CounterPoint
BUSINESS SOFTWARE FROM SYNCHRONICS®

Getting Started Guide

Understanding and Implementing your new Point of Sale Software Solution

S.C.S.

Sales
Control
Systems

24355 W. Ten Mile Road
Southfield MI, 48034
Phone: (248) 356-0700
Fax: (248) 356-0106

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Surviving the Transition!

Sometimes when we are confronted with the idea of change we turn away because we are afraid of abandoning our old, trusty ways. In doing so, we tend to sacrifice higher levels of efficiency for older methods simply because we feel more secure with them -- not because they are better, just because that's the way we've been doing it for years. But in competitive business, change is essential, especially when it is in step with technology. Computerizing your store is that next step. There are literally hundreds of things that a computer can do but first you must get into the right frame of mind so we offer this guideline to help you through the first few months.

After computerizing many businesses, we have learned how to make the process as smooth and painless as possible. The following suggestions will help you get into the right frame of mind:

1. Acknowledge the computer's reliability.

Your computer will not explode and wipe out your entire inventory if you press the wrong button! It will not hold you or your store hostage; it is designed to be used as a tool for acquiring greater efficiency and growth.

2. Keep your goal in mind.

A more efficient, more controllable, more profitable business.

3. Develop a positive attitude.

You'll need patience and a desire to learn new skills and methods. In learning about computers you are going to be exposed to new vocabulary and new ideas. You will be challenged. Keep in mind millions of businesses have already done it; you can too. Take pride in demonstrating a progressive commitment toward financial success and stability. You won't know how to do everything immediately, so take it one step at a time and you'll learn soon enough.

4. Involve the entire staff.

There is a change ahead; the first thing to do is prepare your staff. Here is where you'll find that you're not alone in your apprehension. Reassure your employees by explaining that your objectives are to provide better customer service and obtain a higher level of productivity; your example is important. Tell them that they are not in jeopardy of being replaced by a computer, and that you do not expect them to instantly grasp everything about the new system.

5. Designate someone else as the “computer person”

You already have many other matters to attend so have another employee tend to the computer, accompany you to training classes and read up on the system. It is very likely that someone will volunteer before you even have to ask. Every business has a computer enthusiast who will enjoy the assignment.

6. Identify the work area.

Decide where the system(s) will be placed. Be sure you have allotted enough space for cash drawers, bar code readers, and receipt printers. Also plan on installing clean electrical lines. If you are using integrated credit card processing a phone line is needed at every terminal where credit cards will be accepted. A phone line used for dial in support via PCAnywhere is also required. This line can be a shared fax line or the credit card phone line, but this line cannot be routed through a PBX or other local switching station.

7. Organize your inventory.

Each item in your business' inventory will be added to the system. Give some thought to how you want to categorize your inventory. Remember this is done so that you can group your items the way you would want to for reporting. Also, take advantage of this time beforehand to line up the sales floor and storage rooms for an efficient count. If you have items already entered into a system, it may be possible to transfer these items, as well as your customers into your new software system. Talk to your salesman about the possibilities of data interchange and whether or not it would be right for your buisness

8. Expect some things to be different than you are currently doing things.

Many procedures will remain basically the same as you have been doing them, however there will be many things that you will have to change. This may seem to be awkward or you may be apprehensive at first, but most of the time this will be a more concise or efficient way of doing things. With a new system comes new procedures and hopefully, a new outlook on your business. One of the most common phrases heard from our customers is “We used to do it this way…” This is fine, but be aware that more helpful and possibly better ways may be available. You may also learn how proficiently you run your business now. You will find that different people on your staff do things inconsistently with your procedures. Your staff may be giving incorrect discounts, charging the wrong prices, or incorrectly charging for services rendered. These inconsistencies will be eliminated as you automate your business.

9. Read the manual and follow instructions

There is no replacement for reading the manual. Now, you don’t have to read the manual form cover to cover, but you should be familiar with how to reference any questions you have and find them in the manual. The manual is very “reader-friendly”, that is to say it is not written in highly specialized computer jargon, rather it is written in plain English anyone can understand. Usually a picture of the screen accompanies the explanation. In short, please learn to consult the manuals before calling the support hotline. You will find that 80% of your questions can be answered simply and easily by consulting the manual.

10. Don’t “cut corners”

If the program calls for specific information, make sure you enter it. Don't think you can avoid following certain rules or you may find yourself doing it over. Imagine that you are building a house. If you cut corners while building the foundation, the rest of the house will eventually cave in, no matter how well it is built or maintained.

11. Enter your inventory records

Once the system is installed, begin to enter your inventory items and services. This is not the step to count everything or fill in the 'on hand' field yet, just define the items at this point. Until a few months have gone by, and everyone can adequately operate the computer, it is futile to attempt to maintain reliable inventory counts. Employees will inevitably make mistakes at the beginning.

HINT: Be sure to back up your system at regular intervals while you are entering records!

12. Start using the system for transactions

Once you are ringing transactions, you will be gathering the sales and customer data you need. Learning to ring transactions is the hardest part of the process; from this, everything else will follow. When you start ringing transactions, you should also start backing up your system at the end of each day. At this time, you also can enter customer records. Again, you don't have to do it all at once. Assign someone part-time, or do it during slow periods or after hours. When you and your employees feel confident, you can enter them as the customer makes a purchase.

13. Take a physical inventory

Once you and your staff feel comfortable ringing transactions, it is time to get 'on line.' Set aside a day to count the inventory. If the sales floor and the warehouse are organized this should go smoothly. After the inventory is counted it must immediately be entered into the system. If you wait even a few days, the computer will not accurately reflect your inventory on hand.

14.Don't discard your old system

This is a common mistake. Once the computer arrives, all handwritten records go by the wayside. It will take a while for the system to produce accurate records. One way to be sure the system is operating properly is to compare your records and run them concurrently for a while.

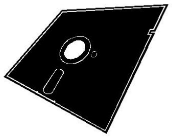
15. Relax, Don't Worry, & Enjoy!

Once your inventory is entered you should be able to really use the system. Don't expect to be streamlined overnight; it will come in small doses. It normally takes 60 to 90 days to fully implement a new computer system.

16. You're on your way.

Hopefully you are approaching this with a good grasp of what you have to do. Experiencing frustration during the first few months is normal. Gradually everything will speed up. When you feel comfortable, try new features, start exploring. Once you understand your system, no doubt you will be satisfied with its performance and have faith in its abilities. Most of all, remember the goal was for the system to help you throughout your entire business and if you follow these steps you will see how invaluable your system becomes to you.

Service & Support



The Software Support plan includes:

- Free, unlimited, telephone support on the software modules selected under the plan.
- Free modem support, directly connecting your computer to our support staff.
- Nominal fee for program upgrades.
- Priority response time...during business hours (9:00AM to 5:00PM)

The Hardware Maintenance plan includes:

- Free parts, labor, and travel
- Free replacement or loaner unit
- Priority response time...during business hours (9:00AM to 5:00PM)
- Preventative maintenance and diagnostics during site visits

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Time & Material: Pricing effective December 1, 1999

In the event you elect <u>not</u> to be covered under a service/support plan, Time and Material (T/M) service/support is also available. Under this option, calls received for support/service, without an agreement, are responded to on a "best effort basis" and are billed at our standard T&M rates. T&M rates are subject to change at any time. In addition, loaner equipment is reserved for our contract customers, and is not always available to T&M customers.

- Telephone support .....
- On-Site Support - Billed in minimum of ½hour

  Software..............

  Hardware ....

  Parts…………...

Plus travel charge (additional zone charges may apply)

3rd Party Hardware Disclaimer

By electing to purchase hardware equipment, software application or networking service from a company other than Sales Control Systems, we can not be held responsible herein for those components' operations, or the affect they will have on hardware and/or software compatibility with products purchased from Sales Control Systems or your software's data integrity.

Sales Control Systems is a full service provider offering a complete package of hardware, software and continued service and support for the products we provide. Our technical staff is comprised of people with many years of experience in the point of sale industry. We have worked hard to provide our customers the most efficient, reliable and error free systems possible.

Although the software applications will work with most recent PC based systems equipment, having the PROPER combination of this equipment is crucial. Sales Control Systems uses only top-quality products with proven reliability and worldwide industry acclaim. We completely test and configure hardware to assure its performance in the retail environment This is how we ensure that the combination of equipment and software we sell and support, will work as a totally integrated system and will continue to operate with maximum efficiently and reliability.

If you choose to purchase your hardware and/or software (including operating system and network) from an outside source, Sales Control Systems will require that it meets our minimum hardware and software requirements. This hardware must be presented to Sales Control Systems a minimum of 2 weeks prior to the final installation of the system. In addition, Sales Control Systems will not cover any 3rd party hardware or software under its maintenance agreement. Sales Control Systems makes no guarantees to the compatibility of products purchased from Sales Control Systems with other 3rd party software or hardware.

By your signature below you acknowledge that you have read the above a liability limitations as set forth by Sales Control Systems. You also understand that any service related to equipment, networking or applications not purchased from Sales Control Systems will be billable at the standard Time and material rates in affect at that time, regardless of any maintenance contracts in place.

Company: ____

Authorized Signature: ____

Date: _________________________

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Credit Card Processing

Approved Credit Card Processors:

Counterpoint will work with most major Credit Card processors. The Credit Card Module for CounterPoint allows you to process credit cards with the following:

1st Data Merchant Services	Nabanco
CardNet	NDC
CES	Gensar (TransNet)
MAPP (GPS)	VisaNet

Please Contact your current Credit Card Authorization company Determine which processing service they use.

My credit card processor will be _______________________.

I have been made aware that I should contact the processor and return the Credit Card Setup Information form to Sales Control Systems at least 2 weeks in advance of the day I plan to "go live" on the system.

Signature ___________________________________

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Credit Card Setup Form

Date ___/___/___

Merchant Name:
Credit Card Processor: CES MAPP NaBANCO NDC Gensar (TransNet) VisaNet

CES Information:
Terminal ID: ____
American Express Terminal ID: ________________________________
Authorization Phone Number: _________________________________
Alternate Phone Number: ______________________________
Settlement Phone Number: ___________________________________
Alternate Phone Number: _____________________________

MAPP Information:
Terminal ID: ____
American Express Terminal ID: ________________________________
Authorization Phone Number: _________________________________
Alternate Phone Number: ______________________________
Settlement Phone Number: ___________________________________
Alternate Phone Number: _____________________________
Plan Number: (also known as category, SIC, or MCC code) ____________________

NaBANCO Information:
Merchant Number: ____
Qual code: _________________________________
SE#___________________________________
Authorization Phone Number: _________________________________
Alternate Phone Number: _______________________________
Settlement Phone Number: ___________________________________
Alternate Phone Number: _____________________________
Plan Number/ Category Code**:** _______________________________
Merchant State Code:_____________________________________

NDC Information:
Terminal ID: ____
Authorization Phone Number: _________________________________
Alternate Phone Number: ______________________________
Settlement Phone Number: ____________________________________
Alternate Phone Number: _____________________________
NDC company (bank) number: ______________________________
Plan number / Category code: ________________________________

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Gensar (Formerly Transnet)

Routing number: ____

Merchant Number: ________________________________

Terminal Number: ________________________________

SE#: ____

Authorization Phone Number: ___________________________________

Alternate Phone Number: ______________________________

Settlement Phone Number: ___________________________________

Alternate Phone Number: _____________________________

Store Number: _____________

VisaNet Information:

BIN # OR Bank#: ____

Merchant number: ________________________________

Authorization Phone Number: ________________________________

Alternate Phone Number: ______________________________

Settlement Phone Number: ___________________________________

Alternate Phone Number: _____________________________

Plan Number / category code: ___________________________

Store Number: _________________________

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CounterPoint Subscription Services

"CounterPoint Subscription Services" or "CSS" is your key to keeping your software up-to-date. CSS provides you with all the feature enhancements and ensures that you get the most from your investment. Synchronics is committed to keeping CounterPoint users current. CSS ensures that you will always have the latest and the greatest version of CounterPoint.

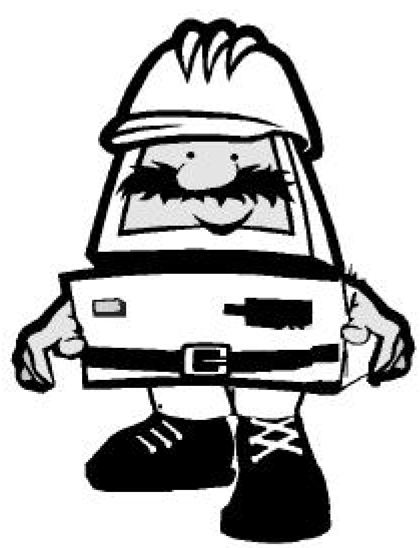
What does each CD-ROM Include?

- New Enhancements
- New Features
- Compatibility with new and emerging environments
- Corrections to Problems or Bugs

Tell me more!

- Released approximately THREE times a year
- Shipped on CD-ROM
- Includes Supplement Manuals
- Upgrading is optional.
- Each release includes a list of what the new version includes. If you like what is on it – install it. Otherwise you can wait until the next release.
- New features will continue to accumulate with each release.

PROTECT YOUR INVESTMENT!!



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Training Outline

Day One ___/___/___

<u>MODULE</u> <u>Points of Interest</u>

SET-UP — File Layout & Control Information ____________ ____________
Determination of File-Layout
Categories, Sub-Categories,
User-Definable Attributes.

INVENTORY — Vendor Set-up ____________ ____________
Inventory Codes (i.e. label codes, price codes, etc.)
Inventory Master File

SET-UP — User Definition & User Accessibility ____________ ____________
Custom Menu Definitions

SYSTEM — Password Protection ____________ ____________
E-mail
Registering your Software

Day Two ___/___/___

{REVIEW}

INVENTORY (cont') — Inventory Procedures ____________ ____________
(i.e. adjustments, transfers, markdowns)
Sale Prices / Contract Pricing
Performing a Physical Count
Serial Numbers (if applicable)

PURCHASING — Purchase Orders ____________ ____________
Purchase Advice Report
Receiving w/ and w/o P.O
Quick Receiving
RTV's

LABELS — Printing Item Labels from Tags ____________ ____________
Managing the Tags File
Generating Customer Labels for Mailings

Day Three ___/___/___

{REVIEW}

CUSTOMERS	Set-up	____________	____________
	Customers Master File		
	Customer Codes (i.e. profile codes, shipping zones, terms codes, etc.)		
	Accounts Receivable (if applicable)		
POINT OF SALE	POS Set-up & Configuration	____________	____________
	Start of Day		
	Daily Procedure		
	Functions (i.e. Orders, Returns, Layaways, etc.)		
	End of Day		
	Credit Card Settlement		
TIMECARDS	Clock-in/out	____________	____________
SALES HISTORY & ANALYSIS	Ticket History	____________	____________
	Monthly History		

Before actually sitting down and using your new Point-of-Sale system you need to gather the information required to input the following:

Account Codes

If you or your accountant currently utilize a general ledger program you will need to create account codes. In “Set-up / System / Accounts” you will define the all the codes along with their definitions. Some codes *must* be ‘plugged-in’ to their corresponding places throughout the “Set-up” module for default usage. (See Set-up Worksheet: Default Account Codes)

Categories

Every inventory item will fall within a certain category and sub-category, and perhaps further classification. When deciding upon categories, sub-categories and user-definable classifications remember that you are categorizing your inventory for easy manageability especially in reporting. Do not over-define. Do not create hundreds of categories. Use your user-definable prompts wisely. They should be broad and useful. Do not define every aspect of every item just because you can.

*** *Remember* ***

You are categorizing your inventory so that your items can be grouped the way YOU want to for easy manageability and to see them reflected in such a way for reporting?

Vendors

Gather all your information about your vendors – name, address, telephone number, contact name, terms. Each vendor will need to be referred to by a “number”. This “number” can be any number or alphanumeric code. If you are sync-ing this software to an Accounts Payable package, this number must be the vendor number used in that software.

Calendars

To divide your systems time periods properly calendars must be defined. If your fiscal year is different than a normal calendar year (Jan 1 to Dec 31) you should discuss if you want your POS system to correspond to YOUR fiscal year or a normal calendar year. Another issue regarding calendars is the division of time. (i.e. Weeks, Months, Seasons)

- Does your year start on Jan 1 or the first Monday of the year?
- Will each month have 4 weeks? Or other?
- How many seasons do you have? When do they begin and end?

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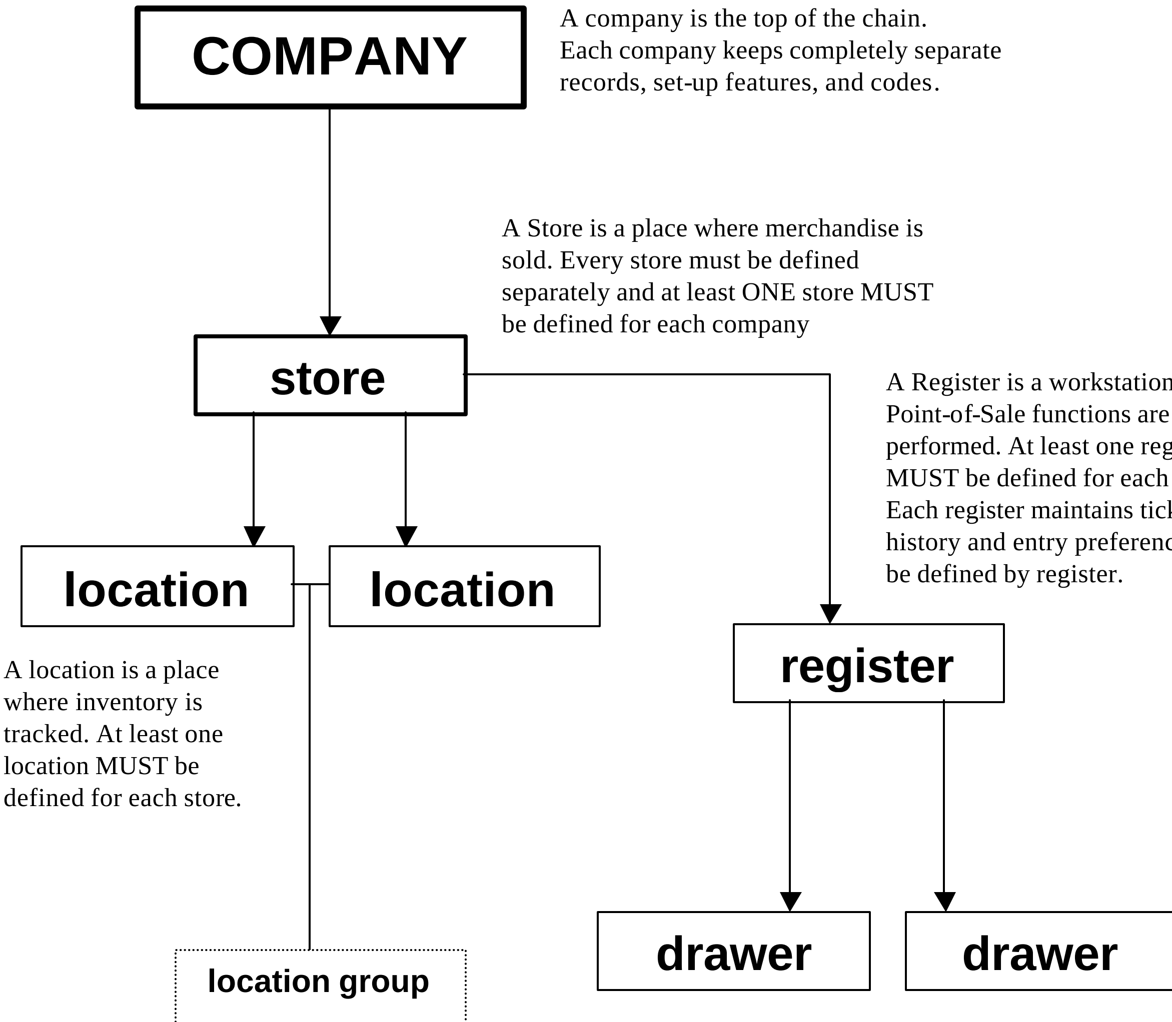


A company is the top of the chain. Each company keeps completely separate records, set-up features, and codes.

A Store is a place where merchandise is sold. Every store must be defined separately and at least ONE store MUST be defined for each company

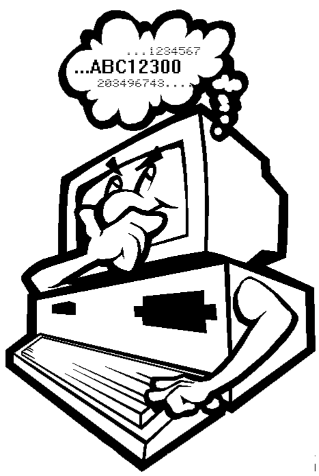
A Register is a workstation at which Point-of-Sale functions are performed. At least one register MUST be defined for each store. Each register maintains ticket entry history and entry preferences may be defined by register.

A location is a place where inventory is tracked. At least one location MUST be defined for each store.

A drawer must be defined to allow ticket entry at the register. (Even if an actual cash drawer does not exist)

A location group is a combination of locations that are grouped together for purposes of purchasing and reporting in groups.

Item Numbers



Each inventory item has a variety of numbers that are associated with it.

Vendor Item Number: ....Assigned by the *Vendor*

Barcode (UPC) Number:............Assigned by the *Manufacturer*

Your Barcode:.................................Auto-assigned by the *Computer*

Your Item Number:......................Assigned by *You*

There are a few ways you could number your items for internal use.

- You may decide to have the computer number your items consecutively in the order they are input, starting with the number of your choice.
- You could simply use the vendor's item number or the manufacturer's barcode number as you're item number.
- You could use the first three or four letters of the vendor name followed by the vendor's item number.
- You could create a three or four character code that corresponds to an attribute such as category, sub category, season etc. and then followed by the vendor's item number or perhaps an internal item number.

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About Griddded Items

Gridded items must be defined as such in question #4 – Tracking Method=G.

If the items are already barcoded from the vendor you could simply scan the barcode in for each colr/size combination. If the you are auto-assigning a barcode number from the computer you must GENERATE GRID BARCODES.

When you generate grid barcodes, in order that the item has a unique barcode for each color/size combination, CounterPoint attaches four-digits at the end of the barcode relative to its coordinates in the grid.

The following occurs when you choose to generate gridded barcodes with DEFAULTS.

		01	02	03	04	05
	COLR/SIZE					
01		0101	0102	0103	0104	0105
02		0201	0202	0203	0204	0205
03		0301	0302	0303	0304	0305
04		0401	0402	0403	0404	0405
05		0501	0502	0503	0504	0505

Using Existing Barcodes:

1. Define the item and the item's grid
2. At "field number to change?" choose field #18.
3. Choose F5 – "Enter Grid Barcodes"
4. Scan in the barcode in it's respective position
5. Use Up/Down arrows & Page Up/Down keys to change Colors and Sizes

OR

Assigning your own barcodes:

1. Define the item and the item's grid
2. At "field number to change?" choose field #18.
3. F5 – "Enter Grid Barcodes"
4. F2 – "Generate"
5. F1 – "Generate with Defaults" (Make sure that the base# is the Barcode# and NOT the Item#)

Template Grids

Make template grids by making an item just for its grid (One should be defined for each type of common grid you use) This way, at the question "Copy Grid from Item #?" you can choose the item that has the respective template grid.

Modifying Grid Definitions

Once an item has been saved, the grid definitions cannot be modified from the Inventory/Items page. To modify a grid you must got to File Utilities/Special/Inventory/Modify Grid Definitions. After you modify the grid you must RE-GENERATE your grid barcodes and re-label your items, because the co-ordinate number (i.e. 0101 – see above) have new meanings.

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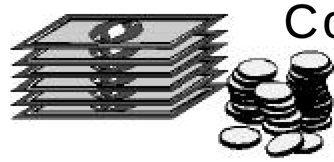

Costs:

Each item in your inventory has a cost (the amount YOU pay your vendor for the item) there are three different costs associated with each item.

Avg. Cost:	(the average amount that you've paid for this item)
Std. Cost:	(this item's "book" cost)
Last Cost:	(the last amount you paid for this item)

NOTE: As you are building your inventory file these costs will be equal to each other. Over time *Average Cost* and *Last Cost will* change.

Prices:

The basic system comes with THREE levels of pricing.

Price-1:	Your selling price. The retail price.
Price-2:	Discounted selling price. (Typically lower than price-1)
Price-3:	Discounted selling price. (Typically lower than price-2)

The prices are in descending order, with Price-1 being your default selling price. There are many reasons why you may wish to set up three descending price levels.

a. Since it is possible to attach a customer category to a price level you may want to reserve a price level for a certain customer category.
   For example, customer category WHOLESALE are charged PRICE-2.

b. Or perhaps, you may wish to set-up your markdowns ahead of time. For example, when the item first comes in it is sold at Price-1, and then one month later it is marked down to Price-2. Then Price-3

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Establishing Initial On-Hand Qty's

There are 4 ways to establish your company's initial on-hand quantities. Choose the one that best fits your situation.

1. **Physical Count Procedure**
   Inventory items must be defined first
   Produces worksheet to record counts
   Best choice for a group of people.
   (see Performing Physical Count page)

2. **Adjustments**
   Inventory items must be defined first
   Since your inventory is starting at ZERO, adjustment numbers will be quantity on-hand

3. **Receiving W/O P.O.**
   Inventory items do NOT have to be defined first
   Good choice if opening store for first time
   Can define item and enter qty's right from P.O.'s coming through the door.
   Better choice for apparel stores (gridded items) because grid automatically generate.

4. **Quick Receivings**
   Inventory items must be defined first
   Can be set-up for FAST ENTRY mode.

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Performing a Physical Count

1. Inventory / Physical Count / CREATE

With the Create process you will determine which items will be counted and you will give the computer a suspension date. By suspending the inventory you are able to perform business as usual during the time that you are entering your physical count into the computer. While suspended, anything that occurs that affects qty's-on-hand will be stored in a separate file. These adjustments will be sent directly after you POST your physical count.

2. Inventory / Physical Count / WORKSHEET – question #9=(N)

After you have specified the inventory to count, you will need to print a worksheet for your employees to write their counts on. For this worksheet you will need to answer question #9 "N". The question, "Suppress Blank Lines?" refers to the lines between each entry on the worksheet, NOT the blank lines where the qty. is entered. So therefore, it should be answered "Y" if you wish to conserve space.

This is what this worksheet looks like:

Bin/Loc	Item#	Description	Trk	StkUnit	Actual Count	Checked By
A5	ABC1234	Left-Handed Widget	N	each	___________	____________
B4	XYZ987	High-Powered Gadget	N	each	___________	____________

3. Inventory / Physical Count / Enter

Using F1 you can flip through the created list of items in the order in which they were printed. Enter the Count Qty-1 and continue to next item.

4. Inventory / Physical Count / WORKSHEET (Edit List) – question #9=(A)

An edit list can be printed to check that the numbers you have entered match the numbers written on the worksheet. For this worksheet, you will need to answer question #9 "A".

5. Inventory / Physical Count / ENTER

Revisit this page to make any necessary changes or to enter a second set of qty-counts.

6. Inventory / Physical Count / WORKSHEET (Variance Report) – question #9=(V)

The variance report will give you an itemized qty variance – what you should have on-hand vs. what you actually have. For this worksheet you will need to answer question #9 "V".

7. Inventory / Physical Count / POST

When you are satisfied that the counts are correctly entered you will POST your entries. The question, "Adjust non-counted items to zero? Means if a qty has not been entered for a particular item, it will be set to zero. Also, answer "y" to "Auto-post Created Adjustment Transactions?"

Printing Labels from Tags

In CounterPoint, "Tags" is the name of a file that 'fills up' with barcodes from things like Receivings, Transfers, Markdowns, etc… – basically anything that will require NEW labels to be printed for it.

For example, if you are receiving a P.O., one label for each item you have received will be sent to the tags file for you to print from Labels/Print/Labels From Tags.

Printing Labels from Labels

When you need to print labels that are NOT based on a specific activity. Choose Labels from Labels. With this method you can specify a group of items or one item for which you want labels. That quantity can be a specific number, or based on the quantity-on-hand.

So you would use Labels from Labels to:

- Print a label for an item that is missing one.
- Print labels for your intial quantity-on-hand.
  (Remember: if you are Receiving w/o P.O. to establish quantities-on-hand you will be printing from Tags)
- Print shelf labels
- Print one of each item in a specific category.
  (Hint: You may want to create a book to keep at the POS system that contains barcodes of items that are hard to barcode or scan)

Label Formats

A Label Format defines where the information is placed on the label. We include in our basic installation the format to most common printers. As well as a comparison version of some formats.

If you purchased a barcode label printer from Sales Control Systems, basic label formats are included with the installation along with minor label format changes.

Label Modifications that are not covered under installation:

Using label media other then 2.4" X 1" split or whole labels
Changing the the layout or location of fields on the label

If you wish to print labels in another manner (Laser Printer; 3rd party label printer) the format and setup of these devices are billable at the standard T/M rates.

Creating Users

Set-up / System / Users

Page 1

```
 1. User ID
 2. Initials
 3. Password

 4. Menu definition ID
 5. User-defined menu
 6. Printer group

 7. Name
 8. Street
 9. City
10. State
11. Zip code
12. Phone number

13. Store number
14. Department
15. Employee number
```

USER ID
The user ID is the sign-in code unique to each user – typically the user’s first name.

PASWORD
Passwords should remain “not applicable” for at least the first month of the system.

*** To activate passwords go to Set-up / System /Company Turn question#16 to “Y”. IMMEDIATELY go to the manager (or other super-user) And give him a password

MENU DEFINITION
Set-up/System/Menu Definition Create a Custom Menu Definition and select it here.

PROTECTED CHANGES
When the system gives a “change not allowed” message it is possible for the user to override this protection by pressing F2 if this question is “Y”

Page 2

```
    --- System Authorizations ---

 1. Allow protected changes ?
 2. Allow shell to O/S ?
 3. Allow QuickRun ?
 4. Access other users' reports ?

 5. Add items on-the-fly ?
 6. Add vendors on-the-fly ?
 7. Add customers on-the-fly ?

 8. View costs ?

 9. Point of Sale user ?
10. Timecard notification ?

11. Sales rep ?
12. Commission percent
13. Commission method
```

QUICKRUN
The F10 key. If allowed will give the user the ability to run another copy of the software in front of itself.

ON-THE-FLY
This means in places other than the main page.

POS USER?
If answered “Y” you must complete next page – “Point-Of-Sale Authorizations”
(SEE NEXT PAGE)

Page 3

```
--- Point of Sale Authorizations ---

    1. Use open/close drawer ?
    2. Use register readings ?
    3. Override prices ?
    4. Below minimum prices ?
    5. Accept returns ?
    6. Allow pay-in/out ?
    7. Allow no-sale ?
    8. Void tickets ?
    9. Void current ticket ?
   10. Edit ticket lines ?
   11. Unlock registers ?
   12. Override tax ?
   13. Change customers ?
   14. Override credit limit ?
   15. Override commissions ?
   16. Redeem loyalty points ?

17. Valid drawers
18. Allow open/close
```

Open/Close Drawer
Open & Close the registers for the day?

Below Min Price
Minimum price is calculated by your minimum profit% you set-up

Pay In/Out
This means petty cash. As well as pay-on-acct for Accounts Receivable

Unlock Registers
If the user walks away from the register he can press alt-L to "lock" the screen. Only those who have "Y" to this question can unlock it.

Edit Ticket Lines
The ability to move up in a sale and edit the items that have been scanned.

8. Void Ticket
Tickets that have been rung up already. FEW people should have this capability.

9. Void Current Ticket
Tickets that the user is in the middle of ringing up. MANY people should have this capability.

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Enter / Edit / Post

When you are performing a procedure in CounterPoint you will encounter Enter, Edit, & Post. This is the flow of all procedural information that will affect your system in a certain way.

1. ENTER

You must first enter the information. For example if you are doing an adjustment you must first enter the item you want to adjust, the quantity you are going to adjust it, and other things like the cost of the item, the account code, the reason.

Entries remain in the ENTER page until they are POSTED (finalized). Things in the ENTER page can be flipped through with F1 and modified if necessary.

2. EDIT LIST

An edit list is a report that you can print to paper or to the screen that you can review to confirm that what is waiting in ENTER to be POSTED is accurate and complete. An EDIT LIST does not modify the entries in any way. It simply gives you a chance to review what you currently have in ENTER.

3. POST

When you are satisfied that your entries are accurate and complete then you will POST those entries so as to make them 'take effect' throughout the necessary parts of the system.

You should print your postings to disk. This is not a requirement but it will help keep your audit trails together.

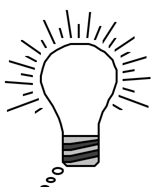
Once you POST your entries you cannot undo it.

Spooled Reports

When you choose “Print to Disk” from your printer box, the report you print will end up in System/Spooled Reports.

The report is titled and numbered automatically. Included also is the number of pages, date it was run, time, and who ran the report. It also tracks whether the report has been printed. A spooled report CANNOT be erased from the disk unless it has been printed to paper first. This ensures that you have a hard copy of all reports and audit trails.

You may wish to create Stacks. Stacks are actually groups of reports that can be manipulated together. For example when you perform your end-of-day post, you choose the “EOD stack” printer selection which prints all your daily reports to disk and stacks (groups) your them. This way all you have to do is perform ONE print command of ONE stack; unstacking them when they’re done printing.



Think of spooled reports as an alternative to keeping an unruly binder of all your Reports or Posting audit trails.

System/Spooled reports

spooled reports **rbms**

Report Title	Rpt#	Pages	Date	Time	Usr	Prt?	Stack ID
>Orders By Order Number	1455	2	08/19/98	11:26	MGR		
Settlement Journal	1454	1	08/19/98	11:05	MGR		
Inventory Activity Journal	1449	2	08/18/98	09:52	MGR		
Inventory Activity Journal	1447	2	08/17/98	17:16	MGR		
Inventory Activity Journal	1446	2	08/17/98	15:18	MGR		
Tag List	1442	3	07/01/98	11:01	MGR		
Tag List	1439	1	06/30/98	14:37	MGR		
S#001 Exception Journal	1438	6	06/30/98	11:55	MGR		
S#001 Sales Journal By Categor	1437	1	06/30/98	11:55	MGR		
S#001 Register Summary Journal	1436	3	06/30/98	11:55	MGR		
S#001 Inventory Activity Journ	1435	2	06/30/98	11:55	MGR		
S#001 Exception Journal	1433	6	06/30/98	10:50	MGR		
S#001 Sales Journal By Categor	1432	1	06/30/98	10:50	MGR		
S#001 Register Summary Journal	1431	3	06/30/98	10:50	MGR		
S#001 Inventory Activity Journ	1430	2	06/30/98	10:50	MGR		

F1 = Print　F2 = Stack　F3 = Delete　F4 = Cleanup
F5 = Change view　F6 = Stack mode　F7 = Select application　ENTER = More info

Special Customer Pricing

FLAT DISCOUNT

Discount in Customer's File

A flat discount percent can be assigned to each customer. This discount applies to ALL items, ALL the time. At Customers/Customers line 17 "Discount %" enter the correct discount.

STRUCTURED PRICING

Price Codes

A price code is a formula that is defined to be placed in corresponding ITEMS.

It works like this:

- A price code is defined for a specific customer category or ALL categories. You do this in Set-up/ Inventory/ Price Codes.
- Once you define the formula the price code is inserted into the respective items at Inventory/Items (field #27).
- So what happens is, when an item is chosen at ring-up that has a price code that refers to the category of the customer being rung-up, the formula takes effect.

Contract Pricing

Contract pricing refers to a special "price book" for a customer. A customer with contract pricing will have a unique pre-determined price list that over-rides all other pricing.

By ITEM – each item will have a special price for this customer.
By CATEGORY – a discount percentage will apply to all items in the category

ON THE FLY MODIFICATION

Price Override at Point-of-Sale

At the point-of-sale a price can be changed – presuming the user has this capability. With cursor over either the "Qty" field or the "Price" field press F2 to enter a new price – press F2 again to enter a discount percentage.

Worksheets

The following worksheets are provided to aid you in gathering the information you will need to set-up your point-of-sale software.

Only <u>ONE</u> copy of each worksheet is provided, so please make multiple copies before you start entering information.

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INVENTORY WORKSHEET

CATEGORIES

Categories

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Sub-Categories

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INVENTORY WORKSHEET

USER-DEFINABLE CATEGORIES

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INVENTORY WORKSHEET

TEMPLATE GRIDS

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INVENTORY WORKSHEET

MASTER FILE LAYOUT

1 Item Number	______________________		
2 Description	______________________ ______________________		
3 Item Type	________________		
4 Track Method	________________	**17** Status	(A) ctive (D) iscontinued
5 Cat/Sub Cat	________/________	**18** Barcode	________________
6 *(UD1 / UD2)*	________/________	**19** Warranties	______/______ days
7 *(UD3 / UD4)*	________/________	**20** Food Stamp?	(Y)es , (N)o
8 Weight	________________	**21** Taxable?	(Y)es , (N)o
9 *(Profile 1)*	________________	**22** Tax Code	________________
10 *(Profile 2)*	________________	**23** Acct Code	________________
11 Subst. Item	________________	**24** Label Code	________________
12 Vendor #	________________		
Vendor Item#	________________		
13 Stock Unit	________________	**25** Price-1	________________
14 Average Cost	________________	**26** Reg Price	________________
15 Std. Cost	________________	**27** Price Code	________________
16 Last Cost	________________	**28** Commis Code	________________

INVENTORY WORKSHEET

VENDORS

1 Vendor Code # ______________________

2 Name ______________________

3 Address1 ______________________

4 Address2 ______________________

5 City __________ State __________ Zip __________

6 Contact1 ______________________
Phone ( ) -

7 Contact2 ______________________
Phone ( ) -

8 Category ______________
9 Terms ______________
10 Sync w/ A/P (Y)es , (N)o
11 A/P Vendor ______________
12 Comments ______________

---

1 Vendor Code # ______________________

2 Name ______________________

3 Address1 ______________________

4 Address2 ______________________

5 City __________ State __________ Zip __________

6 Contact1 ______________________
Phone Number ( ) -

7 Contact2 ______________________
Phone Number ( ) -

8 Category ______________
9 Terms ______________
10 Sync w/ A/P (Y)es , (N)o
11 A/P Vendor ______________
12 Comments ______________

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SETUP WORKSHEET

GENERAL LEDGER ACCOUNT CODES

The following is a list of common General Ledger Accounts that must be set-up in your system if you are using an accounting package. You may have more or less G/L codes than what are listed. Consult your accountant for these numbers. If you are building G/L#'s from scratch you may decide NOT to build your own numbers and simply use the codes we have provided in your system. (The pre-built numbers are legitimate and are based on basic G/L codes)

Set-up / System / Accounts

Cash Account………………… ____________________________

Credit Cards………………….. ____________________________

Accounts Receivable……….. ____________________________

Merchandise Inventory……… ____________________________

Drop Ship Clearing………….. ____________________________

Open Transfers……………… ____________________________

Accounts Payable……………. ____________________________

Unvouchered Receivings……. ____________________________

State Sales Tax Payable……. ____________________________

Store Credits………………….. ____________________________

Gift Certificates……………… ____________________________

Order Deposits Received……. ____________________________

Layaway Payments Received ____________________________

Sales………………………….. ____________________________

Freight Out……………………. ____________________________

Misc. Income…………………. ____________________________

Finance Charges……………... ____________________________

Sales-Returns & Allowances... ____________________________

Sales Discounts – Given……. ____________________________

Writeoffs………………………. ____________________________

Cost-of-Goods Sold………….. ____________________________

Freight In……………………… ____________________________

Misc. Cost-of-Goods………… ____________________________

Returns to Vendor……………. ____________________________

Purchasing Discounts Taken.. ____________________________

Credit Memo/Adj Variance….. ____________________________

Transfer Variances………….. ____________________________

Cost Correction Account…….. ____________________________

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SETUP WORKSHEET

DEFAULT ACCOUNT CODES

After you have defined your G/L codes certain ones must be "plugged-in" through-out the system as DEFAULT codes. That is codes that will automatically be used at certain times.

Where	Pg.#	Field#					
Setup / Cust / Control	3	9	Write-off Acct#	________	-	________	
Setup / Cust / Fin. Chgs.	1	5	Finance Chg. Acct#	________	-	________	
Setup / Cust / Tax Codes	1	5	Sales Tax Acct#	________	-	________	
Setup / POS / Control	2	5	Store Credit	________	-	________	
			Default Void Acct #	________	-	________	
	3	5	Gift Certificate	________	-	________	
			Default Void Acct #	________	-	________	
Setup / POS / Stores / Stores							
**** = repeat for each store*	1	14	Default Pay Acct in	________	-	________	***
			Default Pay Acct Out	________	-	________	***
		15	Deposits Received	________	-	________	***
		16	Deposits Forfeited	________	-	________	***
			<u>Pay Types</u>				
	3	1-18	Cash	________	-	________	***
			Check	________	-	________	***
			MC	________	-	________	***
			Visa	________	-	________	***
			Amex	________	-	________	***
			Discount	________	-	________	***
			Coupon	________	-	________	***
			Store Credit	________	-	________	***
			A/R Charge	________	-	________	***
Setup / POS / Stores / / Configuration Options	3	27	Miscellaneous Chrgs.	________	-	________	***
Setup / Purch./ Control	2	16	Default dist Acct #	________	-	________	
Setup / Order Entry / Control	1	9	Default Scrap Acct #	________	-	________	
	1	10	Freight Acct #	________	-	________	

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Replenishment of Supplies

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ask for Paper and Supplies Ordering
(Next day delivery available at additional charge)

Your Receipt Printer: ______________________ Paper size: _________

Your Label Printer: ______________________ Label size: ________

Old Store Credits & GC's

If you issued Store Credits and/or Gift Certificates prior to installing your new POS system and you want to be able to redeem them, you will need to do the following things. In CounterPoint, Store Credits and Gift Certificates are stored in their respective modules, tracked by number/name.

To set-up your system for payment by Store Credits or Gift Certificates issued prior to this system, do the following:

1. Go to Set-up / Point of Sale / Stores / Stores.
2. Select your store number.
3. On the third page (pay codes) enter the following information on the next two available line numbers:

Stores
Store: 1 Retail Business Management Sys

PayCode	Desc	Type	OpnDrw	Validate-1	Validate-2	Chng	NoCnt	Acct-#
OSC	Old SC	Coupon	N			Y	N	2310
OGC	Old GC	Coupon	N			Y	N	2320

4. Go to Set-up / Point of Sale / Control
5. On the second page, Question #6 "Issue Store Credit for Change Due?" should be "Y"

Now when someone presents an old Store Credit or Gift Certificate choose either the "OSC" or "OGC" pay code and issue store credit for any change due. This store credit will be now be tracked as a normal Store Credit in the new system.

Opening Procedures

Verify Overnight Procedures were Successful

Check to see that your BACK-UP procedure was successful. A program must be closed for it to back-up. If a file was in use while the back up was done, a message will appear stating that these files were not backed-up.

If you are in a multi-site set-up, make sure that the overnight polling was successful. If there were any difficulties, go to Multi-site / Reports / Summary Log (Choose “current”). Follow the recovery procedures on the report.

Point of Sale / Tickets / Open Drawer

Enter your User ID and drawer #. Enter your starting cash. If you would like to open the drawer to insert the cash, press F1 (when prompted on bottom of screen). Repeat for each drawer.

With this method, your starting cash will be INCLUDED in the closing count.

OR

Point of Sale / Tickets / Enter

You can "force-open” the drawer you specify. At the POS screen, after you enter your User ID, enter the drawer #. If the drawer has not been opened you will get the message *"Drawer is not open, press F2 to open"*. Press F2 and you are ready to ring sales.

With this method, your starting cash will NOT be included in the closing count

If you would like to disable this feature go to Set-up/ Point of Sale/ Stores/ Configuration Options. Choose store#. Go to page 7 – “Miscellaneous Options” and change “Allow automatic Open/Close Drawer?” to “N”

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Point of Sale / View / Register Readings

Enter your register # and drawer #. Use the screen display to reconcile pay types.
Repeat for each drawer. If you wish to actually PRINT OUT the register summary go to Point of Sale/ Reports/ Daily Reports/ Register Summary

Point of Sale / Tickets / Close Drawer

Enter your drawer #. Input the counted numbers into the respective field.
Repeat for each drawer.

Point of Sale / Draft Capture / Pre-Settlement List

Print a list of your credit card settlement journal.

Point of Sale / Draft Capture / Settle

Send your credit card transactions to your processor to be settled.

****** (Single site)

Point of Sale / End of Day Post

Enter the store #.
Posting Date – Date in which the sales should be reflected. (Typically today)
Cut-off date – Select sales up to which day? (Typically today)
(If two days have past before posting, the Cut-off date will be yesterday for the first posting and today's date for the second posting)
NOTE: To default the date field to Today's date type in the letter "T" <enter>

****** (Multi-site)

Multi-Site / Overnight Processing

There is no need to perform an End of Day Post. This will be done automatically during multi-site polling. To set up the store for polling go to Multi-Site / Overnight Processing. The computer is now set for polling.

END-OF-DAY REPORTS

End Of Day reports will be printed to disk and stacked automatically if you choose the EOD printer selection during posting. Then – either that night or the next morning – go to Spooled Reports and print the Stack of reports. View the reports in stack mode, print the stack, and select unstack after printing.

You can designate which reports to automatically print in Set-up / Point-of-Sale / Stores / Stores (page 2). If you are in a multi-site environment, the EOD reports will be automatically sent to the HUB.

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Year End Close

At the end of your calendar year you will need to perform a “year end close”. Closing a year has nothing to do with accounting. What it does is it simply updates the current calendar year ID. When you choose to view a report for “the current year”, “last year”, “year before last”, the computer will use the current year ID as “this year”. The reason this is not done automatically is you may have open issues that you need posted to the year before.

NOTE: If you access the software with the current date outside the current year ID, you will get a warning message

Performing a year end close:

1. Go to System/Year end close
2. Type in the new year.
3. Press <enter>.
4. Press <enter> at “Field number to change?”
5. You are done!

If you have SIQ Report Writer you will also need to perform following steps.

1. Go to System/SIQ Report Writer/Utilities/Update Current Year ID
2. At “Current Year ID” enter the new year. (Which is also now the current year). Press <enter>
3. At “Last Year ID” enter the past year. Press <enter>
4. At “Other Year ID” enter the year before last. Press <enter>
5. Press <enter>
6. Press <enter> at “Field number to change?”

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Back-up Procedures

My Tape Back-up is a ________________________ and uses ________________________ tapes.

Assign a Person

One person should be assigned the responsibility of system backup. Another should be assigned as a backup for times when the primary is unavailable

2 Tapes

The default configuration for Backups includes a rotation of two tapes. The system comes configured to backup COUNTERPOINT SYSTEM AND DATA FILES ONLY. The backup system creates a full system backup every Sunday with changed files being appended to the tape on a daily basis. The tape should be changed every Saturday. Sales Control Systems is not responsible for backup failures due to 3rd party hardware or software.

Storage

The tapes are to be stored in a safe and dry place in the store. It is recommended that the tape not currently in use is stored OFF PREMISIS.

Automatic Back-up

A **FULL** system backup is set-up to be performed automatically at ____________ every Sunday. The back up is a COMPLETE back up, replacing all the files.

Exit the program at ALL stations

All users must exit out of Synchronics and return to the windows desktop before leaving for the day. If any stations remain in the software applications, important data WILL NOT be backed up.

*******PLEASE NOTE********

Backups are required to operate a computerized Point Of Sale System. Sales Control Systems cannot be responsible for data loss due to unsuccessful backups. VERIFYING THE BACKUP IS THE CUSTOMERS RESPONSIBILITY.

I have read and understand the Backup policy and procedures:

Customer Signature:____

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Overnight Back-up Log

Date	Name	Removed Tape #	Inserted Tape #