksheet.

Checking Cash Drawers From a Terminal

If you want to display the status of any cash drawer, use the following procedure.

1. At any menu, type DCD and press <Enter>. The Display Cash Drawer Screen displays.
2

If you want to see the sales figures by clerk, type C. If you want to see them by terminal, type T. Then press <Display>.

The sales figures for the first 12 clerks or terminals display. If you need to display additional clerks or terminals, press <Next Item>.

The information shows how much the amount in the cash drawer has increased so far today, not the total amount in the drawer. Remember that there was a certain amount of cash in the drawer to begin with, which is not included in these figures.

The information is set back to zero each night when you run your Daily Sales Report (RDS). You cannot reset any of these figures during the day; you can only accumulate totals.

If you want to see the information sorted another way, repeat step 2, using the other letter (C or T).

The figures do not change as you watch, even though transactions may be continuing at the POS terminals. The screen shows the figures as they stood only at the moment you pressed <Display>. If you want to see how they stand right now, press <Display> again.

If you have any questions about what any of these fields mean, please see the Functions Manual.

Checking the Cash Drawers From a Cash Balancing Worksheet

One page of the Daily Sales Report (Report RDS) is a Cash Balancing Worksheet.

Report RDS is always part of your end-of-day queue, but you can also print one without Option F any time during the day to print an interim cash balancing worksheet for any clerk or terminal. You can use it to balance the cash drawer of a clerk whose shift ends before the close of business.

To print a Cash Balancing Worksheet any time during the day, use the following procedure.
1. At any menu, type **RDS** and press **<Enter>**.

The initiation screen displays for the End of Day Sales Totals Report.

```
End Of Day Sales Totals (RDS)    Store: 1

Printer  (P): 31
Options   : _______
Copies    : 01
Print Sequence: 1

Terminal: From: To:
Clerk     : _______
Date      : ___/___  ___/___
```

*Multistore users only:*
If you want to print this report for a clerk or terminal in another store, press **<Backtab>** and type that store number at Store.

2. At Options, you can type **J** or **D**, but don't use Option **F**.

Never use Option **F** until the store has been closed at the end of the day.

Don't use Option **T** unless you want the activity for all terminals or all clerks combined into just one worksheet.

If you want more than one copy, type the quantity at the Copies field.

3. At Print Sequence, leave the **T** if you want a worksheet showing activity by terminal, or type **C** if you want a worksheet showing activity by clerk.
4  
In the From and To fields, type the numbers of the terminals or clerks you're interested in.

5  
Press <Run>. To see how to use a Cash Balancing Worksheet, study the filled-in example on the next page.

NOTE: Since this is not the end of the day, the report will show totals so far today instead.
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About QuickView

With QuickView you can:

• search for and display inventory items
• display up to 9 inventory items at a time
• search for items by several different sort sequences
• post items to an invoice or order from the QuickView window

QuickView searches for items by fineline, class, SKU, manufacturer part number and short description. The short description can be the first 15 characters of the item description or anything else that you want. Depending on how your item descriptions are structured, you may choose to add the short descriptions manually (Function MSD) or let your Triad system automatically copy the first 15 characters of the item description to the short description (SDUTL). Using short descriptions is the most effective way to search for items at POS.

An item doesn’t need a short description for you to look it up in QuickView. For example, you can search for items by class if you have set up classes in Function MCL. Before you set up QuickView, make sure you set up your classes and/or finelines. Since QuickView searches for classes and finelines by their description, you should make sure the descriptions are easy to use. Although the next section, “Creating Short Descriptions,” is primarily for item descriptions, the guidelines also apply to class and fineline descriptions. You may want to use the guidelines to help you modify your class and fineline descriptions.
Setting Up QuickView

The rest of this section explains the procedures for setting up QuickView. For procedures on how to use QuickView, see the POS Quick Reference.

Creating Short Descriptions

Before you begin adding short descriptions, read the following short description guidelines. They will help you create short descriptions that are easy to use.

Make it easy to learn

The short descriptions will not be very useful if they aren’t easy to learn. Make sure your short descriptions aren’t too specific. It is better to have your employees search through a large number of items than to make them frustrated because they cannot find an item they know exists.

Choose your first word carefully

Your Triad system looks items up alphabetically. The first word of the short description should be the first category that comes to employees’ minds when they see the item.

Here are some examples.

<table>
<thead>
<tr>
<th>Item description</th>
<th>First word</th>
</tr>
</thead>
<tbody>
<tr>
<td>Galvanized pipe 1/2&quot; x 21’ T&amp;C</td>
<td>PIPE</td>
</tr>
<tr>
<td>#1 Stanley Phillips screwdriver</td>
<td>SCREWDRIVER</td>
</tr>
<tr>
<td>Avocado appliance touchup paint</td>
<td>PAINT</td>
</tr>
<tr>
<td>Duracell AAA batteries 8pk</td>
<td>BATTERY</td>
</tr>
</tbody>
</table>

Make abbreviations consistent

As a general rule, you should avoid using abbreviations. You may be tempted to abbreviate long categories like screwdriver to SCREWDRVR. Unless the abbreviation is more common than the full spelling, it is difficult to learn which categories are abbreviated and which ones are not. If you must use abbreviations, make them consistent. If the abbreviations are not common ones, make sure your clerks know what they are.

Avoid plurals

To avoid confusion, make short descriptions singular. Most employees will not know that single AA batteries are under
BATTERY, and multi-packs are under BATTERIES. In this example, use one short description: BATTERY.

Select the remaining words in order of importance

The second word of the short description is a tie-breaker. For example, if you used the short description DRILL to look up a particular drill, you would probably have to search through a lot of drills before you found the one you want. In situations like this, the second word of the short description helps you quickly find the item you want.

Here are some examples.

<table>
<thead>
<tr>
<th>Description</th>
<th>First Word</th>
<th>Second Word</th>
</tr>
</thead>
<tbody>
<tr>
<td>Galvanized pipe 1/2&quot; x 21' T&amp;C</td>
<td>PIPE</td>
<td>GALVANIZED</td>
</tr>
<tr>
<td>20 oz Stanley claw hammer</td>
<td>HAMMER</td>
<td>CLAW</td>
</tr>
<tr>
<td>Avocado appliance touchup paint</td>
<td>PAINT</td>
<td>APPLIANCE</td>
</tr>
<tr>
<td>Duracell AAA batteries 8pk</td>
<td>BATTERY</td>
<td>AAA</td>
</tr>
<tr>
<td>Pocket auto center punch</td>
<td>PUNCH</td>
<td>CENTER</td>
</tr>
</tbody>
</table>

Avoid spaces

To avoid confusion, separate words with a comma and no space. This will also minimize the number of keystrokes.

Avoid special characters

It is difficult to determine when to use a dash (-), pound/number sign (#) or foot/inch designation ("/"). You should avoid using these and other special characters in the first three words of a short description.
Give numbers a common format

Your Triad system will display 2X4 before 10X12. To prevent this from happening, use 02X04 instead. Where possible, use decimals (.25, .50, .75) instead of fractions (1/4, 1/2, 3/4). Make sure that sizes are not in the first three words of the short description.

Sample Short Descriptions

Here are some examples of short descriptions.

<table>
<thead>
<tr>
<th>Description</th>
<th>Short description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Galvanized pipe 1/2” x 21’ T&amp;C</td>
<td>PIPE,GALVANIZED</td>
</tr>
<tr>
<td>20 oz Stanley claw hammer</td>
<td>HAMMER,CLAW,20</td>
</tr>
<tr>
<td>Avocado appliance touchup paint</td>
<td>PAINT,APPLIANCE</td>
</tr>
<tr>
<td>Duracell AAA batteries 8pk</td>
<td>BATTERY,AAA</td>
</tr>
<tr>
<td>Pocket auto center punch</td>
<td>PUNCH,CENTER</td>
</tr>
<tr>
<td>“Caution” barricade tape</td>
<td>TAPE,CAUTION</td>
</tr>
<tr>
<td>2 x 4 x 8 Doug Fir S4S Std &amp; Btr</td>
<td>DF,20408,S4S</td>
</tr>
</tbody>
</table>

Using Function MSD

Use Function MSD to manually add and change short descriptions.

NOTE: You cannot add or change short descriptions in Functions LOD or IMU—there is no short description field in either function.
1
At any menu, type **MSD** and press **<Enter>**.

The Modify Short Description screen displays.

![Modify Short Description Screen](image)

2
At Default Short Desc, type the short description or leave this field blank.

Entering a short description in this field will update the short description of all SKUs that are currently displayed and have a blank Short Desc field.

*Multistore users:*
Short description is master data. Entering a short description for a specific item in one store will update the short description of that item in all stores.

If you leave this field blank, you must enter a short description in the Short Desc field for each SKU whose short description you want to add or change.

3
At Sort Records By, type **D** to scroll through the inventory file by short description, or **S** to scroll by SKU.

The Sort Records By field determines how the **<Next Item>** and **<Prev Item>** keys scroll through the inventory file.
4  
Press <Next Item> or <Prev Item> to display the first group of items.

or

Type the SKU number(s) and press <Display>.

If you press <Next Item> or <Prev Item>, the first group of items will display based on what you entered in the Sort Records By field.

If you type the SKU number(s) and press <Display>, only those SKUs you entered will display.

5  
Press <Add> or <Change> if you entered a default short description.

or

Type the short description for each item displayed. Then press <Add> or <Change>.

If you entered a short description in the Default Short Desc field, pressing <Add> or <Change> will update the short description of all SKUs that are currently displayed and have a blank Short Desc field.

or

Type the short description for each item displayed. Then press <Add> or <Change>.

6  
If you have more short descriptions to add or change, repeat steps 2–5.

NOTE: For additional information about Function MSD, please refer to the Functions Manual.

Using SDUTL

If you want to update the short description for a range of items, use SDUTL. SDUTL automatically copies the first 15 characters of the Item Description field in Function IMU to the Short Description field in Function MSD.
1
At any menu, type **SDUTL** and press **<Enter>**.

The Short Description Utility screen displays.

```
Short Description Utility (SDUTL)  Store: 1

Copy Item Description to 'Short Description'? (Y/N): N
Copy only if 'Short Description' is blank? (Y/N): Y
Strip Part Number from 'Short Description'? (Y/N): N
Replace 'Short Description' with Default Desc? (Y/N): N

Default Short Description:  

Print updated short descriptions? (Y/N): N

Printer (P) : 1
Report Options :  

From:  To:  Codes  Exclusion
Department :  _  _  User:  _  _  NNNN
Class :  _  _
Sequence #:  _  _  _
Primary Vendor :  _  _
```

**Multistore users:**
The Store field defaults to the store number in the Lockin Store field in Function MTR. You may enter a number from 1–9, or type **C** for a consolidated print sequence.

If you use the Copy Item Description to 'Short Description' option, you don’t need to specify a store because the short description is master data.

2
At Copy Item Description to 'Short Description'? type **Y** or **N** and press **<Enter>**.

Answer **Y** to copy the first 15 characters of the Item Description field in Function IMU to the Short Description field in Function MSD.

3
At Copy only if 'Short Description' is blank? type **Y** or **N** and press **<Enter>**.

If you type **Y**, only those items with a blank short description in Function MSD will be updated.
4 At Strip Part Number from ‘Short Description’? type Y or N and press <Enter>.

This option appears only if the store’s 1st or 2nd Affiliate field in Function MSR is COT.

The Cotter FastStart tape includes the manufacturer part number in the item description. Since SDUTL copies the first 15 characters of the item description, the manufacturer part number may be the only part of the description that is copied. This can make it very difficult to use QuickView.

Answer Y to strip the manufacturer part number from the Short Desc field in Function MSD.

5 At Replace ‘Short Description’ with Default Desc? type Y or N and press <Enter>.

This field and the Default Short Description field work together.

If you answer Y and type a short description in the Default Short Description field, all selected items’ short descriptions will be changed to the Default Short Description.

If you answered Y at Copy Item Description to ‘Short Description’? in step 2, type N in this field.

6 If you answered Y to the question in step 5, type the short description in the Default Short Description field. Then press <Enter>.

7 At Print updated short descriptions? type Y or N and press <Enter>.

Type Y if you want a list of all updated items.

8 Fill in the Printer field with the printer you want and press <Enter>. 
The available options and their definitions are as follows:

<table>
<thead>
<tr>
<th>Option</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>D</td>
<td>Double Spacing</td>
</tr>
<tr>
<td>J</td>
<td>Suppress Prepage</td>
</tr>
<tr>
<td>S</td>
<td>Only print items with short description Available when you answer N to Copy Item Description to ‘Short Description.’</td>
</tr>
<tr>
<td>W</td>
<td>Only print items without short description Available when you answer N to Copy Item Description to ‘Short Description.’</td>
</tr>
</tbody>
</table>

9
Type the options you want at Report Options and press <Enter>.

10
Use the From and To fields to specify a range of SKUs to update.

11
Press <Run>.
Setting Up the QuickView Defaults

Below is a sample of the first screen you see in QuickView.

As you can see, you have more than one sequence and display format from which to choose. So your clerks will not have to decide which sort sequence and format to use, set the default sort sequence and format for QuickView in Function MTR. You can customize the defaults for each terminal.

To set the default sort sequence and display format for QuickView, use the following procedures.
At any menu, type MTR and press <Enter>. The Modify Terminal Record screen displays.

```
Modify Terminal Record (MTR)
```

<table>
<thead>
<tr>
<th>Terminal: 03</th>
<th>Lockin Store: 1</th>
<th>Current Signed on User: Limited</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>POS DEFAULTS</strong></td>
<td><strong>POS DEVICES</strong></td>
<td><strong>TERMINAL DEFAULTS</strong></td>
</tr>
<tr>
<td>POS In Training? : N</td>
<td>Printers : 4</td>
<td>Default User : LIMITED</td>
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<tr>
<td>Return to Header : N</td>
<td>Printer Type : S</td>
<td>Default Printer : 01</td>
</tr>
<tr>
<td>Cursor in Qty Field : N</td>
<td>Invoice Printer #: 0</td>
<td>Special Security : N</td>
</tr>
<tr>
<td>Backorder Prompt : Y</td>
<td>Invoice Form Type : R</td>
<td>Journal Number : 49</td>
</tr>
<tr>
<td>Backorder Pick Ticket : N</td>
<td>Bar Code Scan Allwd : N</td>
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</tr>
<tr>
<td>Check Guar Allowed : N</td>
<td>Customer Display : N</td>
<td>Journal Rollover : 1</td>
</tr>
<tr>
<td>Credit Checking : N</td>
<td>Terminal Type : T</td>
<td></td>
</tr>
</tbody>
</table>

At the QuickView Sequence field, type the default QuickView sequence and press <Enter>. The QuickView Sequence field determines the order in which items are displayed on the screen. QuickView uses the sequence to sort by when searching for items.

```
QuickView/Invoices
```

At the QuickView Format field, type the default QuickView format and press <Enter>. The QuickView Format field determines the default format to use while displaying items in QuickView. The format determines which fields display in QuickView (similar to Function IQR).

```
QuickView/Invoices
```

At the Display GP% field, type Y or N and press <Change>.

**NOTE:** For procedures on how to use QuickView, see the POS Quick Reference.
About QuickRecall

With QuickRecall you can store and retrieve sales and credits. You can also store and retrieve estimates on a selective basis. After you save them, you can:

- reprint them at POS
- display them at POS
- combine them to create new transactions
- use ReQuest to print reports with information from the transactions

Screen prompts and <Shift> <Help> are available to answer any questions you may have.

Setting Up QuickRecall

The rest of this section explains the procedures for setting up QuickRecall. For procedures on how to use QuickRecall, see the POS Quick Reference and the Clerk’s POS Procedures Manual.

Setting Up Security

You must set up security for QuickRecall. Please refer to the Security Guide to help you set up these security bits.
Setting Up Function MQK

Use Function MQK (Modify QuickRecall Constants) to enter and maintain the system-wide QuickRecall constants. The information on this screen determines how long the system will save archived transactions, and the amount of disk space the archived transactions use on your system.

You will only need to set up MQK once. Use the following procedures.

1. At any menu, type MQK and press <Enter>.

   The Modify QuickRecall Constants screen displays.

2. Fill in the appropriate fields.

   You must fill in the following fields:
   - Cash Customers
   - Charge Customers
   - Special SKU’s
   - Purge Trx for Deleted Customers

   Refer to the Functions Manual to answer any questions you have about these fields.
# Making Changes to Point-of-Sale

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</table>
Changing POS

You can change your mind at any time about the decisions you made when you started POS.

The tables in this section will help you find the field that controls the change you want to make. They also tell you whether the change will affect a single terminal or an entire store.

If you have questions about the choices that are available to you, please refer to the tabbed section Getting Started in this manual.
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<tr>
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<tr>
<td>the Big Header Screen in POS to reappear after each transaction is complete</td>
<td>Function MTR</td>
<td>Return to Header field</td>
<td>a single terminal</td>
</tr>
<tr>
<td>a message telling clerks when an item’s quantity available is insufficient</td>
<td>Function MTR</td>
<td>Display Qty NA Msg field</td>
<td>a single terminal</td>
</tr>
<tr>
<td>prices from the Price Matrix to display when a clerk displays an item in POS</td>
<td>Function MTR</td>
<td>Display Matrix Prices field</td>
<td>a single terminal</td>
</tr>
<tr>
<td>the cursor to return to the Clerk field after each transaction is complete</td>
<td>Function MIV Screen 2</td>
<td>Return to Clerk? field</td>
<td>an entire store</td>
</tr>
<tr>
<td>your Triad system to assume the quantity sold is always one (unless the clerk enters another quantity)</td>
<td>Function MIV Screen 2</td>
<td>Preset Quantity to 1? field</td>
<td>an entire store</td>
</tr>
<tr>
<td>customer account balances to display at POS</td>
<td>Function MIV Screen 2</td>
<td>Display Customer Balances? field</td>
<td>an entire store</td>
</tr>
<tr>
<td>to save the Order # in the Reference field when the order is invoiced</td>
<td>Function MIV Screen 2</td>
<td>Build Order Reference? field</td>
<td>an entire store</td>
</tr>
<tr>
<td>your Triad system to round up board foot quantities to the nearest whole board foot when calculating the selling price</td>
<td>Function MIV Screen 2</td>
<td>Round Up BF Quantity? field</td>
<td>an entire store</td>
</tr>
</tbody>
</table>
# Checks and Bankcards

<table>
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</thead>
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<tr>
<td>to endorse checks</td>
<td>Function MIV Screen 2</td>
<td>Endorse Checks? field</td>
<td>an entire store</td>
</tr>
<tr>
<td>to endorse bankcard slips</td>
<td>Function MIV Screen 2</td>
<td>Endorse Bankcards? field</td>
<td>an entire store</td>
</tr>
<tr>
<td>to change the name or number of the bank account that prints on the back of endorsed checks</td>
<td>Function MSR</td>
<td>Checking Name/Acct# field</td>
<td>an entire store</td>
</tr>
<tr>
<td>to change the name or number of the bank account that prints on the back of endorsed bankcard slips</td>
<td>Function MSR</td>
<td>Credit Card Name/Acct# field</td>
<td>an entire store</td>
</tr>
<tr>
<td>to change acceptability of certain credit cards</td>
<td>Function MIV Screen 2</td>
<td>Valid Credit Cards field</td>
<td>an entire store</td>
</tr>
</tbody>
</table>

## Clerk Capabilities

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<th>This affects</th>
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</thead>
<tbody>
<tr>
<td>clerks to be able to display the cost of an item at POS</td>
<td>Function MTR</td>
<td>Display Cost on Inqry field</td>
<td>a single store</td>
</tr>
<tr>
<td>a message telling clerks that an item’s quantity available is insufficient</td>
<td>Function MTR</td>
<td>Display Qty NA Msg field</td>
<td>a single terminal</td>
</tr>
<tr>
<td>prices from the Price Matrix to display when the clerk displays an item</td>
<td>Function MTR</td>
<td>Display Matrix Prices field</td>
<td>a single terminal</td>
</tr>
<tr>
<td>customer account balances to display at POS</td>
<td>Function MIV Screen 2</td>
<td>Display Customer Balance? field</td>
<td>an entire store</td>
</tr>
<tr>
<td>a warning message to display at POS whenever a clerk begins a transaction for a customer with a past due balance</td>
<td>Function MIV Screen 2</td>
<td>Display Past Due Warning? field</td>
<td>an entire store</td>
</tr>
<tr>
<td>a prompt asking for a wallpaper pattern, paint tint formula or toxic warning message</td>
<td>Function IMU Screen C</td>
<td>Tally field</td>
<td>entire store</td>
</tr>
</tbody>
</table>
## Message Lines

<table>
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<tr>
<td>to print/not print the message line on invoices</td>
<td>Function MIV</td>
<td>With Message Line?</td>
<td>an entire store</td>
</tr>
<tr>
<td></td>
<td>Screen 1</td>
<td>field</td>
<td></td>
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<tr>
<td>to print/not print the message line on receipts</td>
<td>Function MIV</td>
<td>Print Message Lines?</td>
<td>an entire store</td>
</tr>
<tr>
<td></td>
<td>Screen 1</td>
<td>field</td>
<td></td>
</tr>
<tr>
<td>to change the message line that prints on invoices and receipts</td>
<td>Function MIV</td>
<td>Message Lines</td>
<td>an entire store</td>
</tr>
<tr>
<td></td>
<td>Screen 1</td>
<td></td>
<td></td>
</tr>
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</table>

## Prices to Use

<table>
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</thead>
<tbody>
<tr>
<td>prices from the Price Matrix to display when the clerk displays an item</td>
<td>Function MTR</td>
<td>Display Matrix Prices field</td>
<td>a single terminal</td>
</tr>
<tr>
<td></td>
<td>Screen 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>to change the price that prints in the SUGG column on the invoice</td>
<td>Function MIV</td>
<td>Suggested Price to Print? field</td>
<td>an entire store</td>
</tr>
<tr>
<td></td>
<td>Screen 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>your Triad system to consider any promotion prices entered in Function MIP when clerks create estimates</td>
<td>Function MIV</td>
<td>Promo Prices in Estimates? field</td>
<td>an entire store</td>
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<tr>
<td></td>
<td>Screen 2</td>
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<tr>
<td>your Triad system to consider retail price when comparing prices</td>
<td>Function MIV</td>
<td>Use Retail Prc in Best Pricing? field</td>
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<tr>
<td></td>
<td>Screen 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>to change the kinds of items subject to terms or trade discounts</td>
<td>Function MIV</td>
<td>all fields</td>
<td>an entire store</td>
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<tr>
<td></td>
<td>Screen 3</td>
<td></td>
<td></td>
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<tr>
<td>to change the basis for calculating cost of goods sold when invoicing orders and special orders</td>
<td>Function MIV</td>
<td>Use Curr Cost when Invoicing? field</td>
<td>an entire store</td>
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<tr>
<td></td>
<td>Screen 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If you want</td>
<td>Go to</td>
<td>And change the</td>
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</tr>
<tr>
<td>---------------------------------------------------------------------------</td>
<td>------------------</td>
<td>--------------------------------</td>
<td>-------------------------</td>
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<tr>
<td>to assign a terminal’s invoices to print at a different printer</td>
<td>Function MTR</td>
<td>Invoice Printer # field</td>
<td>a single terminal</td>
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<tr>
<td>cost and gross profit percent to print on the store copy of Contractor invoices</td>
<td>Function MTR</td>
<td>Print Cost/GP% On Invoices field</td>
<td>a single terminal</td>
</tr>
<tr>
<td>to change the type of form used in the invoice printer</td>
<td>Function MTR</td>
<td>Form Type field</td>
<td>a single terminal</td>
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<tr>
<td>to change the store name or address that prints on the invoice and receipt</td>
<td>Function MSR</td>
<td>Store Name and Address Lines fields</td>
<td>an entire store</td>
</tr>
<tr>
<td>to change the name or number of the bank account that prints on the back of endorsed checks</td>
<td>Function MSR</td>
<td>Checking Name/Acct# field</td>
<td>an entire store</td>
</tr>
<tr>
<td>to change the name or number of the bank account that prints on the back of bankcard slips</td>
<td>Function MSR</td>
<td>Credit Card Name/Acct# field</td>
<td>an entire store</td>
</tr>
<tr>
<td>to change the message line that prints on the invoice</td>
<td>Function MIV Screen 1</td>
<td>Message Lines field</td>
<td>an entire store</td>
</tr>
<tr>
<td>to print prices of individual line items on estimates</td>
<td>Function MIV Screen 1</td>
<td>Print Prices on Estimates? field</td>
<td>an entire store</td>
</tr>
<tr>
<td>to change whether or not to print invoices</td>
<td>Function MIV Screen 1</td>
<td>Print Invoices? field</td>
<td>an entire store</td>
</tr>
<tr>
<td>to print item descriptions on invoices</td>
<td>Function MIV Screen 1</td>
<td>With Description? field</td>
<td>an entire store</td>
</tr>
<tr>
<td>to print store name on invoices</td>
<td>Function MIV Screen 1</td>
<td>With Store Name? field</td>
<td>an entire store</td>
</tr>
<tr>
<td>to print a message line on invoices</td>
<td>Function MIV Screen 1</td>
<td>With Message Line? field</td>
<td>an entire store</td>
</tr>
<tr>
<td>to print the invoice due date on invoices</td>
<td>Function MIV Screen 1</td>
<td>With Due Date? field</td>
<td>an entire store</td>
</tr>
<tr>
<td>to print all components of a kit on invoices</td>
<td>Function MIV Screen 1</td>
<td>With Kits Expanded? field</td>
<td>an entire store</td>
</tr>
<tr>
<td>to print the terms discount on invoices in a readable form (instead of backwards)</td>
<td>Function MIV Screen 1</td>
<td>Terms Discount Readable? field</td>
<td>an entire store</td>
</tr>
<tr>
<td>to change the spacing on invoices</td>
<td>Function MIV Screen 1</td>
<td>Invoice Spacing? field</td>
<td>an entire store</td>
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</tbody>
</table>
What Prints Where, cont’d

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<th>This affects</th>
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<tbody>
<tr>
<td>to print the cash tendered amount on receipts</td>
<td>Function MIV Screen 1</td>
<td>Print Cash Tendered Line? field</td>
<td>an entire store</td>
</tr>
<tr>
<td>to print the change amount on receipts</td>
<td>Function MIV Screen 1</td>
<td>Print Change Line? field</td>
<td>an entire store</td>
</tr>
<tr>
<td>to print the date, time, terminal # and clerk on receipts</td>
<td>Function MIV Screen 1</td>
<td>Print Audit Line? field</td>
<td>an entire store</td>
</tr>
<tr>
<td>to print the store name on receipts</td>
<td>Function MIV Screen 1</td>
<td>Print Store Name Line? field</td>
<td>an entire store</td>
</tr>
<tr>
<td>to print a receipt for charge customers</td>
<td>Function MIV Screen 1</td>
<td>Print Charge Customer? field</td>
<td>an entire store</td>
</tr>
<tr>
<td>to print the message line on receipts</td>
<td>Function MIV Screen 1</td>
<td>Print Message Lines? field</td>
<td>an entire store</td>
</tr>
<tr>
<td>to print the promotion or discount percent on the invoice</td>
<td>Function MIV Screen 1</td>
<td>Promo/Discount Pct? field</td>
<td>an entire store</td>
</tr>
</tbody>
</table>

Security

<table>
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<tr>
<th>If you want</th>
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<th>And change the</th>
<th>This affects</th>
</tr>
</thead>
<tbody>
<tr>
<td>to check passwords at POS</td>
<td>Function MUR</td>
<td>Check Password at POS? field</td>
<td>a single clerk</td>
</tr>
<tr>
<td>the cursor to return to the Clerk field after each transaction</td>
<td>Function MIV Screen 2</td>
<td>Return to Clerk? field</td>
<td>an entire store</td>
</tr>
</tbody>
</table>
### Miscellaneous

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<th>Go to</th>
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<th>This affects</th>
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</thead>
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<tr>
<td>to see if a terminal is in Training Mode</td>
<td>Functions MTR or POS</td>
<td>POS in Training? field</td>
<td>a single terminal</td>
</tr>
<tr>
<td>to put a terminal into Training Mode (or take it out of Training Mode)</td>
<td>Functions MTR or POS</td>
<td></td>
<td>a single terminal</td>
</tr>
<tr>
<td>to start over with a new series of invoice numbers</td>
<td>Function MIV Screen 1</td>
<td>Next Invoice Number field</td>
<td>an entire store</td>
</tr>
<tr>
<td>to change the default customer number</td>
<td>Function MIV Screen 2</td>
<td>Default Customer Number? field</td>
<td>an entire store</td>
</tr>
<tr>
<td>to change the salesperson code associated with a particular clerk</td>
<td>Function MUR</td>
<td>Default Salesperson field</td>
<td>a single clerk</td>
</tr>
</tbody>
</table>
Getting Information for Better Management

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- Printing a List of Outstanding Transactions 7-1
- Printing a List of Open Quotes 7-3
- Printing a List of Bids that are Over-Volume 7-4
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- Printing a List of Items Returned as Defective 7-13
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Getting Information for Better Management

Keeping Track of Pending Transactions

Tracking pending transactions is a major part of your responsibilities as manager. Your Triad system makes this easier by allowing you to print various listings of the pending transactions in the system.

Printing a List of Outstanding Transactions

1
At any menu, type ROO and press <Enter>.

The initiation screen for the Open Order File Report displays.
Multistore users:
Type the store number you want this report to cover at the Store field, or press <Clear Field> to print transactions from all stores.

Type another printer number if necessary.

2
At Printing Seq, type C or leave the O, and press <Enter>.
If you want this list to print in customer number order, type C. Otherwise, leave the O and the list will print in transaction number sequence.

3
At Trans Type, type the letter code for the type(s) of transactions you want to print. Then press <Enter>.
If you leave this field blank, all transaction types will print.
You can enter as many of the transaction types as you want. It doesn’t matter what order you type the codes in.

4
At Options, type the letter code for any special formats or requirements you have. Then press <Enter>.
If you leave this field blank, you’ll get an unrestricted list.
Options D, J, N and T determine how the printed report will look.
If you want more than one copy, type the quantity at the Copies field.

5
In the From and To fields, type any ranges to which you want to restrict this listing.
If you leave the ranges blank, all transactions of the type you indicate will print.

6
Press <Run>.
For a detailed explanation of Report ROO, see the Reports Manual.
Printing a List of Open Quotes

It's a good idea to keep a current list of open quotes so you'll know who is getting special prices on what. Each week, you might want to print a list of the open quotes due to expire that week to decide whether to extend them or not.

1
At the main menu, type ROO and press <Enter>.

The initiation screen for the Open Order File Report appears.

Multistore users only:
Type the store number you want this report to cover at the Store field, or press <Clear Field> to print open quotes for all stores.

Type another printer number, if necessary.

2
At Printing Seq, type C or leave the O, and press <Enter> twice. Leave Trans Type blank.

It doesn't really matter which printing sequence you use.
Leave the Trans Type field blank because you'll indicate in the next field that you're interested only in open quotes.

3
At Options, type Q and press <Enter>.

You can also use Options C, D, J or N if you want, but don't use any of the other options.
If you want more than one copy, type the quantity at the Copies field.
4
In the From and To fields, type any ranges to which you want to restrict this listing.

Triad Systems Corporation suggests you leave these fields blank. That way all open quotes on file will print, and you can be sure you haven’t overlooked any. If you don’t enter any ranges, all the open quotes will print, even if they have expired.

If you want to only print the open quotes due to expire this week (to decide whether to extend them or not), type the range of dates you want in the Expiration Date From and To fields.

5
Press <Run>.

If you find an open quote that you want to change, please see the Clerk’s POS Procedures Manual, the tabbed section Open Quotes, “Changing an Open Quote”. For example, you might want to change the expiration date, prices or items on an open quote.

If you find an open quote that you want to cancel, please see the tabbed section Deleting and Purging Transactions in this manual.

Printing a List of Bids that are Over-Volume

When the total dollar amount that you have shipped and invoiced on a particular bid exceeds the total dollar amount of the bid itself, the bid is “over-volume.”

This happens if your customer finds he needs more of some of the items on the bid than he had originally expected, and requests that increase order quantities as they create orders from the bid. This is a legitimate procedure, although such increases may sometimes be undesirable. For example, your cost may have increased so much since the bid that you cannot afford to sell any greater quantity at the bid price than you originally committed.

To print a list of over-volume bids, use the following procedure.
1
At the main menu, type **ROO** and press <Enter>.

The initiation screen for the Open Order File Report appears.

```
Open Order File Report (ROO)  Store: 1

Printer (P): [ ]
Printing Seq: 0
Trans. Type: ______
Options: [ ]
Transfer Opt: [ ]
Print Option: [ ]
Copies: 1

Customer/Job# From: [ ]/ To: [ ]/ Trans. Codes: [ ]
Order/Est#: [ ]
Delivery Date: [ ]
Expiration Date: [ ]
```

**Multistore users:**
Type the store number you want this report to cover at the Store field, or press <Clear Field> to print over-volume bids for all stores.

Type another printer number, if necessary.

2
At Printing Seq, type **C** and press <Enter> twice.

Although you could use the default sequence, which prints by order number, the customer number sequence is more convenient in this case. The customer number sequence groups together all bids for any one customer. This will make it easier to see if you have a problem with any particular customer.

You can leave the Trans Type field blank, because you will specify an option that includes only bids.

3
At Options, type **O**.

You can also use Options D, H, J or N, but don’t use any other options.

If you want more than one copy, type the quantity in the Copies field.
Press <Run>.

Triad Systems Corporation suggests you leave the From and To fields blank. That way, all over-volume bids on file will print, and you can be sure you haven’t overlooked any.

If you want to institute controls on over-volume bids, you could require clerks to get a manager’s approval before they increase quantities on orders they create from bids.

### Batch-Printing Pick Tickets

A pick ticket is the list of items that identifies what to pick and ship for a given order.

There are two ways to print pick tickets:

- If an order is to be picked and shipped immediately, your clerks should print the order at POS, and immediately send one of the copies out to the yard. This kind of pick ticket is printed at your invoice printer on an invoice.

- For orders not picked and shipped immediately, it makes sense to batch-print pick tickets. You can print pick tickets by delivery date, item location or order number. This kind of pick ticket prints at your back-office report printer on plain paper, not on POS invoices.

Here are some of the ways you can use batch-printed pick tickets:

- You can batch-print pick tickets at the end of the day for orders to be shipped the next day.

- On Mondays you can print all orders to be shipped during the week.

- You can print separate pick tickets for different areas of the yard.

To batch-print pick tickets, use the following procedure.
1
At any menu, type RIO and press <Enter>.

The initiation screen for the Open Order Item Report appears.

<table>
<thead>
<tr>
<th>Open Order Item Report</th>
<th>Store: 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printer (P) : 1</td>
<td></td>
</tr>
<tr>
<td>Printing Seq : D</td>
<td></td>
</tr>
<tr>
<td>Trans. Type : ______</td>
<td></td>
</tr>
<tr>
<td>Options : ______</td>
<td></td>
</tr>
<tr>
<td>Copies : 1</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Order/Est #</th>
<th>Delivery Date</th>
<th>Item Location</th>
<th>Sku/Item</th>
<th>B/O Date Crtd</th>
</tr>
</thead>
<tbody>
<tr>
<td>From:</td>
<td>12/12/12</td>
<td>12/12/12</td>
<td>12/12/12</td>
<td>12/12/12</td>
</tr>
<tr>
<td>To:</td>
<td>12/12/12</td>
<td>12/12/12</td>
<td>12/12/12</td>
<td>12/12/12</td>
</tr>
</tbody>
</table>

*Multistore users:*
Type the store number you want this pick ticket to cover at the Store field, or press <Clear Field> to batch-print pick tickets for all stores.

Type another printer number if necessary.

2
At Printing Seq, press <Enter> to accept the default of D.

You could type O if you want to print in order number sequence, but this is usually less useful for pick tickets.

3
At Trans Type, type O and press <Enter>.

Type S if you want to include special order items on this pick ticket.

4
At Options, type the letter for any options you want and press <Enter>.

If you want item prices and extended prices to print on pick tickets, use Option P.

If you want more than one copy, type the quantity in the Copies field.
In the From and To fields, type any ranges to which you want to restrict this pick ticket. If you enter no ranges, all items on all orders will print, regardless of delivery date or item location.

To see orders to be delivered on a certain date, type the same date in the From and To Delivery Date fields.

To see orders to be delivered on or before a certain date, type the date in the To Delivery Date field, but leave the From field blank.

In the Item Location field, use location codes from the inventory records.

Press <Run>. You can repeat this procedure whenever you like, with any ranges or options. Printing pick tickets does not affect the actual information you have on file.

You should regularly print a list of all orders or special orders on which customers have paid a deposit so you can:

• review the status of those transactions
• make sure you’re filling orders in a reasonably short time

To print orders and special orders with outstanding deposits, use the following procedures.
1
At any menu, type ROO and press <Enter>. The initiation screen for the Open Order File Report appears.

```
Open Order File Report (ROO) Store: 1

Printer (P): [ ]
Printing Seq: 0
Trans. Type: [ ]
Options: [ ]
Transfer Opt: [ ]
Print Option: [ ]
Copies: 1

Customer/Vac#: [ ]/ [ ]
Order/Est #: [ ]/ [ ]
Order/Est TD: [ ]/ [ ]
Delivery Date: [ ]/ [ ]
Date Created: [ ]/ [ ]
Expiration Date: [ ]/ [ ]

<table>
<thead>
<tr>
<th>From</th>
<th>To</th>
<th>Trans. Codes</th>
<th>Exclusion</th>
</tr>
</thead>
</table>
```

*Multistore users only:*
Type the store number you want this report to cover at the Store field, or press <Clear Field> to print orders and special orders from all stores.

Type another printer number if necessary.

2
At Printing Seq, type C and press <Enter>. Although you could use the default sequence, which prints by order number, using the customer number sequence is more beneficial. The customer number sequence groups together all orders and special orders for any one customer.

3
Leave Trans Type blank and press <Enter>. If you leave this field blank, both orders and special orders with outstanding deposits will print.

If you want to print only orders, type O.

If you want to print only special orders, type S.

It’s not possible to take deposits on bids or estimates, so they are automatically excluded from this report.
4
At Options, type L and press <Enter>. You can also use Options C, D, H, J, N or T, but don’t use any other options.
If you want more than one copy, type the quantity in the Copies field.

5
In the From and To fields, type any ranges to which you want to restrict this pick ticket. If you want to restrict this list, you could type ranges in the From and To fields. But it’s wise to print this list without ranges to be sure you’re not missing anything.

6
Press <Run>. If you find any orders or special orders which you want to:
• ship and invoice
• receive an additional deposit
• cancel, then refund the deposit
please see the tabbed section Orders and Special Orders in the Clerk’s POS Procedures Manual.

Printing a List of Uninvoiced Orders
You should have an established internal procedure at your store for making sure that orders are invoiced as soon as they have been shipped.

For auditing purposes, you may want to print a list of all orders that have not been invoiced. An order will appear on this list if:
• it has not yet been shipped or invoiced
• it has been shipped, but has not been invoiced, or it was only partially invoiced
• it has been partially shipped, but has not been partially invoiced

Any order that’s been fully shipped and fully invoiced is no longer an order—it is a completed sale, and does not appear on this list.
You can use this list to:

- check how promptly orders are being shipped.
- check how promptly orders are being invoiced after being shipped.
- see what orders could be shipped and invoiced within a given time period; for example, use this list to select the most profitable orders to ship and invoice before a quarterly or annual close.

To print a list of uninvoiced orders, use the following procedure.

1. At any menu, type **ROO** and press **<Enter>**.
   
   The initiation screen for the Open Order File Report appears.

   ![Open Order File Report (ROO) Screen](image)

   **Multistore users only:**
   Type the store number you want this list to cover at the Store field, or press **<Clear Field>** to print uninvoiced orders from all stores.

   Type another printer number if necessary.

2. At Printing Seq, press **<Enter>** to accept the default printing sequence.
   
   Type **C** if you want to group all your orders together for any one customer.
3
At Trans Type, type O and press <Enter> twice. If you also want to see un invoiced special orders, type S.

You can use Options D, J or N, but you shouldn’t use any of the others.

If you want more than one copy, type the quantity in the Copies field.

4
In the From and To fields, type any ranges to which you want to restrict this list. If you enter no ranges, then all the orders on file will print. You may want to do this to make sure you’re not missing anything.

5
Press <Run>.

Remember, the orders on this list are:

• not yet shipped
  
or

• not yet invoiced
  
or

• only partially shipped
  
or

• only partially invoiced

Use this list to check to:

• make sure that orders are shipped promptly
• make sure that orders are invoiced as soon as they are shipped

If you find an order that should be:

• shipped, you could print a pick ticket. For additional information about pick tickets, please see “Batch-Printing Pick Tickets” in this chapter.
• invoiced, please see the tabbed section Orders and Special Orders in the Clerk’s POS Procedures Manual.
Keeping Track of Items

As a manager, you also need to track certain kinds of items. Most of the procedures for getting information about inventory items is in the Inventory Item Information Manual, but there are a few procedures here that are closely related to POS.

Printing a List of Items Returned as Defective

You can use the Price Exception Report (Report RPE) to print a list of defective items returned by customers. This list can help you keep track of items to be returned to the manufacturer for refund, credit or replacement.

To print a list of items returned as defective, use the following procedure.

1. At any menu, type RPE and press <Enter>.

   The initiation screen for the Price Exception Report displays.

   ![Price Exception Report initiation screen]

   **Multistore users:**
   At the Store field, type the number of the store whose defective items you want to print, or press <Clear Field> to print defective items for all stores.

2. At Options, type X.

   Option X prints only items returned as defective.
3 At Print Options, type the letter for any special printing format you want. Then press <Enter>. If you select R (Reprint Previous Report), the report will print defective items returned yesterday.

4 Decide how you want the price exception items to be sorted, and type the appropriate code at Print Sequence. Then press <Enter>. The codes display on the screen when your cursor is in the Print Sequence field.

5 Press <Run>. For detailed information about Report RPE, see the Reports Manual.

Printing Outstanding Special Order Items

Your purchasing manager needs to know exactly what items your clerks are selling on the special orders they create at POS. He/she needs to order the items from your vendor, receive them and notify the customers of their arrival.

How does the purchasing manager find out what to order? You can:

• use Function GPO to automatically generate a purchase order from a special order
• instruct your clerks to set aside a copy of each special order to pass along to the purchasing manager
• print a list of all special order items every day or two

The following procedure is for printing a list of items on outstanding special orders.

NOTE: For information about Function GPO, please see the Functions Manual or the tabbed section Creating a Purchase Order in the Purchasing and Receiving Manual.

1 At the main menu, type ROO and press <Enter>. The initiation screen for the Open Order File Report appears.
Getting Information for Better Management

Keeping Track of Items 7-15

Multistore users:
Type the store number you want this report to cover at the Store field, or press <Clear Field> to print special order items from all stores.

Type another printer number, if necessary.

2
At Printing Seq, type C and press <Enter>.

You could use the default sequence, which prints by order number, but the customer number sequence is more useful in this case. It groups together all special order items by customer.

3
At Trans Type, type S and press <Enter> twice. Leave Options blank.

You can use Options C, D, J or N, but don’t use any of the other options.

If you want more than one copy, type the quantity in the Copies field.

4
In the From and To fields, type any ranges to which you want to restrict this listing.

Triad Systems Corporation suggests you leave these fields blank. That way, all special order items on file will print, and you can be sure you haven’t overlooked any.

If you print this report regularly, though, you might want to print only those special orders created during a certain period. For example, you might want to print only those special orders created since the last time you printed this report. In that case, you would type the range of dates you want in the Date Created fields.
Press <Run>.

Make sure the person responsible for purchasing special order items gets the information on this report.

Printing a List of Backordered Items

Your purchasing manager needs to keep track of what items are backordered. Use Report RIO to print a list of backordered items.

If you want to monitor backordered items daily, you can print a daily backorder report by adding RIO to your daily report queue. If you enter 999999 in the backorder date created (B/O Date Crtd) From/To fields, your Triad system will use today’s date.

To print a list of backordered items, do the following:

1. At any menu, type RIO and press <Enter>.

   The initiation screen for the Open Order Item Report displays.

```
Open Order Item Report

Printer (P) : 1
Printing Seq : D
Trans. Type  : _____
Options      : ________
Copies      : 1

Order/Est #  From:     To:     Trans. Codes:   Exclusion
Delivery Date:   / /   / /   ______
Item Location  : ________   ________
Sku/Item       : ________   ________
B/O Date Crtd   : / /   / /   ______

```

2. At Trans. Type, type O and press <Enter>.

3. At Options, type B and press <Enter>.

   Option B prints items that were backordered in POS.
4
At B/O Date Crtd From and To fields, type the dates to which you want to restrict this listing and press <Enter>.

If you enter 999999, the report will print all backordered items using today’s date.

5
Press <Run>.

For detailed information about Report RIO, see the Reports Manual.
Deleting and Purging Transactions

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Removing Transactions from the Open Order File  8-1

Transaction Life Cycles  8-2
  Basic Sale  8-2
  Estimates, Open Quotes and Bids  8-2
  Orders and Special Orders  8-3

Printing a List of Expired Transactions  8-4

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Purging Transactions  8-8
Deleting and Purging Transactions

About Deleting and Purging

You can store transactions in your Triad system, which keeps transaction information in the Open Order File. Depending on the POS software you have, you can store certain types of transactions. Use the table below to determine which transactions you can store in your Triad system.

<table>
<thead>
<tr>
<th>Transaction</th>
<th>CPOS</th>
<th>POS with Special Order/Open Quote</th>
<th>POS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sale as an order</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Estimate</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Open Quote</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Bid</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Order</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Special Order</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

Removing Transactions from the Open Order File

When an order or special order is shipped and invoiced, it is automatically removed from the Open Order file. When estimates, open quotes and bids expire, they are purged from the Open Order File the next time you run the purge report (Report ROO with Option X). You should purge the Open Order File at least once a week so it doesn’t get filled up with useless transactions.

You may find it necessary to delete an estimate, open quote or bid before its expiration date. Or you may need to delete an order or special order that will not be shipped and invoiced. Before you delete a transaction, you should know about its “life cycle.”
Transaction Life Cycles

Each transaction has a life cycle. It helps to understand each transaction’s natural life cycle in order to understand how to delete it.

Basic Sale

A sale is never stored in your Triad system. When a customer pays for merchandise and takes delivery, the sale is complete. The inventory, cash and customer files are all updated accordingly, and that’s the end of it.

NOTE: If you save a sale as an order, then it’s stored as an order, not a sale.

If you need to void a completed sale, create a credit memo to offset it. For additional information about voiding a sale, please see the tabbed section Credits and Returns in the Clerk’s POS Procedures Manual.

Estimates, Open Quotes and Bids

Estimates, open quotes and bids require expiration dates when they are created. Unless a clerk enters something different, your Triad system automatically sets the expiration date for the next day.

When the expiration date has passed, the transaction has expired. However, you can still display the expired transaction. If you want, you can reactivate it by changing the expiration date (to do this, please see the Clerk’s POS Procedures Manual). Expired estimates, open quotes and bids remain in your Open Order File until you purge them with Report ROO.

If you want to cancel an estimate, bid or open quote before its expiration date, please see Deleting Transactions in this chapter.
BEFORE YOU DELETE OPEN QUOTES

Ask yourself why. If you just want to create another open quote for the same customer, consider adding the new items to the existing open quote. That works fine if the expiration date should be the same for all of the items.

Ask yourself for how long. If you just want to temporarily disable the open quote prices, you don’t need to delete it. Instead, turn the open quote into an estimate. Later, when you’re ready to activate the open quote prices again, turn it back into an open quote.

For additional information about open quotes, please see the tabbed section Open Quotes in the Clerk’s POS Procedures Manual.

Orders and Special Orders

Orders and special orders are stored in your Triad system until they have been completely shipped and completely invoiced. After that, they are just like sales—they update your inventory, cash and accounts receivable, and are no longer stored in your Triad system.

If you need to void an order or special order after it has been shipped and invoiced, do a credit memo to offset it. The procedure is in the Clerk’s POS Procedures Manual.
Deleting and Purging Transactions

You may need to cancel an order or special order while it is stored in your Triad system; that is, before it has been completely shipped and invoiced. If the order or special order has an outstanding deposit, you must first refund the deposit or tell your Triad system you want to keep the forfeited deposit. To do this, please see the tabbed section Orders and Special Orders in the Clerk’s POS Procedures Manual. After you have disposed of any outstanding deposit, you can delete the order or special order. Then you should purge it immediately by running Report ROO. The Committed Qty field in Function IMU Screen S isn’t updated for the items that were on the order or special order until you purge the transaction.

Printing a List of Expired Transactions

Use the following procedure if you want to consider reactivating any expired transactions.

1. At any menu, type ROO and press <Enter>. The initiation screen for the Open Order File Report appears.

Multistore users:
Type the store number you want this report to print for at Store, or press <Clear Field> to run it for all stores.
2
At Printing Seq, type C or O and press <Enter>.

If you want the transactions to print in Customer number order, type C. If you want them to print in estimate number order, type O.

3
At Trans Type, type BE and press <Enter>.

This will print bids, estimates and open quotes only.

4
If you want to print all the estimates, open quotes and bids in the system, leave Options blank. If you want to print only those that have expired, type E at Options. Then press <Run>.

When the report finishes printing, look at it carefully to decide whether to reactivate any of the expired transactions. You can reactivate expired transactions by changing their expiration date. You can also delete any unexpired transactions before their expiration date.

To reactivate expired transactions, please see the tabbed section Estimates, Quotes, and Bids in the Clerk’s POS Procedures Manual. All of the expired transactions will be purged when you run Report ROO with Option X unless you first reactivate them by changing their expiration date.

To delete any transactions before their expiration date, please see Deleting Transactions in this chapter.

Reading the Report

If you ran the report with Option E, every transaction on the report has expired.

If you ran the report without Option E, check the EXP-DATE field for each transaction.
Deleting Transactions

Use this procedure if you want to delete a transaction before its expiration date. Once you have deleted a transaction, you will no longer be able to display or reactivate it, and it will be purged the next time you run Report ROO with Option X.

1
Display the transaction you want to delete.

Please see the tabbed section Looking Things Up in the Clerk’s POS Procedures Manual.

2
Press <Delete> twice.

The transaction is deleted. You will not be able to display it again or reactivate it. If the transaction was:

- an estimate or open quote, it will be purged the next time you run Report ROO with Option X
- an order or special order, it will be purged the next time you run Report ROO, regardless of what options you use
- an order or special order, you should purge it immediately, because the committed quantity isn’t updated in the inventory record for the items that were on the order or special order until you purge the transaction
Protecting a Transaction From Purging

You can mark an estimate or open quote so that Report ROO will not purge it from your Triad system even after it expires. You can mark a bid this way, too, if you first turn it back into an estimate. To change a bid into an estimate, please see the tabbed section Estimates, Quotes, and Bids in the Clerk’s POS Procedures Manual. Use this procedure sparingly, though; otherwise you’ll waste a lot of file space on expired transactions.

To protect a transaction from purging, use the following procedure.

1
In POS/CPOS, display the transaction you want to protect from purging.

For detailed procedures, please see the tabbed section Looking Things Up in the Clerk’s POS Procedures Manual.

2
Move the cursor to the Retain field near the bottom right corner of the header screen.

This field appears on estimates, open quotes and bids only.

3
Type Y over the N and press <Change>.

The message THIS TRANSACTION HAS BEEN CHANGED displays.

Now this transaction will not be purged when Report ROO is run with Option X, even if it has expired. It will remain in your Triad system until you change the Retain field to N again. To do this, repeat steps 1-3, only type N in the Retain field.
Purging Transactions

You should purge the Open Order File at least once a week. Before you purge the file, you may want to print a list of expired transactions, and protect certain ones from purging. Everything you purge will print on Report ROO for your records.

To purge expired and deleted transactions from the Open Order File, use the following procedure.

1. At any menu, type ROO and press <Enter>.

   The initiation screen for the Open Order File Report appears.

   ![Open Order File Report](image)

   Multistore users:
   At the Store field, type the store number whose transactions you want to purge, or press <Clear Field> to purge for all stores.

2. At Printing Seq, type C or O, and press <Enter> twice.

   If you want the transactions to print and purge in customer number order, type C. If you want them to print and purge in transaction number order, type O.

   You will probably want to leave Trans Type blank so that all deleted and expired transactions purge. If you want, however, you can restrict this purge to only estimates and open quotes by typing E, or to bids only by typing B.
3

At Options, type X. This option prints and purges deleted and expired transactions.

You will probably want to leave the From and To fields at the bottom of the screen blank to purge the entire Open Order File. However, you can type From and To ranges if you have a particular reason to only purge a certain range.

4

Press <Run>.

Once the report prints, do the following:

- Make sure no transactions were purged that you wanted to keep. If you accidentally purged a transaction that you want to keep, you can recreate it.

- If you expected a transaction to be purged, and it was not, check the Retain field on the transaction’s header screen in POS/CPOS. If a transaction’s Retain field is Y, the transaction cannot be purged.

- Look for deleted transactions that never should have been created in the first place. The ROO Report is an audit trail for keeping track of what your clerks are doing.

There is no need to keep this report for an extended period. When you are satisfied with it, throw it away.
Reversing Completed Transactions

Use this procedure to quickly reverse a completed transaction, such as a sale or a credit memo. Using this procedure reverses the entire transaction without entering in each line item separately.

This method uses QuickRecall software. If you are not familiar with using QuickRecall, refer to the Clerk’s POS Manual.

There are two versions of QuickRecall software, Limited and Full. Limited QuickRecall is provided to you at no charge and allows you to reverse a transaction the same day it was completed. If you want to reverse transactions that occurred prior to the day they were completed, you need to purchase Full QuickRecall. Contact Triad Direct at 1(800)538-8597 for more information about investing in Full QuickRecall.

To use this feature you need to have security bit 596. Refer to your Security Guide for more information on adding security bits. For security purposes, Triad recommends you control the number of employees who have access to this feature.

Use the following procedure to reverse a completed transaction.

1
Display the customer for whom you want to reverse a transaction.

See the tabbed section, Looking Things Up, in the Clerk’s POS Manual, if you need help.

You must display the customer number before reversing the transaction.

2
From the Item (SKU) field, press <Home> once.

The Reprint Invoice window displays.

3
At Document #, type the document number for the transaction you want to reverse.

If you do not know the document number and you have purchased Full QuickRecall, press <Home> again to display the QuickRecall Lookup window. Look up the transaction you want to reverse and put your cursor next to it. Refer to your Clerk’s POS Manual if you need help.
4
Press <Void>.

The Paste Into Current Transaction window displays with the transaction number listed in the upper left corner of the screen.

You cannot use <Void> to post a reversed transaction if any of the following conditions exist:

- The transaction you are posting into is a transfer or credit memo.
- You don't have security bit 596.
- When reversing a cash transaction, your receipt printer is slaved to the terminal and the Receipt Printer Opt. field in Function MTR is not EN (print receipt at the end of the transaction). In this case you will see the message, REVERSAL NOT ALLOWED WHEN RECEIPT IS NOT PRINTING AT THE 'END'.

5
At Reprice type N and press <Run>.

The Paste Summary window displays, indicating the number of line items to be reversed. The message, PRESS ANY KEY TO CONTINUE, displays at the bottom of POS Posting screen.

6
Press <End> twice.

The POS Posting screen displays.

Each line item from the selected transaction displays in the posting section of the screen, along with the pre-tax total. If the item was originally posted as a credit item, then the reversed transaction will post the item as a positive amount. If the item was originally posted as a sale, then the reversed transaction will post the item as a negative (credit) amount.

7
Press <Total>.

The total amount of the reversed transaction displays in the Total field. If you adjusted the sales tax or the trade discount on the original transaction, you must adjust it on the reversed transaction now.
8
Enter the total amount to be refunded and press <Enter>. If you are reversing a transaction for a charge customer, press <Enter> without entering the total amount.

Enter the amount as a positive amount. Do not enter a negative sign.

9
Press <Clear> or <Invoice> as prompted.

The reversed transaction displays on your End-of-Day reports as a credit memo (if the original transaction was a sale) or an invoice (if the original transaction was a credit memo).
Interpreting Your End-of-Day Reports

About End-of-Day Reports

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Reading Your Price Exception Report

Questions You May Have

Reading Your Daily Inventory Report

Questions You May Have

Reading Your Daily Sales Totals Report

Questions You May Have
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Interpreting Your End-of-Day Reports

About End-of-Day Reports

The reports that print in your end-of-day queue contain a lot of information that is vital to your business and your Triad system. This section explains how to read these reports, what to do with them, and how to correct errors on them.

The end-of-day reports:

• tell you what happened at POS
• tell you what happened in the back office
• update information in your files

To get a complete picture of everything that happened in your business, you must look at several reports.

Questions You May Have

How should my end-of-day reports balance?

Don’t try to balance figures between the various reports unless this manual or your Triad representative specifically instructs you to. The reports cover different information from different sources, so naturally some of the totals differ. For example, CASH on Report RDJ is not necessarily the same as NET CASH on Report RDS. The figures that should balance are noted on the reports samples in this section.

What if figures that should balance don’t?

Do the following:

1. Look at the audit copy of your receipt tape invoices for any strange transactions. You should look for anything unusual, such as duplicate receipts or invoices, exceptionally large voids, and so on.
2. Determine if there were any power outages or surges. This can sometimes cause errors.

3. Determine if Off Line POS was used during the day. Any transactions performed in Off Line POS will not appear on the end-of-day reports.

4. If you can’t determine what happened or how to correct the problem, call your local Customer Education Representative (CER).

NOTE: Check with your CER about the availability of the Sales Integrity class. In this class, you use case studies to help you learn how to balance sales totals and prove accounts receivable totals. You also learn some troubleshooting techniques to help you identify problems and immediately correct them.

Reading Your Price Exception Report

Your Price Exception Report (Report RPE) is a security and profit margin tool. It alerts you to any items sold at a price other than the official price entered in the inventory record. You can print the information by department, terminal, or clerk.

Questions You May Have

What is a Price Exception?

A price exception occurs when a clerk:

- types over the price that automatically displays at POS and sells an item at another price instead, regardless of whether the manually entered price is higher or lower than the system price
- gives credit for a returned item for an amount that is not the same as the current selling price
- sells an item using the <Discount> or <Promo> keys
- places an item on an order at a different price than was originally offered on the bid from which the order was created
- sells an item at a price that gives a gross profit percent that is more or less than the desired gross profit percent
- voids an item from a sale
• returns or exchanges a defective item, even if the credit amount is the same as the current selling price
• gives a trade discount or an immediate terms discount on an entire sale
• changes the pricing code for an individual line item using the <Run> key

You can use various options to print different kinds of price exceptions. Please see the Reports Manual for a complete explanation of the options available.

Remember that clerks may have legitimate reasons for changing item prices. For example, an item may have been labelled with the wrong price.

When you run this report, a copy of the data used in it is stored in a temporary storage place on your Triad system. It remains there until the next time you run backups (probably at close of business tomorrow). If necessary, you can reprint the report by running Report RPE with Option R.

Should I make any corrections? This report does not update any information in your files, so there’s never any need to make any corrections after running it. However, you should follow up on any questionable price exceptions.

Should I keep this report? You can throw it away when you’re finished looking at it.
| SKU | DESCRIPTION                  | QTY | CODE | ACTUAL | DES | GT | UM | GP | UM | COST | SYSTEM | ID | JNL/INV# | SOLD | UM | COST | PRICE | $DIFF | GP | GP | DIF | DO |
|-----|------------------------------|-----|------|--------|-----|----|---|----|----|----|------|--------|----|----------|------|----|-----|-------|------|----|----|-----|----|
| H   | 3M MANUALLY POSTED COST      | 15.00| EA   | 35.00  | 45.00 | 57.14 | 12.14| |
| L   | 4X4002 GYPSUM WALL           | 3.12 | EA   | 13.43 | 21.53 | 32.97 | |
|     | 4X6055 PIRC CODE QY          | 3.12 | EA   | 13.43 | 21.53 | 32.97 | |
|     | 5018X792 GYPSUM WALL         | 3.12 | EA   | 13.43 | 21.53 | 32.97 | |
|     | 4X6055 PIRC CODE QY          | 3.12 | EA   | 13.43 | 21.53 | 32.97 | |
|     | 5018X792 GYPSUM WALL         | 3.12 | EA   | 13.43 | 21.53 | 32.97 | |
|     | 4X6055 PIRC CODE QY          | 3.12 | EA   | 13.43 | 21.53 | 32.97 | |
|     | 5018X792 GYPSUM WALL         | 3.12 | EA   | 13.43 | 21.53 | 32.97 | |
| K1  | KITCOMPONENT1 SUB-KIT LEVEL1 | 3.12 | EA   | 13.43 | 21.53 | 32.97 | |
| K1  | KITCOMPONENT2 SUB-KIT LEVEL2| 3.12 | EA   | 13.43 | 21.53 | 32.97 | |
| K1  | KITCOMPONENT3 SUB-KIT LEVEL3| 3.12 | EA   | 13.43 | 21.53 | 32.97 | |
| K1  | KITCOMPONENT4 SUB-KIT LEVEL4| 3.12 | EA   | 13.43 | 21.53 | 32.97 | |
| K1  | KITCOMPONENT5 SUB-KIT LEVEL5| 3.12 | EA   | 13.43 | 21.53 | 32.97 | |
| K1  | KITCOMPONENT6 SUB-KIT LEVEL6| 3.12 | EA   | 13.43 | 21.53 | 32.97 | |
| L   | 69 1610CC T&G D&BTR INLA     | 3.12 | EA   | 13.43 | 21.53 | 32.97 | |
| L   | 59 33841 POSTED W "SLASH" PRI| 3.12 | EA   | 13.43 | 21.53 | 32.97 | |

**REPORT TOTALS:**

<table>
<thead>
<tr>
<th>SKU COUNT:</th>
<th>OCCURRENCES</th>
<th>QUANTITY SOLD</th>
</tr>
</thead>
<tbody>
<tr>
<td>31</td>
<td>245.35</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>133.97</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>214.26</td>
<td></td>
</tr>
<tr>
<td>0</td>
<td>38.06</td>
<td></td>
</tr>
<tr>
<td>0</td>
<td>32.97</td>
<td></td>
</tr>
</tbody>
</table>

**END OF REPORT**
Reading Your Daily Inventory Report

The Daily Inventory Update Report (Report RDI) tells you how the day’s POS transactions affected your inventory. *It does not include anything that took place at any of the back-office terminals.*

Questions You May Have

What Does Option F Do?

Running Report RPE with Option F updates:

- each item’s sales history (Function IMU Screen H) to reflect the day’s sales
- the department records (Function MDE) to reflect the day’s sales
- the class records (Function MCL) to reflect the day’s sales
- the fineline records (Function MFI) to reflect the day’s sales
- each item’s expanded sales and promotion history (Function IMU Screen H), if applicable
- the monthly sales recap information (Function MMR) to reflect the day’s sales

When you run this report, a copy of the data used in it is stored in a temporary storage place on your Triad system. It remains there until the next time you run backups (probably at close of business tomorrow). If necessary, you can reprint the report by running Report RDI with Option R.

Should I make any corrections?

Yes. If you find something wrong on this report, you should correct the information affected by the error. Your local CER can give you more complete guidance on what corrections you need to make and how to do them.

Should I keep this report?

Yes. When you have finished looking at this report, you should file it and keep it for at least a year, or as long as your accountant recommends.
DATE OF REQUEST : 
TIME OF REQUEST : 11:50:55
TERMINAL ID : 02
USER ID : OSCAR

REPORT INITIATION CHOICES

REPORT ON STORE : 1
OPTIONS : S
SORT OPTIONS : T
COPIES : 01
PRINTER : 01

REPORT OPTIONS:
D=DOUBLE SPACE
F=FINAL RUN (DELETE FILES)
J=SUPPRESS PRE-PAGE
P=PRINT UPDATE DETAIL
S=SUBTOTALS
T=TOTALS
R=REPRINT PREVIOUS REPORT

--------------- CODES ---------------
Z TRANSFER STATUS
T TRANSACTION TYPE
C TRANSACTION CODE
X TAXABLE INDICATOR
Q QUANTITY PRICE INDICATOR
I MANUAL OVERRIDE INDICATOR
D D=DISC, P=PROMO, S=PROMO-SUBSYSTEM,
O=OPEN QUOTE, *=NON-DISC
S SPECIAL RECORD INDICATOR
K KIT COMPONENT
I ITEM TRADE DISCOUNTED

---TRANSACTION TYPES---
D RETURN OF DEFECTIVE ITEM
U INVOICE SALE (NORMAL SALE)
R RETURNED ITEM
X EXCHANGE DEFECTIVE ITEM

NOTE ON TOTALS:
POS MARKDOWNS/MARKUPS AND GROSS PROFIT DOLLARS AND PERCENT ARE ONLY CALCULATED
FOR ITEMS WITH PRICES ON FILE.
MARKUPS WILL SHOW AS A POSITIVE NUMBER.
MARKDOWNS WILL SHOW AS A NEGATIVE NUMBER.
### DAILY INVENTORY UPDATE REPORT FOR OPTIONS:

<table>
<thead>
<tr>
<th>DE ITEM</th>
<th>DESCRIPTION</th>
<th>JNL#</th>
<th>INV#</th>
<th>QTY SOLD</th>
<th>EXTENDED</th>
<th>PRICES</th>
<th>ACTUAL</th>
<th>SYSTEM COST</th>
<th>ACTUAL DESIRED</th>
<th>CODES</th>
<th>ZTCXQODSKI</th>
<th>CLERK</th>
<th>TE</th>
</tr>
</thead>
<tbody>
<tr>
<td>50</td>
<td>RO-1PITCH, HORSESHOE SETA3337</td>
<td>350</td>
<td>1</td>
<td>24.95</td>
<td>24.95</td>
<td>13.30</td>
<td>46.69</td>
<td>46.69</td>
<td>1  N  N  L  LOIS</td>
<td>03</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>49</td>
<td>1X6X10 T&amp;G D&amp;BTR INLAND A3337</td>
<td>350</td>
<td>1</td>
<td>13.00</td>
<td>13.439</td>
<td>8.90</td>
<td>31.54</td>
<td>33.78</td>
<td>1  NSL  N  LOIS</td>
<td>03</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>09</td>
<td>33841 POSTED W &quot;SLASH&quot; PRICINA3337</td>
<td>351</td>
<td>3</td>
<td>15.00</td>
<td>17.52</td>
<td>9.57</td>
<td>36.20</td>
<td>50.85</td>
<td>1  YL  N  LOIS</td>
<td>03</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>16502 808-29 16 GAL WET/DRY VAA3337</td>
<td>351</td>
<td>1</td>
<td>89.99</td>
<td>99.99</td>
<td>65.96</td>
<td>26.70</td>
<td>34.03</td>
<td>1  Y  LS  N  LOIS</td>
<td>03</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2A</td>
<td>12160 96861 1/2 PT.ENGINE OIL A3337</td>
<td>352</td>
<td>12</td>
<td>11.11</td>
<td>13.08</td>
<td>7.44</td>
<td>33.03</td>
<td>43.12</td>
<td>1  N  LQ  N  LOIS</td>
<td>03</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2A</td>
<td>14654 11067 R.V. MIRROR ADHESIVA3337</td>
<td>3</td>
<td>1</td>
<td>2.79</td>
<td>2.79</td>
<td>1.54</td>
<td>44.80</td>
<td>44.80</td>
<td>1  Y  N  LOIS</td>
<td>03</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2A</td>
<td>21346 GEC54W 3OZ. GLASS SEAL A3337</td>
<td>1</td>
<td>1</td>
<td>2.99</td>
<td>2.99</td>
<td>2.00</td>
<td>33.11</td>
<td>33.11</td>
<td>1  Y  N  LOIS</td>
<td>03</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2A</td>
<td>31767 24399 S21 ENGINE OIL A3337</td>
<td>1</td>
<td>1</td>
<td>1.09</td>
<td>1.09</td>
<td>0.68</td>
<td>37.61</td>
<td>37.61</td>
<td>1  Y  N  LOIS</td>
<td>03</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**REPORT TOTALS**

- **QUANTITY SOLD**: 139
- **NET SALES**: 1,724.26
- **AVERAGE $ PER UNIT**: 12.40
- **TOTAL COST**: 1,147.1
- **POS MARKDOWNS/MARKUPS**: 1.51
- **GROSS PROFIT DOLLARS**: 577.15
- **GROSS PROFIT PERCENT**: 33.47

**END OF REPORT.**

Check for items sold under department SKUs that should have been sold under their own SKU number. The clerk should have typed a complete description of the item. Check the shelf to make sure such items are properly labeled.

Create a Credit Memo to return the department SKU, then resell the item under its own SKU number. This is necessary in order to keep your quantities and sales history correct. Make sure your clerks understand how important it is to sell items by their SKU numbers.

**See the code key on the prepage of the report.**

**Spot check for major discrepancies actual and desired GP%.**

Equals Net Totals on first page of Report RDS.

You may wish to post this figure to your General Ledger as Cost of Goods Sold. Your accountant can help you determine if this is appropriate, depending on whether you use LIFO or FIFO.

If this is a negative number, it probably means there is something wrong in some items' inventory records. Possible problems include incorrect cost, selling price or conversion factors in Function IMU. Find the items with negative GP% in the line detail. Then check the inventory records for those items. Correct the items in Function IMU if necessary. Then correct Functions MDE, MCL and MFI if necessary. Your CCI/Triad representative can guide you.
Reading Your Daily Sales Totals Report

Your Daily Sales Totals Report (Report RDS) tells you how the day’s POS transactions affected your sales figures. *It does not include anything that took place at any of the back-office terminals.*

If you use Option T (Totals only), the three pages in the following report sample print, which summarizes the store’s performance as a whole.

If you don’t use Option T, then three pages like those in the report sample print for each clerk or terminal, and the store summary pages print at the end of the report.

Questions You May Have

**What Does Option F Do?**

Running Report RDS with Option F updates the monthly sales information.

When you run this report, a copy of the data used in it is stored in a temporary storage place on your Triad system. It remains there until the next time you run backups (probably at close of business tomorrow). If necessary, you can reprint the report by running Report RDS with Option R.

**Should I make any corrections?**

Yes. If you find something wrong on this report, you should correct the information affected by the error. Do the following:

1. Look at the detail pages. You printed the report by clerk or terminal, so you should be able to determine which clerk or terminal is in question.
2. You must correct the information in Function MMR.

Your local CER can give you more complete guidance on what corrections you need to make and how to do them.

**Should I keep this report?**

Yes. When you have finished looking at this report, you should file it and keep it for a month, or as long as your accountant recommends. If a trend of cash shortages develops, these reports could help you determine when they began, and which terminals or clerks are responsible.
These are manual and automatic trade discounts, manual item discounts, and immediate terms discounts. Deferred terms discounts are not included, which is why it does not equal the discounts on Report RDJ.

Check to see how each department contributes to total sales. Spot check for trends, major deviations from your usual pattern, and effectiveness of advertising or promotions.

### DEPARTMENT TOTALS

<table>
<thead>
<tr>
<th>DEPT</th>
<th>STORE</th>
<th>NAME</th>
<th>SALES</th>
<th>CREDITS</th>
<th>DISCOUNTS</th>
<th>NET % TOTAL SALES</th>
</tr>
</thead>
<tbody>
<tr>
<td>02</td>
<td>1</td>
<td>OUTDOOR LIVING</td>
<td>49.45</td>
<td></td>
<td></td>
<td>2.58%</td>
</tr>
<tr>
<td>03</td>
<td>1</td>
<td>PAINT &amp; SUNDRIES</td>
<td>21.11</td>
<td>1.14</td>
<td>19.97</td>
<td>1.10%</td>
</tr>
<tr>
<td>05</td>
<td>1</td>
<td>HARDWARE &amp; FASTENERS</td>
<td>15.32</td>
<td>1.54</td>
<td>13.78</td>
<td>0.80%</td>
</tr>
<tr>
<td>06</td>
<td>1</td>
<td>LAWN &amp; GARDEN</td>
<td>12.62</td>
<td>1.26</td>
<td>11.36</td>
<td>0.66%</td>
</tr>
<tr>
<td>08</td>
<td>1</td>
<td>ELECTRICAL</td>
<td>7.98</td>
<td>18.00</td>
<td>-8.61</td>
<td>0.42%</td>
</tr>
<tr>
<td>09</td>
<td>1</td>
<td>PLUMBING</td>
<td>15.00</td>
<td></td>
<td>15.00</td>
<td>0.78%</td>
</tr>
<tr>
<td>20</td>
<td>1</td>
<td>HOUSEWARES/GIFTS</td>
<td>122.15</td>
<td>0.85</td>
<td>121.30</td>
<td>6.37%</td>
</tr>
<tr>
<td>29</td>
<td>1</td>
<td>ANDERSEN WINDOWS AND DOORS</td>
<td>44.97</td>
<td></td>
<td>44.97</td>
<td>2.35%</td>
</tr>
<tr>
<td>2A</td>
<td>1</td>
<td>AUTOMOTIVE</td>
<td>17.98</td>
<td></td>
<td></td>
<td>0.94%</td>
</tr>
<tr>
<td>33</td>
<td>1</td>
<td>ROOFING</td>
<td>11.99</td>
<td></td>
<td></td>
<td>0.63%</td>
</tr>
<tr>
<td>34</td>
<td>1</td>
<td>BUILDING MAT.</td>
<td>24.12</td>
<td>3.63</td>
<td>20.49</td>
<td>1.26%</td>
</tr>
<tr>
<td>35</td>
<td>1</td>
<td>POWER TOOLS &amp; ACCESSORIES</td>
<td>4.95</td>
<td>0.25</td>
<td>4.70</td>
<td>0.26%</td>
</tr>
<tr>
<td>36</td>
<td>1</td>
<td>INSULATION</td>
<td>10.49</td>
<td></td>
<td></td>
<td>0.55%</td>
</tr>
<tr>
<td>37</td>
<td>1</td>
<td>MILLWORK</td>
<td>32.69</td>
<td>16.52</td>
<td>16.17</td>
<td>1.71%</td>
</tr>
<tr>
<td>3M</td>
<td>1</td>
<td>METAL PRODUCTS</td>
<td>35.00</td>
<td></td>
<td>35.00</td>
<td>1.83%</td>
</tr>
<tr>
<td>40</td>
<td>1</td>
<td>DOORS &amp; MISC KITS</td>
<td>809.99</td>
<td></td>
<td>809.99</td>
<td>42.25%</td>
</tr>
<tr>
<td>41</td>
<td>1</td>
<td>SPECIAL ORDERS</td>
<td>31.25</td>
<td></td>
<td></td>
<td>1.63%</td>
</tr>
<tr>
<td>43</td>
<td>1</td>
<td>FIR</td>
<td>265.93</td>
<td>119.80</td>
<td>146.13</td>
<td>8.37%</td>
</tr>
<tr>
<td>49</td>
<td>1</td>
<td>CEDAR</td>
<td>13.00</td>
<td></td>
<td>13.00</td>
<td>0.68%</td>
</tr>
<tr>
<td>50</td>
<td>1</td>
<td>SPORTING GOODS</td>
<td>38.53</td>
<td></td>
<td></td>
<td>2.01%</td>
</tr>
<tr>
<td>9H</td>
<td>1</td>
<td>HEATING</td>
<td>31.43</td>
<td>5.98</td>
<td>25.45</td>
<td>1.64%</td>
</tr>
<tr>
<td>K</td>
<td>1</td>
<td>KIT HEADER TOP LEVEL ONLY</td>
<td>211.99</td>
<td></td>
<td>211.99</td>
<td>11.06%</td>
</tr>
<tr>
<td>K1</td>
<td>1</td>
<td>KIT HEADERS MID LEVELS ONLY</td>
<td>89.25</td>
<td>13.39</td>
<td>75.86</td>
<td>4.66%</td>
</tr>
</tbody>
</table>

** *** TOTALS *** **

<table>
<thead>
<tr>
<th>SALES</th>
<th>CREDITS</th>
<th>DISCOUNTS</th>
<th>NET % TOTAL SALES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1917.19</td>
<td>160.30</td>
<td>32.63</td>
<td>1724.26</td>
</tr>
</tbody>
</table>

**SALES TAX**

| 66.47 |

** *** TOTAL SALES ****

| 1790.73 |

If you have a single store system, this equals Sales Tax on the last page of Report RDS. If you have a multistore system, this is this store’s contribution to the Sales Tax on the last page of Report RDS.

This equals Net Sales on Report RDI, and Net Sales on the last page of Report RDS. This does not equal Total Sales on the last page of Report RDS.

If you have a single store system, this equals Total Sales on the last page of Report RDS. If you have a multistore system, this is this store’s contribution to the Total Sales on the last page of Report RDS.
If you want, you can use this page to balance cash drawers. To see how to use this worksheet, please see "Checking Cash Drawers from a Cash Balancing Worksheet" in the tabbed section Security and Control.
**Transactions Totals**

<table>
<thead>
<tr>
<th></th>
<th>$</th>
<th>#</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cash Sales</strong></td>
<td>143.87</td>
<td>8</td>
</tr>
<tr>
<td><strong>Check Sales</strong></td>
<td>47.70</td>
<td>1</td>
</tr>
<tr>
<td><strong>Bankcard Sales</strong></td>
<td>960.01</td>
<td>2</td>
</tr>
<tr>
<td><strong>Charge Sales</strong></td>
<td>10,944</td>
<td>10</td>
</tr>
<tr>
<td><strong>Refunds &amp; Returns - Cash</strong></td>
<td>.00</td>
<td>0</td>
</tr>
<tr>
<td><strong>Refunds &amp; Returns - Check</strong></td>
<td>.00</td>
<td>0</td>
</tr>
<tr>
<td><strong>Refunds &amp; Returns - Bankcards</strong></td>
<td>.00</td>
<td>0</td>
</tr>
<tr>
<td><strong>Credit &amp; Returns - Charge</strong></td>
<td>151.61</td>
<td>3</td>
</tr>
<tr>
<td><strong>Deposits Now Sales</strong></td>
<td>.00</td>
<td></td>
</tr>
<tr>
<td><strong>Total Sales</strong></td>
<td>1,790.73</td>
<td>24</td>
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</table>

**Sales Totals**

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Taxable Merchandise</strong></td>
<td>1,341.02</td>
</tr>
<tr>
<td><strong>Less: Taxable Merch Disc</strong></td>
<td>20.65</td>
</tr>
<tr>
<td><strong>Non-Taxable Merchandise</strong></td>
<td>415.87</td>
</tr>
<tr>
<td><strong>Less: Non-Taxable Merch Disc</strong></td>
<td>11.98</td>
</tr>
<tr>
<td><strong>Net Sales</strong></td>
<td>1,724.26</td>
</tr>
<tr>
<td><strong>Sales Tax</strong></td>
<td>66.47</td>
</tr>
<tr>
<td><strong>Total Sales</strong></td>
<td>1,790.73</td>
</tr>
</tbody>
</table>

**Orders Created**

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<tr>
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</thead>
<tbody>
<tr>
<td><strong>94.01</strong></td>
<td>2</td>
</tr>
</tbody>
</table>

**Order Deposits Taken**

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</tr>
</thead>
<tbody>
<tr>
<td><strong>20.00</strong></td>
<td>1</td>
</tr>
</tbody>
</table>

**Order Deposits Returned**

<table>
<thead>
<tr>
<th></th>
<th>#</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>.00</strong></td>
<td>0</td>
</tr>
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**COD Payments**

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**Trans Created**

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**Gross Receipts**

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**Less: Discounts**

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**Total R.O.A.**

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**Sales Voided**

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**Credit Memos Voided**

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**R.O.A.'s Voided**

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**Sale Items Voided**

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**Credit Items Voided**

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**Total Voided**

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**Avg. Dollars (Retail)/Customer**

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<tr>
<td><strong>Check</strong></td>
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<tr>
<td><strong>Bankcard</strong></td>
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</tr>
<tr>
<td><strong>Charge</strong></td>
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**Avg. Dollars (Retail)/Customer - All**

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<td><strong>Bankcard</strong></td>
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<tr>
<td><strong>Charge</strong></td>
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</table>

**Avg. Dollars (Retail)/Customer - Cash**

<table>
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<th>#</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cash</strong></td>
<td>1</td>
</tr>
</tbody>
</table>

Helps you schedule clerk time.

Equals Total Sales on the Department Totals page of Report RDS.

Check how active you are in Orders/Special Orders.

Post to your General Ledger.

At POS only! This does not include back-office ROAs.

Useful for trend analysis. Using the <No Sale> key.

Check for unusual activity. It might indicate inadequate clerk training, or fraud.
Your Daily Journal Report (Report RDJ) tells you how the day’s POS and back-office transactions affected your business. Although you can limit this report to back-office transactions only (Option B) or POS transactions only (Option O), you should not use them when you run Report RDJ with Option F.

Questions You May Have

What Does Option F Do?

Running Report RDJ with Option F does the following:

- finalizes back-office transactions (Functions MOI and ROA)
- updates the tax file (Function MTX) with today’s sales tax information
- updates the salesperson records (Function MSL) with today’s sales information
- passes off the Net Change to Accounts information into the general ledger (Function GGMU), if applicable

When you run this report, a copy of the data used in it is stored in a temporary storage place on your Triad system. It remains there until the next time you run backups (probably at close of business tomorrow). If necessary, you can reprint the report by running Report RDJ with Option R.

Should I make any corrections?

Yes. If you find something wrong on this report, you should correct the information affected by the error.

Your local CER can give you more complete guidance on what corrections you need to make and how to do them.

Should I keep this report?

Yes. When you have finished looking at this report, you should file it and keep it for as long as your accountant recommends.
**Interpreting Your End-of-Day Reports**

**Reading Your Daily Journal Report**

<table>
<thead>
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<th>N'T-MERCH</th>
<th>N'T-NON-MERCH</th>
<th>FREIGHT</th>
<th>LABOR</th>
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**Two lines of information for each transaction.**

**Terms discount only. This is the terms discount that will be earned if the customer pays on time.**
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<th>TX-MERCH</th>
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</table>

These are cash, check and bankcard totals only!
Prior to enjoying this report, you may wish to review the charts, comments, and photos in the report's introduction section. This page contains the results from [POS] and back office ROAs.

### Invoices

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<th>CREDIT</th>
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<tr>
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**Includes tax.**

### Credit Memos

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**Includes tax.**

### Payments

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<th>CREDIT</th>
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### Finance Charges

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### Net Change to Accounts

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You may wish to review the charts, comments, and photos in the report's introduction section before enjoying this report. This page contains the results from [POS] and back office ROAs. 

If you don't use automatic pass-off, you must post these amounts to General Ledger. 

If you do not use automatic pass-off, these amounts are automatically posted to General Ledger.

---

10 Interpreting Your End-of-Day Reports
1075127 Reading Your Daily Journal Report
Reading Your Check Register Report

The Check Register Report (RCK) lists all bankcards and checks entered at POS. Also, if you enter checks with their ABA Numbers in the back office through Function ROA, the system will include them on Report RCK.

Questions You May Have

What Does Option F Do?

When you run this report, a copy of the data used in it is stored in a temporary storage place on your Triad system. It remains there until the next time you run backups (probably at close of business tomorrow). If necessary, you can reprint the report by running Report RCK with Option R.

Should I make any corrections?

This report does not update any information in your files, so there’s never any need to make any corrections after running it.

Should I keep this report?

You may want to use this report as a deposit slip of checks and bankcards for the bank. Printing this report will eliminate the task of reposting checks on deposit slips.

If you don’t use this report as a bank deposit document, you can throw it away when you’re finished looking at it.
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SERVICE CHARGE

NET DEPOSIT
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