The Shopkeeper

Complete Reference Manual
5th Edition

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Shopkeeper Solutions cc

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Introduction

With the maturity gained from decades of development, The Shopkeeper gives unparalleled freedom and ease of use to businesses which depend on long-term customer relationship management, careful inventory control and accurate accounting.

In its basic version, The Accounting Shopkeeper or The Business Shopkeeper, handle all aspects of a business providing a service - such as a plumber or electrician, or a re-seller such as a camera shop or furniture store. In its highly developed jewellery version, The Jewellery Shopkeeper handles all aspects of a jewellery business including permanent detailed description and history of each item, manufacturing control of raw materials, automatic drafting and layout of valuation certificates, etc. Even for the smaller business, The Shopkeeper is simple and efficient - easy to use and never more trouble than help.

The Shopkeeper is "transaction centric" rather than batch centric. In this way the user does what he would normally do on paper or in a book, directly into the program. There are no "periods" to select and no "batches to post". Nor is just an expanded and versatile general ledger. It is, in effect, a real-time accounting system with the General Ledger waiting until the operator and other data files are ready before being updated. While other accounting systems consist of a core general ledger with added modules such as invoicing and inventory control, The Shopkeeper uses the General Ledger to collect all the data from powerful inventory, sales and purchases programmes. While accounting systems with the GL at the core may have appeal for those whose interest is only in final accounting figures, The Shopkeeper will have appeal for the businessman who is just as interested in the working parts of the business - the customers, inventory, sales and expenses. Practically all management reports, such as overdue accounts and inventory reorder reports are available instantly and accurately at any time.

The Shopkeeper is built using the latest techniques and program libraries and compilers, however the design of the user interface is purposely being kept fully keyboard-controlled. The advantage of this approach is that the program will work well on all the latest computers and operating systems while users will continue to benefit from the intuitive, predictable and friendly text interface. Menus and data entry screens are designed for minimum keystrokes. Beginners and casual users may find a graphic user interface (GUI) more friendly looking, and a GUI may seem easier and more intuitive to use, but since the input and output data of The Shopkeeper is all text based, the "friendly" look actually slows operation and is more difficult to teach and to provide telephonic support. GUI interfaces on a complex program require continuous monitoring of the display because it is usually impossible to predict where the cursor will be at any time. Provided the user can read and understand English, The Shopkeeper is surprisingly easy to learn to use. The text interface is also much more efficient and less demanding on computer resources and network bandwidth. A medium-sized network running text workstations off a Linux server will cost half the price of a Windows GUI alternative.

The Shopkeeper is published and licensed by Shopkeeper Solutions CC. (Find us on the Internet or see the contact details at the back of this manual.) Licence options determine whether you have The Business Shopkeeper, The Accounting Shopkeeper, or all the features of The Jewellery Shopkeeper. Other licence options will limit use of the program to exclude features that the user does not require, such as consignment stock and dollar costing, multi-user and multi-branch - reducing the price of the one-time licence and monthly maintenance fees.

Differences between versions

- The Business Shopkeeper differs from The Jewellery Shopkeeper only in the lack of Merchandise and Raw Material inventory types.

- A minimal version, The Accounting Shopkeeper, totally lacks inventory control.

- A "Plus" version of both the Business and Jewellery versions adds consignment stock, Dollar costing and a Windows image/data displayer.

- Limited versions of all of the above are also available as reduced priced options. These limitations affect General Ledger, Creditors and Debtors, service orders, petty cash control and raw material.

Not everything that can be counted counts, and not everything that counts can be counted.

- Albert Einstein

Bullet Keys used in this manual:

- ✎   *Notes are in italics*
- ☺   Hints have this smiley
- ☛   Important marker
- 💣   **Warnings have this bomb and are bold**

Installation

Site preparation

No special requirements are demanded by microcomputers other than that enough space is available and that temperature and dust is kept to reasonable limits. Generally speaking, if the environment is comfortable to the operator, its acceptable for the computer.

There must be enough space behind the computer to accommodate cables and to allow cooling air to flow.

The computer may be positioned on its side provided that the cooling extraction fan (normally on the right hand side at the rear of the case) is at the top.

Hardware installation

Your computer dealer will normally be responsible for the installation of the hardware (the computer and all visible accessories). Before accepting the installation, check that the cables have been neatly tidied away and that all parts of the system are working and all switches and jumpers are set correctly and that all shipping screws and other packing materials have been removed.

> 💣 **Not all computer dealers are competent to install the hardware that they supply - choose your dealer with care. It is normally true that the cheapest suppliers do not provide technical support.**

Power conditioning

If overhead power lines supply your area, voltage spikes due to lightning are a major threat and therefore a surge, or spike, protector should be installed in the power line.

Battery powered uninterruptable power supply (UPS) is only required if the mains power in the area is unreliable because it is unlikely that data will be lost due to a power failure. However a UPS is important for the server computer and components linking the server to remote shops on a wide area network especially if the server is left unattended.

Software installation

Three versions of The Shopkeeper are available. A 16-bit version, a Windows 32-bit version and a Unix/Linux version. They all have the same basic features and the same user interface, with just a few differences. These are listed below.

16-Bit (DOS) version.

Advantage of low demand on hardware resources, high speed and ease of installation and updates. This version is likely to remain popular for many years to come provided that new hardware will still allow it to run. It does not require Windows to run, but today there are few other worthwhile options available. The 16-bit version is now only available with a Windows 32-bit installer program, but once installed it can run under most versions of DOS.

Installation is done as follows:

1. Download the program from the internet (jskp1632.exe), or obtain it on CD from Shopkeeper Solutions.

2. Run it on any Windows 95/98/Me/NT/2000 or XP (Home or Professional) and follow the screen prompts. Accepting the defaults will install the program together with the data files in C:\JEWEL.

3. The install program will create icons for The Shopkeeper on both the desktop and the start menu system.

See network installation for instructions for installing additional workstations.

32-Bit Windows-only version.

Guaranteeing operation on the latest Windows operating systems and computer hardware, this version has been developed to insure against obsolescence. The only other strength that this version has over the 16-Bit version, is the ability to display pictures of inventory on the same screen as the text. Being a true Windows application, it is also more compatible with the latest Windows accessory programs, such as remote terminal servers and graphics accelerators. The main disadvantage over the 16-bit version is the fact that the whole program must be installed on each workstation that is to use it - making program updates a bigger chore. It is also slower to

load and run than the 16-bit, or Unix/Linux versions.

Installation is done as follows:

1. Download the program from the internet (jsk32f.exe), or obtain it on CD from Shopkeeper Solutions.

2. Run it on any Windows 95/98/Me/NT/2000 or XP (Home or Professional) and follow the screen prompts. Accepting the defaults will install the program in "/Program Files/JSK32" and the data files in C:\JEWEL.

3. The install program will create icons for The Shopkeeper on both the desktop and the start menu system.

See network installation for instructions for installing additional workstations.

Unix/Linux versions

While a SCO Unix version is available, new installations will most likely be installed under Linux. Linux is a Unix work-alike and is fully open-source. For convenience, we will refer to Unix and Linux as Linux. Unlike Windows, Linux is a true Multi-user operating system. While Windows can multi-task and run several programs at once, Linux can do that while at the same time allowing many users to share the computer. Linux has the ability to share a program among different users without having to load the same program into memory for each user. Also Linux's rich endowment of networking services and tools make it ideal for building wide area networks.

Being open-source, support will always be available from experts over the internet or from large volumes of freely available documentation.

Linux is the most cost-effective operating system for The Shopkeeper. The Linux version of the shopkeeper has all the features of the 16-Bit version with the exception of the ability to automatically generate graphs of sales analysis reports. However, an added ability is to send e-mail automatically to customers for completed orders. (The e-mail feature will grow to include promotional letters to customers and automatic reporting of exceptions and end-of-day totals to management.)

Installation and updates, while being technically easy, have not (yet) been automated as with the 16-bit and 32-bit versions.

Installation is done as follows:

1. Obtain the installation CD from Shopkeeper Solutions.

2. Find installation instructions on the CD. (look for a readme file.)

Since the detailed installation instructions are quite lengthy, and will most likely be simplified over time, they will not be printed in this manual. A basic knowledge of Unix or Linux will be required in order to be able to follow the instructions without difficulty.

See network installation for instructions for installing additional workstations.

Startup/Shortcut command line parameters

<drive path>jsk <user profile number(s)> <branch code> <colour code><graphics code> <serial port code(s)>

All parameters are optional, the defaults are:

```
jsk 1 a
```

The default colour code will depend on the type of graphics driver installed on the computer. If it is the old monochrome type, the default will be 'mi' otherwise it is 'c0'

User profile number options are 1 to 3 for administrative user access rights, and 4 to 9 for point-of-sale user access. Dual mode login is enabled by any combination of the two, giving a number from 14 to 39 (see page 157). Each user profile can have different printer settings.

✎   *The current location can be changed by typing "L" from either the outer menu or the sales menu, and then typing the desired location letter.*

Data backup procedure

All three versions of the program come with a simple compressed backup to floppy disk utility which will work for all operating systems. When the database has grown into a very valuable resource, it has also probably outgrown the limited capacity of floppy disks and it is then that a CD writer is the ideal solution. Without too much technical expertise, Windows, and Linux can be programmed to make backups automatically at convenient intervals.

Network workstation installation

Local Area Network

16-bit version

Let's call the computer which is hosting the program and data "Server" and the extra workstation "Guest".

On Server you must offer the C: drive for network sharing. This is done by opening "My Computer", right-clicking the C: drive, and selecting "Sharing". Give the drive the name C and full write access to all users.

☛ Do not just share the folder in which The Shopkeeper is installed because to network users this will appear to be the "root" directory rather than a host drive for The Shopkeeper's directory.

The Server's C: drive must be "mapped" to a drive letter on the Guest computer. On the Guest computer this can be done using the GUI controls, or you can run a command console (or MS-DOS Prompt) and type the command:

NET USE E: \\Server\C

The above command will map the Server's C: drive (which has been offered for sharing with the name 'C') as the Guest computer's E: drive.

The next step is to create a icon for The Shopkeeper. The easiest way to do this is to right-click on the Windows "Desktop", select New->Shortcut->Browse and find the file JSK.EXE in E:\JEWEL. Parameters can be specified here - see section below titled "Command Line Parameters". The exact procedure to do this depends on the version of Windows in use, but basically the working directory (folder) must be the previously mapped drive letter, colon, backslash, and the name of the directory into which the program was installed. By default this is E:\JEWEL when E: is the mapped drive. On older versions of Windows it is also neccessary to set the program to "Close on Exit" in the short-cut properties.

If an update is done to the program, this need only be done once from any workstation, or the server, and all users will be see the update. This is different to some Windows programs that must be updated on every workststion.

☛ Important: For the update to install, it is essential that all sessions of The Shopkeeper are closed. Do not switch off the workstations, as this will not close any files that the workstation may have been using. Exit the program to the Outer menu and then Quit.

☺ If you can't find the cause of the file XMENU.OVL being in use, simply re-boot the server - that will kill any zombie processes.

Updates should be obtained at regular intervals (at least once a year) off the internet.

☛ **If you use both the 16-bit and 32-bit versions of The Shopkeeper, then it is important that both versions be updated at the same time.**

☛ **After doing an update, new version must be run by a single full-access user (profiles 1, 2 or 3 - see 'Start-up parameters', on page 4) before allowing other users to go in. This is because updates sometimes require (automatic) restructuring of data files which can only be done by a single user.**

32-bit Version

The Windows 32-bit version of The Shopkeeper must be installed on each workstation, and if updating this must also be done on all workstations. The procedure for installation and for updates is the same.

Unlike the 16-bit version, only sessions of the 32-bit version that are running on the workstation being updated must be ended. Other workstations using The Shopkeeper will not prevent the update from being done. However it is still important that all workstations do get updated before the new version is used.

Updates should be obtained at regular intervals (at least once a year) off the internet.

☛ **If you use both the 16-bit and 32-bit versions of The Shopkeeper, then it is**

important that both versions be updated at the same time.

❦ **After doing an update, new version must be run by a single full-access user (profiles 1, 2 or 3 - see 'Start-up parameters', on page 447) before allowing other users to go in. This is because updates sometimes require (automatic) restructuring of data files which can only be done by a single user.**

Linux version

At the time of writing, all Linux installation work is expected to be done by persons experianced in this field. A dial-in modem connection will allow full 24-hour support from the support company.

If an update is done to the program, this need only be done once on the server, and all users will be see the update the next time they log in. This is different to other operating systems where users must be exited out of the program before the executable file can be replaced.

Updates should be obtained at regular intervals (at least once a year) off the internet, by direct file transfer or off a CD.

❦ **The 16-bit and 32-bit versions of The Shopkeeper may not be used on the Linux data.**

❦ **After doing an update, new version must be run by one full-access user (profiles 1, 2 or 3 - see 'Start-up parameters', on page 7) before allowing other full access users to go in. This is because updates sometimes require (automatic) restructuring of data files which can only be done by a single user.**

Wide Area Network (WAN)

16-bit and 32-bit versions

Because all processing is done on the workstations, and the data is stared on the server, a relatively large amount of data has to be carried by the network. This makes simple wide area networking unacceptably slow. Remote printers may only be ASCII (or PCL) text printers - Windows or Postscript printers require large amounts of data transfer. For practical installations, a system must be used that keeps all processing on the local area network and uses "thin clients" or telnet terminals at the remote sites. Three methods are available:

- Microsoft Terminal Server orCitrix Server

- pcAnywhere

- Telnet service

All 3 methods are costly and may have issues with printing. For one remote workstation, The Windows XP Professional's "Remote Desktop Connection" works well but does mean that the host computer (which must be running Windows XP Professional, or later) is commandeered for the time that the remote desktop is being used, the same disadvantage applies to pcAnywhere.

The Linux solution does not have that problem and is the obvious choice for speed, simplicity, reliability and cost.

Linux version

The Linux version of The Shopkeeper is a native Unix program. It runs fully in the memory of the server computer and can be compared to old mainframe technology. Remote workstations are just the same as local workstations, and due to the very low network traffic, virtually any number of workstations can share a fairly low speed data network..

Remote connectivity options

- On-demand dial-up, either analogue or preferably ISDN, through the normal telephone network is suitable for temporary or occasional use, but becomes uneconomical when used for more than about 30 hours per month. (And has the danger of the connection being accidentally left connected when not in use, resulting in very high telephone accounts!)

- Two-wire normal quality analogue leased lines, used with leased-line modems, is the cheapest solution for distances up to about 50km.

- For longer distances, VPNs (virtual private networks) are more economical. These require, for example, ADSL connection to the Internet at each location.

- With Internet Protocol connection sharing technology, a single connection from the server to a remote location can be shared by any number of workstations.

▪ With today's new GPRS and 3G cellular networks, a laptop computer can act as a fully portable on-line terminal that allows you freedom to work from home or at your out-of-town business meetings.

Off-line operation with nightly data synchronisation

Many point-of-sale programs are designed to be run as stand-alone systems. Stock transfers and price updates from head office, as well as the local sales data to head office, being done by nightly automatic telephone connection. Advantages claimed are immunity from network failure and lower communication costs. These advantages, though real, are outweighed by the disadvantages that are inherent in these systems when compared to The Shopkeeper.

The Shopkeeper is not compatible with this mode of operation due to the highly integrated design comprising a rich suite of functions.

Once set up, a continuously connected wide area network is easier to manage and has the advantage of all data being up to date in real time. Also, the data from all branches is accessible from any workstation, thus allowing customer accounts to be shared and stock enquiries to be made between branches.

As technology advances, the reliability of wide area networks is improving, and the cost is coming down. Even now (2004) the cost of a VPN or WAN is less than the cost of maintaining a stand-alone database, and the chance of data corruption is lower. Update: 2005 is bringing the widespread availability of low cost wireless Internet solutions that make on-line operation at any distance practical at a cost of less than 20cents per transaction.

Data Backup setup

The activation of the backup program from The Shopkeeper menus is controlled by a user-modifiable program script. In the case of the DOS/Windows versions, it is a batch file called BACKUPDB.BAT in the C:\JEWEL (or alternative default) directory. And in the case of Linux, the script file is called "backupdb" (without the quotation marks). The command(s) executed by this script/batch file will depend on your unique requirements. By default the script is designed to make a compressed backup of only the data files (not images) onto the A: drive. A common change is to make the backup onto a different drive letter - such as a flash drive.

In the case of Linux, while native methods are available, these are not well known and an easy method of backup is with a Windows XP workstation using the Task Scheduler and backing up onto CD. The BACKUPDB.BAT script can be adapted for this purpose.

For backup of images, an example script file is supplied, called BACKUPIM.BAT. This must also be modified as required, because only a limited number of images can be saved on each floppy disk.

Read more about backups on page 13

Switching on the system

Before switching on
1. Check that printers are not buried under boxes or papers
2. Check that keyboard is clear of obstructions
3. Remove all dust covers
4. Check for forgotten backup disk - remove from floppy drive

Switching off the system

In the following section, "switching off" must be done by "shutting down" the operating system. With modern systems this will also power down the computer.

Switch off sequence
1. "Q(uit" from The Shopkeeper then wait a few seconds before switching off the computer

✎ *In the case of a multi-user system, Q(uit from all instances of The Shopkeeper.*

☺ Pressing Esc Esc Esc E Q from any state will quit The Shopkeeper.

☺ The screen will normally be controlled by the computer switch and in that case may be left "on".

Remember:

Finish what you are doing and Quit out from the Shopkeeper before switching off.

> 💣☀ **On multi-user systems, it is important to ensure that ALL users are out of The Shopkeeper system before switching off the file server.**

✎ *But please, don't forget your back-ups!*

It is safest for your data, to switch off the main computer first, followed by all the rest of the equipment in any sequence that you care to use. Turning off peripheral equipment first could cause interference to the computer which might in turn write spurious bits to your hard disk.

> 💣☀ **Do not be too quick to switch off the computer(s). Some disk cacheing systems take a few seconds or longer before they write data to disk. If you are not sure, ask your dealer for advice.**

Navigation

Menu keys

Getting from one place to another in the Shopkeeper is both simple for the beginner and fast for the more advanced user. And, in addition, a automatic "power drive" method is available for running obscure functions at a single keystroke. The three methods are detailed below:

Menu drive

The Shopkeeper offers a system of highlight-bar menus with "pull-down" highlight-bar sub-menus. To use these you press the cursor keys (these are the up/down/left/right arrow keys either on the numeric keypad or on their own) to highlight the option you require, and then <Enter>.

<Esc> "backs you out" to the previous menu.

Command drive

Each of the highlight-bar menu options has a unique initial letter. Typing that letter will achieve the same as highlighting the option and pressing enter. Thus, if from the outer menu you type "STP" you will get S(ales, T(ransactions, P(ayments and you will be prompted for the customer's name/number.

As usual, <Esc> "backs you out" to the previous menu. Once you are in the "Outer" menu, <Esc> has no effect. With this knowledge it can be understood that from almost anywhere in the Shopkeeper, if you <Esc> a few times you will be at the outer menu - ready to accept your new commands.

Function key power drive

Each of the function keys (F2 through F9) can be defined with a line of characters. These characters will be typed each time the respective function key is pressed. The Esc and Enter keystrokes can also be specified in the line of characters by using the back-slash (\) and semicolon (;) keys respectively, and a verticle bar "|" translates to a page-down, so that, for example, "\\\STP" programmed into the F4 key will mean that, from wherever you are in the system, pressing F4 will take you to S(ales, T(ransactions, P(ayments.

In addition to the F2 through F9 keys, Shift-F1 and shift-F3 through shift-F10 and Ctrl-F1 and Ctrl-F2 can also be programmed.

Standard editing keys

Cursor movement keys

☞ Linux terminals differ in some ways and the control key combinations don't work as described below. Ctrl-S (^S), for example, will cause most terminal to stop functioning - a Ctrl-Q (^Q) must then be entered to get the terminal to continue operation. The Control key, in combination with cursor keys (such as ^Left arrow,^Right arrow, ^Home, ^End, ^PgUp and ^PgDn) usually respond differently on terminals. Most other inconsistencies can however be corrected through terminal configuration settings - contact support, giving details of the terminal being used and the problems experienced, for assistance.

✎ *The caret '^' means hold down the CTRL key while you type the key indicated. Where space allows, this will be written as Ctrl- instead.*

Up arrow or ^E	Up one line
Down arrow or ^C	Down one line
Left arrow	Left one character
Right arrow or ^D	Right one character
^Left arrow or ^A	Left one word
^Right arrow or ^F	Right one word
Home	Beginning of current line
End	End of current line
Ctrl-Home	Beginning of memo
Ctrl-End	End of memo
PgUp	Next edit window up

PgDn	Next edit window down
Ctrl-PgUp	Beginning of current window
Ctrl-PgDn	End of current window

Editing keys:

Ctrl-U	Undo - revert to previous datum
Ctrl-W	Finish editing
Esc	Abort edit and return original datum
Ctrl-Y	Delete current line
Ctrl-T	Delete word right
Ctrl-B	Reformat memo in the edit window

Surprise Keys

"Hot keys" are provided to call up a quick inventory finder, an adder/calculator and other utilities

- F1 - Help
- Shift+F2 or Ctrl-T - Open Cash Drawer
- Esc - Escape, Abort or Exit, (and safe Panic Button - don't just switch off power)
- F10 or Ctrl-F10 or Alt-F10 - Display image
- F11 or Alt-F or Alt-L - Quick Finder. type starting group code or space then text to find
- F12 or Ctrl-N - Stock distribution display
- Alt-A or back-quote (`)- Adder. When adding machine is displayed, press F1 for help
- Alt-S or Ctrl-T - Spelling assistant (only available when in text editing windows)
- Ctrl-P - Print screen

✎   *Some Function keys, for example Ctrl-F1 and Ctrl-F2, are undefined with some Linux terminals*

Quick Search

When entering an inventory code for a sale you can enter a question mark (?) to invoke the 'Quick finder', or at almost any other place in the program you can invoke the 'Quick finder' by pressing <F11> or <Ctrl-L>.

If you press <Enter> without any filter, the list will start with the first code and show all item that are in stock. To show all standard stock in The Jewellery Shopkeeper you must enter 'A' and then press enter.

To have the list start from a particular group code, enter the required group code.

To limit the list to items having a certain word in the description, enter that word <u>after</u> the group code. To search the whole merchandise file, enter a space and then the search word. To search the whole standard stock file, enter an 'A' and then a space followed by the search word. In the case of The Business Shopkeeper you do not need to enter the 'A'.

When the list is displayed, you can jump to the code that starts with a particular number or letter by typing that number/letter. The number of codes listed in the table is limited to a few hundred and the required code may be omitted - in that case you must specify a later starting group. For example, by entering '5 RING' you will search from codes starting with '5' until the end of the file.

Once you find the code you want, highlight it with the up/down cursor keys, press <Enter> and that code will be selected. In a sale the code will be entered on the active line, and if searched from any menu, by pressing <F11> for example, the computer will take you to the file mainte-nance 'View' screen.

Planning

Take-on sequence

- Before beginning with The Shopkeeper system, decide in what order you are going to proceed and prepare your existing methods so as to have all the information you need - checked for accuracy.

- Stock control will require an inventory list as well as cost and selling prices, and the physical stock - a few items at a time - so that it can be properly labelled. Preparation must include deciding on the product grouping for sales analysis purposes.

- Debtors will probably be your next priority - so prepare an aged analysis of the accounts with check totals as well as a source of reference for the full address details of all active accounts. The system makes use of GST registration numbers (in GST mode) or VAT exception code (in VAT mode). Phone numbers, terms (e.g.. '30 days net') and whether or not finance charges are to be debited will also be requested. (Note that finance charges can be generated after 30, 60 or 90 days, or instalment terms can be applied, regardless of the entry in the 'Terms' field).

- The General Ledger chart of accounts must be prepared before creditors can be used. The opening balances for all assets, liabilities and equity accounts can be set up later. Full details will be given under 'General Ledger' in the manual.

- For creditors a full list of all outstanding invoices must be available with a check total for each creditor and total of all creditors.

Data conversion from other computer programs

Shopkeeper Solutions offer data conversion from computer text files or spreadsheets for debtors, creditors and inventory. The practicality and success will depend on the extent of the data available. Many conventional stock control systems do not include enough detail to be useful without manual editing.

Debtors and creditors are usually successfully converted.

General ledger data will need to be manually taken on due to The Shopkeeper's proprietary account numbering scheme.

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Data Security

Why is data security vital?

> If you can imagine what it would be like if, due to some reason beyond your control, such as a slight dip in the mains power supply, your computer loses the ability to read your data, or a computer virus strikes, you no longer have your computer data files - then you will understand how important regular and effective back-ups are.

> Sometimes, due to the pressure of work, one feels that a back-up once a week is okay - after just one day, imagine what it would be like to have to do all the day's work over again, and worse, what about all the things you changed on the computer without making any notes on paper of the changes.

> No words can describe the agony of a major data loss, but suffice to say that computer operators have lost their jobs through not making back-ups.

Setup

> See 'Data Backup setup' on page 7.

Back-up methods

> Due to time-consuming nature of backups, the full hard disk is seldom, if ever, backed up - instead only important data files are backed up. When a disk crash requires that the hard disk needs to be reinitialised - then you will need to reinstall the operating system and all programs before restoring the data that you had backed up.

> ### Floppy disks (aka Stiffies)
> Floppy disks are currently the cheapest method of backup, especially initially, but after the data has grown to many megabytes, they will require more operator time and reliability is not good.

> ### Compact Disk
> Many computers now come with CD writers as standard equipment, and with the high capacity and low cost of blank CDs this will often be the method of choice. However, due to the non-standard assortment of CD-writing software in use, technical assistance may be required to implement a user-friendly backup operation.

> ### Flash/Thumb drive
> Also called "memory sticks", these non-volatile memory devices behave like a large-capacity, fast, floppy disk, and are just as easy to use. But they are a lot more expensive. For the benefits of reliability and convenience, the cost may be well justified.

✎ *As with any other backup method, several flash drives must be maintained - with at least one recent version kept off-site. Make a habit of keeping the latest backup on your person so that you automatically take it home.*

Frequency of backups?

> Typically, backups should be made daily, but actually you need to weigh the risk of losing your work against the effort of making the backup. You could make a backup after every few hour's work has been entered. If cartridge tape is used, back-up of the complete system should be made on a daily, or twice daily, basis. If diskettes are used, a program is provided to back-up only the essential data files on a daily (or twice daily) basis.

> At least 4 (four) sets or cartridges of data back-up must be kept in addition to the set for the complete hard disk. Label one set (cartridge) 'EVEN MONTH', another set 'ODD MONTH' and the other 2 sets 'DAILY Mon.-Wed.' and 'DAILY Thu.-Sun.'. Each month end, before performing the month-end routines, a back-up will be made onto either 'EVEN MONTH' for Feb., April, June etc., or 'ODD MONTH' for Jan., Mar., May etc. This month-end back-up MUST include all the changes made to the essential data files since the last complete hard disk back-up. Every day, or whenever a couple of hours work has been put into the computer, back-up must be taken onto the 'DAILY' sets of all the essential data files that have changed since the last MONTH-END back-up. A different set of back-up disks or cartridge must be used each few days.

> > 💣 **DO NOT leave yourself without a reasonably up-to-date copy to fall back to. Remember, the moment you start copying onto a disk or tape the existing data on it is erased.**

> Nonessential data files include the 'indexes', these should not be backed up but rather recreated if required. The indexes must be recreated after a restore from back-up. A menu option on the 'Utilities' sub-menu, namely 'eXpand', is provided for this. Indexes are recreated without

expanding the files if you add "-1" or "1" to each file that was restored, or you can select F(ull index recreation.

✎   *If you delete ALL the index files *.NTX or *.idx, the program will automatically create new indexes.*

For proper security of the data, the latest month-end AND daily back-up MUST be kept at a remote location. Remember too, for security against espionage, the back-ups must be kept from unauthorised persons as carefully as is the working system.

Software Security

Instruction on the security of the software in the event of computer failure is dependent on the particular installation and is not within the scope of these instructions. But, to generalise briefly, at least two copies of the complete hard disk (on either two sets of floppy disks, or data cartridges), with at least one of the sets stored at a completely different location, is vital for the security of your system. One (ONLY the oldest one) of the sets must be updated each time changes are made to the system - or at least once a year. If you are on a software maintenance plan with Shopkeeper Solutions, then Shopkeeper Solutions will supply the latest version for you free of charge, but only of The Shopkeeper program. It is the user's responsibility to keep back-up copies of all other programs and data.

☞   If you are not on a software maintenance agreement, then you must also keep a backup of The Shopkeeper program files and only restore from that because the latest update may invalidate your licence.

Restoring from backup

If a complete restore is required, it is important that new files are removed from the computer before the old files are restored.

The DOS command:(executed from the /JEWEL directory)

        REN   *.db?   *.bk?

will accomplish this and keep a backup of the data files that existed before the restore operation. Do the same if only a few files are being restored - eg: REN   r*.db?   r*.bk? - before restoring the data files starting with the letter "R".

☞   After restoring the data files, it is necessary to recreate indexes for all the files that were restored. One way to do this is yo go to U(tilities, X(pand, I(ndex, O(ld method and enter "1" (or minus one) at each restored file name.

The first letter of the file name indicates the part of the program that the file is used for. That is:

> C = Customer/sales
>
> G = General ledger
>
> I = Inventory
>
> O = Outer menu/ Overall
>
> P = Purchases
>
> R = Repairs (service orders)

and   S = Suppliers

Another way is U(tilities, X(pand, I(ndex, F(ull, P(roceed

And a third way is to delete all the old indexes and then start the program again, this will recognise that the indexes are missing and automatically create them.

Lastly, U(tilities, X(pand, I(ndex,Q(uick will also create missing or (grossly) invalid indexes - but may leave corrupt indexes untouched!

Help: On screen, On-line and Printed

Where to look for instructions

This manual

Please read through the whole manual as examples and notes are given that will make life easier for you and enable you to use The Shopkeeper's abilities to the fullest !!

Tips, Notes, Warnings and Important paragraphs are highlighted with a margin flag.

The Table-of-Contents (at the front) and the Index (at the back) will help you to find the information you are looking for.

We tried to lay the manual out in the sequence you will most likely require the subject matter in, but this is not always possible, so sometimes you may want to skip sections and then maybe refer back to them later.

To specify a path through the menus, the command letter, followed by the menu item name, and separated by commas, is used.

Example: U(tilities, S(et parameters, C(ontrol registers - means that you can highlight Utilities on the Outer Menu and press enter, then highlight Set parameters on the Utilities Menu and press enter, and so on - OR - simply, from the Outer Menu, type USC as a command.

Sometimes a password is required to pass a certain stage when navigating the menus - these will NOT be noted in these instructions due to variability amongst different users.

In some places in this manual the following standard is used: <Enter> means press the enter key on some keyboards called the return key and a description in capitals inside quotation marks represents the description of the input field you need to enter. It is sometimes followed by a hyphen and help on the input.

Example: '**Reference number/letters**' - enter the customer's account number or the first few letters of the customer's surname.

Help on-screen

☺   Always look at the bottom of the screen for help on input.

Always <Enter> or press the down-arrow or tab key to go to the next input field.

Up-arrow (or sometimes shift-tab) will take you back to the previous field when the program allows you to do this.

The <F1> key will display a help screen. (<F1> means press the F1 key on your keyboard). The help displayed with the <F1> key varies depending on which part of the program you are using.

See also section on "Problems & Solutions" at page 213 in this manual.

Internet

New features that are not in this manual will be documented on The Shopkeeper web site: www.shopkeeper.co.za. A copy of this manual can also be downloaded from there.

E-mail

Written support by e-mail is encouraged. Often answers to queries can be more carefully considered and more detailed than telephonic responses. And you'll have the answer in writing. E-mail support answers can take up to 24 hours. The support e-mail address is: support@shopkeeper.co.za

Telephone

Quickest answers can usually be obtained by telephone. The full list of support telephone numbers are published on the Internet web site.

Password protection

System password

Short password - in order to prevent the unauthorised changing of data certain facilities require a password of either 2 or 4 characters.

Medium and Long password - first 4 characters are the same as the short password, additional characters for higher security.

These passwords may be changed or shortened. The U(tilities, P(asswords, S(ystem option, lets you in to set up the password string. By default the system password is blank - i.e. no password required.

User/Operator "passkeys"

When The Shopkeeper is first installed the pass keys are turned off in the licence options - U(tilities, Set parameters, L(icence details (Opts: PassKeys=Off)

Pass keys kan be added for each member of staff, and different access options can be allocated to each of them. Go to U(tilities, P(asswords, U(ser to access the operator key maintenance menu.

These operator keys are used in various ways to implement a versatile and secure operator identification and access control system.

Bar code labels can be printed on jewellery tags that can then be worn on a key chain or belt clip. The holder of the "key tag" need not know it's user code or it's password, thus making manual override impossible. Manually entered passkeys will work if the password is known, but even then the computer can record the fact that the key was entered manually! The Shopkeeper includes a special program to print these keys; see page 62.

When used for credit block override, the key name is printed on the invoice.

Passkeys can also be used for dual mode log-in (see page 157) and as a salesperson key for tight salesperson commission control.

Point-of-sale opening of the cash drawer, without a sale or payment, also requires an operator key.

Standard editing keys

Cursor movement keys

☛   Linux terminals differ in some ways and the control key combinations don't work as described below. Ctrl-S (^S), for example, will cause most terminal to stop functioning - a Ctrl-Q (^Q) must then be entered to get the terminal to continue operation. The Control key, in combination with cursor keys (such as ^Left arrow,^Right arrow, ^Home, ^End, ^PgUp and ^PgDn) usually respond differently on terminals. Most other inconsistencies can however be corrected through terminal configuration settings - contact support, giving details of the terminal being used and the problems experienced, for assistance.

✎   *The caret '^' means hold down the CTRL key while you type the key indicated. Where space allows, this will be written as Ctrl- instead.*

Up arrow or ^E	Up one line
Down arrow or ^C	Down one line
Left arrow	Left one character
Right arrow or ^D	Right one character
^Left arrow or ^A	Left one word
^Right arrow or ^F	Right one word
Home	Beginning of current line
End	End of current line
Ctrl-Home	Beginning of memo
Ctrl-End	End of memo
PgUp	Next edit window up
PgDn	Next edit window down
Ctrl-PgUp	Beginning of current window
Ctrl-PgDn	End of current window

Editing keys:

Ctrl-U	Undo - revert to previous datum
Ctrl-W	Finish editing

Esc	Abort edit and return original datum
Ctrl-Y	Delete current line
Ctrl-T	Delete word right
Ctrl-B	Reformat memo in the edit window

Surprise Keys

"Hot keys" are provided to call up a quick inventory finder, an adder/calculator and other utilities

- F1 - Help

- Shift+F2 or Ctrl-T - Open Cash Drawer

- Esc - Escape, Abort or Exit, (and safe Panic Button - don't just switch off power)

- F10 or Ctrl-F10 or Alt-F10 - Display image

- F11 or Alt-F or Alt-L - Quick Finder. type starting group code or space then text to find

- F12 or Ctrl-N - Stock distribution display

- Alt-A or back-quote (`)- Adder. When adding machine is displayed, press F1 for help

- Alt-S or Ctrl-T - Spelling assistant (only available when in text editing windows)

- Ctrl-P - Print screen

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Getting Started

Practice

Most successful installations have been initialised with live data. Mistakes do happen, but it is easy to reverse mistakes, and at the end of the training period you have a good start to your data entry. Only planning of group and material codes must be done before live data can be entered - and this is not a computer operation anyway.

If you insist on practising with "dummy data", there are two methods of doing it.

- Install The Shopkeeper into a "practice" directory (e.g. C:\PRACTICE). Use the practice directory at any time for practice.

- Before take-on of your data is started do a full back-up. Take on a few accounts and stock items, prepare some practice invoices. Try as many things as possible. See how to recover from mistakes. Then restore from the full back-up you did and see that all is back to the way it was. (See section on backups on page 13, and restoring data from backup on pages 14 and 216) Feel free to experiment and explore. You can restore from the back-up as many times as you like but, if a month-end has been done, several files must be deleted (or renamed) if restoring to the time before the month-end. And remember that indexes are not restored and must be re-created.

Take-on sequence

Before beginning with The Shopkeeper system, decide in what order you are going to proceed and prepare your existing methods so as to have all the information you need - checked for accuracy.

Stock control will require an inventory list as well as cost and selling prices, and the physical stock - a few items at a time - so that it can be properly labelled. Preparation must include deciding on the product grouping for sales analysis purposes.

Debtors will probably be your next priority - so prepare an aged analysis of the accounts with check totals as well as a source of reference for the full address details of all active accounts. The system makes use of GST registration numbers (in GST mode) or VAT exception code (in VAT mode). Phone numbers, terms (e.g.. '30 days net') and whether or not finance charges are to be debited will also be requested. (Note that finance charges can be generated after 30, 60 or 90 days, or instalment terms can be applied, regardless of the entry in the 'Terms' field).

The General Ledger must be prepared before creditors can be used. This is the preparation of a chart of accounts and opening balances for all assets, liabilities and equity accounts. Full details will be given under 'General Ledger' in the manual.

For creditors a full list of all outstanding invoices must be available with a check total for each creditor and total of all creditors.

General ledger preparation

☛ Even if you do not intend to use the general ledger immediately it will is recommended that you take the time now to prepare a list of account numbers you require. For take on only one expense account number is needed, called 'OPENING BALANCES - DEBTORS' - account number 69100 was opened for you and 'OPENING BALANCES - CREDITORS' - account number 69200 was opened for you.

When receiving your system, your general ledger chart of accounts has already been captured by us as standard practice. This was done to make it easier for you, you are allowed to add new accounts or change some of the accounts or delete the accounts that you will not use. Print this chart of account - G(eneral, R(eports, L(ist accounts.

💣※ **The following account numbers are MANDATORY and must not be changed. The names used to describe them can be changed as long as the meaning remains the same.**

10100	BANK ACCOUNT
10300	CASH ON HAND *
10900	PAYMENT CLEARING
11100	ACCOUNTS RECEIVABLE *

12100	MERCHANDISE INVENTORY *
12200	INVENTORY - STD STOCK *
12300	INVENTORY - RAW MATERIAL *
12400	WORK IN PROGRESS *
21100	ACCOUNTS PAYABLE *
22600	SALES TAX PAYABLE
39980	RETAINED EARNINGS - PREV YEARS
39990	RETAINED EARNINGS - CURR YEAR
40100	SALES
40200	SALES - OTHER
40400	DEBTORS DISCOUNT ALLOWED
44010	ALLOWABLE INPUT TAX
44100	PURCHASES - MERCHANDISE
44200	PURCHASES - STD. STOCK
44300	PURCHASES - RAW MATERIAL
46000	CHANGE IN INVENTORY
47100	FINANCE CHARGES
48100	CREDITOR DISCOUNT TAKEN

✎ *Accounts marked with * are strictly controlled by the computer. No manual entries are allowed to these accounts. Additional accounts may be created for manual adjustments. For example:*

✎ *10400 CASH IN SAFE*

✎ *11300 ALLOWANCE FOR BAD DEBTS*

A recent balance sheet, fixed asset register/depreciation schedule and income statement (profit and loss account) will help on deciding on what accounts are required. Sort the accounts into categories as follows:

Balance sheet accounts:

1) ASSETS
2) LIABILITIES
3) CAPITAL (source of funds)

Income statement accounts:

4) REVENUE (Income - direct cost)
5) EXPENSE

Sort the accounts further alphabetically, or as required, and assign each a number in the following ranges:

10000 - 19999Z	ASSETS
10000 - 14999Z	Current assets
10000 - 10999Z	Cash
11000 - 11999Z	Receivables
12000 - 12999Z	Inventories
13000 - 13999Z	Prepaid Expenses
14000 - 14999Z	Other Current Assets
15000 - 15999Z	Investments
16000 - 16499Z	Fixed assets (at cost)
16500 - 16999Z	Accumulated Depreciation
17000 - 17999Z	Intangible Assets
18000 - 19999Z	Other Assets
20000 - 29999Z	LIABILITIES
20000 - 24999Z	Current Liabilities
25000 - 29999Z	Long term liabilities
30000 - 39999	CAPITAL
30000 - 38999Z	All equity accounts

39000 - 39979Z	Retained earnings
39980 - 39989Z	Earnings - previous years
39990 - 39999Z	Earnings - current year
40000 - 49999Z	REVENUE
40000 - 43999Z	Operating Revenue (sales)
44000 - 46999Z	Cost of Sales
47000 - 49999Z	Other Revenue
50000 - 69999Z	EXPENSE
50000 - 59999Z	Operating expenses
60000 - 69999Z	Other expenses

☺   The last digit is the department number and should normally be set at zero in a single branch installation. The account's department number can also be extended with a letter, for example 50300B - this can be used to correspond to the branch letter of that department.

General Ledger take-on

Step 1: Decide on starting date for G.L.

For the purpose of keeping these instructions reasonably simple, make the starting date equal either the date that you started the business, or the beginning of a new financial year.

If it is a new business, skip these start-up instructions because there will be no opening balances to capture. Instead, all the data since day 1 will be valid data. Corrections can be made if required but in this case they must NOT be posted to prior year since the prior year did not exist.

☺   Be prepared, obtain as much up-to-date information as you can about the company's balance sheet. You will need the bank statements or manual bank reconciliation - this is most important. The check book stubs or manual cash book is also required.

☛   Make sure the year-end MONTH is set correctly in the system parameters - see: U(tilities, S(et parameters, S(ystem constants.

Go to G(eneral ledger, F(ilemaint., S(et year and set it to the year BEFORE the year that you started using The Shopkeeper.

Example: For example, if you elect to start from March 2005, and your year end month is 02, you would set the year to 2005. This is so that you can year-end before you start March 2005 - the first month of the 2006 financial year. But if you started using The Shopkeeper before that date, you must set the year to the year that you started using The Shopkeeper.

✎   *This should be the only time that you change this date. In future releases of the program, the G.L. year will be set automatically.*

Step 2: Post ancillaries up until the end of the period BEFORE the elected start-up date.

Do this by G(eneral, T(ransactions, P(ost ancillaries, L(ocal and enter the month/year as the month BEFORE your required start-up date. In other words, if you want to start from 1st March, you would enter the date as 02/yy.

You must post one month at a time, starting from when you first started using the Shopkeeper, or from the earliest file CPOSmmyy.DBF (OVATmmyy.DBF in the case of purchases) that The Shopkeeper can find. The Shopkeeper will keep a check on you and will not let you make a mistake, therefore if you are not sure of the last month that was posted, try any month and the computer will tell you what to do.

✎   *Do not post any month after the month before your elected start-up date for the General Ledger. The computer won't allow you to do this anyway - it will say that the Year End must be done. If more than one year must be posted just to catch up - then you must year end each year.*

Step 3: Do a General Ledger Year End procedure.

When you have posted ancillaries up to the date preceding the elected starting date, then you must do a year-end so as to clear out all the transaction data which was recorded prior to you elected starting date.

☺   It is not necessary to print any reports. All reports can be printed later, if required.

Back-up your data before doing the G.L. year end and then proceed. Enter the year being ended

as the current year. You will not be allowed to do a second year end during the same calendar year - If for some reason you want to do this, please contact support to assist you in renaming the duplicate files that would result.

Step 4: Print the Detailed Trial Balance

☛   After the year end has been done, print the Detailed Trial Balance to highlight those accounts which have balances brought forward.

Step 5: Post adjusting entries to Prior Year.

Use Batch Entries for the following posting. Controlled accounts, such as 11100, can be corrected with the Batch Entry program if any errors had occurred in the past, however, in theory the controlled accounts should have the correct balances. It is pointless to adjust accounts 12100, 12200, 12300 and 12400 since these are controlled by the actual inventory levels - adjustments will be automatically re-posted to account 46000 - Change-in-inventory.

Compare accounts 11100 and 21100 with the Debtors and Creditors control accounts as at the date of the G.L. Also check accounts 10100, 10300, 10900 and 22600. Posting of corrections, other than to the controlled accounts, can also be done using General Journal transactions.

Regardless of the method used, enter the date as the day before the start of the financial year.

✎   *The computer will explain that this is a "Prior Year Date" and invite you to proceed.*

☛   If it does not give this message before leaving the date field - something is wrong! Check the following:

   ▪ Year-End-Month setting in the system parameters.

   ▪ Be sure that the Year-End clear has in fact proceeded successfully

   ▪ Inspect (but don't change) the current financial year under G(eneral Ledger, F(ile maint., S(et Year.

After posting the adjusting entries, reprint the Detailed Trial Balance and if you are satisfied with the new figures then the take-on is complete.

The General Ledger is now ready to be used. Follow instructions on page 125 for your first bank reconciliation.

Debtors take-on

When receiving your system the following customer accounts will already be entered: 'CASH SALES', 'ZIP SALES' and 'TO WHOM IT MAY CONCERN' (used for insurance valuation letters and it may also be used for Quotations).

STEP 1 : Enter all customer information - S(ales, F(ile maintenance, C(ustomers. See 'SALES' in manual for full details.

   ☺   Press <F1> while editing the customer for important notes regarding the entry of customer names.

☛   It is very important to enter the customer names in the correct format, i.e. LASTNAME, TITLE INITIAL.INITIAL. for real people, and COMPANY, THE for business names. Search and sorting is done from left to right, but the name is swapped for printing. A title after the comma is recognised by the letter writer program.

STEP 2 : Enter age analysis and totals for each customer - S(ales) T(ransaction) O(pening balances.

✎   *The Opening balance option is only available on a freshly installed system until sales transactions are started and the invoice number in U(tilities, S(et Parameters is not set to one. But do not use this option after initial take-on of debtors - rather check your accounts carefully for mistakes and if any are found at a later date, correct them by means of "journal entries".*

STEP 3 : Display the debtors CONTROL ACCOUNT (S(ales), P(rocedures, C(ontrol account), to see that the totals match the manually prepared totals. If not, print an AGE ANALYSIS report (S(ales, R(eports, A(nalysis, A(ge), and compare in detail to the source document.

STEP 4 : Adjust the next invoice number in U(tilities, S(et parameters to continue in sequence from your previous system. Also adjust the VAT. percentages, the tax-included-in-price option and the finance charge percentage if necessary.

☛   For VAT to be the set method (rather than GST), the GST percentage <u>MUST</u> be set to zero.

✎   *It is important that the temporary drive letter is not the same as the default drive in which all the normal data files are stored. This applies to both single-user and multi-user installation. For more information, see page 33. Except in special circumstances, the temporary drive should be set to blank (Auto). In the case of the Linux version the setting is automatic only.*

The cash float for each branch can also be set in the parameters the default is 0.00. Changing the float only takes effect when the next deposit is processed, and provided that there is cash available to fill the float.

The debtors system and cash control are now ready to use.

Creditors take-on

When receiving your system the following creditor account will already be entered: 'CASH PUR-CHASES'

STEP 1 : Enter all supplier information - P(urchases, F(ile Maintenance, S(uppliers. See manual for details.

STEP 2 : Enter all outstanding creditor invoices or balances - P(urchases, T(ransactions, P(ayments.

Enter the amount of the outstanding invoice with a minus sign (-), correctly aged, and repeat the amount under "Total". At "Method" type the description of the purchase (e.g.: "Goods", "Watches", "Stationery", "May Invoices" or, if a lump-sum total is entered, "Bal.b/fwd"). At the Ref: field type in the invoice number or in the case of combined invoices, leave it zero. At "Account" type in "69200" (Assuming that is your account number for "Creditors Opening Balances").

Corrections to opening balances must be made in the same way.

☛   "Payment" entries are not reflected on the VAT control account. If you need to capture VAT data with the opening balances, this can only be done for the month immediately prior to the current month, as well as the current month, and must be done by P(urchases, T(ransactions, J(ournal.

STEP 3 : Display the creditors CONTROL ACCOUNT - P(urchases, R(eports, C(ontrol Account. Check that the total match the manually prepared total. Accounts can be Viewed individually, or an Aged analysis or Ledger can be printed of all or a range of creditors which can be used to check against the prepared source documents. Do not leave any discrepancies unaccounted for.

The creditors system is now ready for use.

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Utilities

Letters

This is to write one page memos only. (e.g.. request for payment). Escape (ESC) will get you out of almost anything. Control 'W' (CTRL 'W') (hold down the CTRL key and press 'W'), will save your document.

Select

This is like a catalogue and all you do is choose a number of the document you want to work with.

Edit

This is to do the actual typing of the memo/letter. Special Control codes can be used when editing a letter; <Ctrl-Y> will delete the whole line, <Ctrl-T> will delete the rest of the word after the cursor, <Ctrl-B> will reformat the document, provided that the document was typed without carriage returns and <Ctrl-W> will save the document. The <Home> key will take the cursor to the begin-ning of the line and the <End> key will take the cursor to the end of the line (press the <F1> key for more information on editing keys).

✎   *The character '\' can be printed by typing '\\'. Similarly, '^' can be typed as '^^'. This is necessary since '\' and '^' are used as control codes.*

Print

Now you can request the printer to print the file selected in the above square on the screen.- D(efault -- no special print quality control codes are send to the printer.- F(inal -- control codes to set Epson/IBM printer to Near Letter Quality (NLQ) are send to the printer. For ink-jet and laser printers, the D(efault option must be used.

Clear

This option allows you to clear the work area. It is also possible to save the contents of the work area to a disk file with a name of your choice.

Get

To request the computer to search for customer or supplier information. First select the working file, then type 'G' (get), request the customer/supplier information required, now select 'A' (append). The customer/supplier details will now be added to your document.

Append

To attach information whether customer/supplier information or paragraphs form another letter to your new document. HELP - when choosing this option you will be informed as to which control keys will move the cursor where. You may now also append from a disk file.

Mail (Name&address)Index "Name & address list" # ""

This option will print customer account number, name, address, credit limit, year to date sales, last year sales, balance outstanding, arrears amount, terms and comments on the printer only.

Batch (merge)

To merge a lot of debtors/suppliers names to single letter. Select the letter you want to use as a template letter. In the template letter use e.g.. *name* to insert all the different names in your final letter (mail shot letter). To set the top margin for your letters, enter a "0" when prompt - 'SELECT FILE TO MERGE, 0 TO SET TOP MARGIN'. The following fields can be used in you letter when you want to merge a single letter for different customer/debtors :

✓   *NAME* - Title and Last name, OR, "Customer"/"Supplier" (if no title). If a title and nickname are pro-vided, then the nickname will be used. (can be inserted twice)

✓   *NAAM* - As above but "Klient"/"Verskaffer"

✓   *FULLNAME* - Normalized title+initials+last name or company name

✓   *DATE* - Computer's system date (not the one in the Shopkeeper)

✓   *DATE+n* - Computer's system date (not the one in the Shopkeeper) PLUS the number of days specified by n

✓   *CITY* - City field of customer/supplier file

✓   *REF* - Customer/Supplier number

✓   *LASTPMT* - Customer/Supplier last payment amount

✓   *PMTDATE* - Customer/Supplier last payment date

- ✓ *LSTDATE* - Customer/Supplier last purchase date
- ✓ *BALANCE* - Total balance owing on customer/Supplier's account
- ✓ *ARREARS* - Customer's arrears (can be inserted twice)
- ✓ *OVER90* - Balance over 90 days
- ✓ *PAIDMTD* - Customer's month-to-date receipts
- ✓ *NOWDUE* - Customer's net amount now due
- ✓ *OVDATE* Valuations - oldest date
- ✓ *MONTHLY* - Customer's instalment amount
- ✓ *B_DAY* - Day & Month only, of birthday
- ✓ *ANIVERSARY* - Day & Month only, of anniversary

When batch merge is selected, you will be prompted to provide parameters to define the set of customers/suppliers that will be merged with the letter.

☺   The minimum and maximum turnover fields are designed so that turnover older than two years will be depreciated annually, thus ensuring that you will not continue to send letters to customers/suppliers whose accounts are dormant. Further information, if required, is available from support.

Thereafter, you have several options :

- ✓ c(ount - This option counts the number of customers/suppliers that will be merged.
- ✓ d(flt - Prints the letters in default mode. This must be selected for ink-jet and laser printers.
- ✓ f(inal - Prints the letters in NLQ mode to an Epson or compatible printer.
- ✓ l(ist - Prints a numbered list of the customers/suppliers who will be used in the merge.

Date

Print list showing b/day or anniversary dates plus all phone numbers

Labels

To print address labels for envelopes or to print addresses on envelopes.

'SELECT PRINTER: (LISTING=1, or LETTER=4)' - Select the printer you wish to print the addresses on. You can also select 2=Label printer or 3=Voucher printer.

'SELECT BY ACCOUNT NUMBER' - if you enter "Y", you will also be prompted.

'ENVELOPE MARGIN (Y/N)' - "Y" will permit you to specify the margins required. Answer "N" to envelope margin prompt if you want to print on continuous labels. The labels required are the 95mm x 24mm 1-across style.

'SELECT: D(flt, f(inal' - default means no special print quality control codes are send to the printer. Final means control codes to set Epson/IBM printer to Near Letter Quality are send to the printer.

☺   Use your first letter as a scrap pad. This means use the first letter to append other letters from, to add the customer name etc., or append any of the other letters to it and then edit the letter as you wish. This is especially handy if you don't want to change your other "main" letter, but need to make a few changes for a specific addressee.

Real and Weighted turnover

The Shopkeeper turnover history formulae

Customer Data Field	Formula	Used for
Turnover	Gross sales - financial year-to-date	Displayed in customer file maintenance
Turnover last year	Gross sales - previous financial year	Displayed in customer file maintenance
Mean turnover	(Previous year's Mean turnover x 0.5) + (Previous year's Turnover x 0.75)	(not displayed, nor used directly)
(calculated)	Turnover + Turnover last year	'Real' turnover in mail list selection
(calculated)	Turnover + Mean turnover	'Weighted' turnover in mail list selection

If your 'Turnover last year' is not as stated above - it is because you have asked for a different formula to be applied at year end. If this custom modification is no longer required, or if you would like your custom formula to be changed, please contact support.

Notepad

Notepad is a simple, indexed, file of one-line records. It can be used for noting such things as things-to-do, diary memos, etc. To add a new record, select notepad from menu and Page-Up or Page-Down to find a empty record.

Expand

eXpanding data files (Recreating Index Files and pre-allocating data records)

There used to be a time when, before any data could be entered, files had to be prepared. Files were expanded, or pre-allocated and index files were created in one operation. The purpose was, with all large data files in The Shopkeeper to have their disk space pre-allocated. This, with some networks, improves reliability and performance. Reliability is improved due to freedom from unexpected disk-full errors as well as by relieving the operating system of the responsibility of maintaining the file allocation tables in a multi-user environment. Performance is improved by preventing serious fragmentation of file allocation of disk space. Both the data files and their related index files are thus pre-allocated.

However, modern operating systems such as Novell Netware and Linux do not benefit from pre-allocation, in fact speed is better without pre-allocation. Therefore we only suggest that this utility be used to recreate index files.

Selecting Xpand now gives several sub-options.

Index

Select X(pand, I(ndex, F(ull to reindex all files.

If, on the other hand, you select eXpand, I(ndex, O(ld from the Utilities menu. You are presented with each of the file names in alphabetical order. Next to the file name is a number representing the existing size of the file and the computer prompts for the number of records to add to the file.

Type -1 (minus one) next the the file(s) that requires the new index.

Example: To expand the files: CHISTORY - present: 1500 - addition: 2000 this means that you may add 2000 more pieces of detail to the history of a customers file, the indexes are recreated too. By pressing the ENTER key zero records will be added - i.e.: skip that file. By entering '-1' zero records will be added but the index(es) will be recreated.

☺   Adding (plus) 1 to a file will round the file size up to the next multiple of 10 AND recreate the index regardless.

☺   If a file size is not a multiple of 10, it means that the file has been expanding dynamically. In other words, this indicates which files need expanding.

The following information only applies if you want to pre-allocate files:

The normal file size is always a multiple of 10 records. In other words the file

size should always end in zero. If it ends with any digit other than a zero, then it means that either the system has just been installed and still needs the initial expansion, or the file in question was fully utilised and dynamic allocation had taken place.

Enter the number of records you reckon will increase the file to the size you wish. Do not add more than will be required over the next few months - nor so few that within a few days the file will be full again.

If a negative number, such as -1, is entered, only the index files are recreated and the file size remains unaffected. If only 1 or 2 records are added, the file size is rounded up to the nearest round number - if it was on a round number then it will only recreate the related index(es).

Required file sizes:

Initially files should be expanded to no larger than will be required for 6 months of operation. Expanding files too large will result in floppy disk backups become unnecessarily time-consuming. Too small is of minor inconvenience. Also shrinking a file is a not a user option although it can be performed by support personnel.

Journals and transaction files are emptied each month so these should only be allocated enough to last for 1 month. (Two exceptions are the purchases journal and the general ledger transaction file - these are only emptied once per year.) On the other hand, customer and inventory files keep growing if old data is not purged selectively.

Error log

Select X(pand, E(rror log reports to display or print the unfinished posting log.

Command utilities

X(pand, C(ommand is for advanced use under support supervision only. It is very versatile but not friendly. It is mostly used for repairing corrupted data files and for making changes to a large number of data records without having to do one at a time.

Password Control

To change, remove or insert passwords for your system, type 'passwd' at the prompt which states : "Do you wish to continue (y/N) ?"

If a password already exists, you will be asked for it in its longest form. If you answer correctly, or these is no password, you will be able to see and modify the password.

A maximum of ten characters may be used. It is possible to shorten the maximum length by simply not filling the space provided. In certain places, you will be prompted for a shorter vesion of the password, in which case the correct response is to enter the first few characters of the full password. The exact number of characters that you must enter will, of course, depend on the length of your full password and also which part of the system you wish to gain entrance to.

☺   If you 'pad' your password with spaces, in other words; type in spaces in front of your password, then you will not be prompted for a password if the required number of characters is fewer than your number of spaces.

Example: If you set your password to '   pass', that is : six spaces followed by the word 'pass', then when you are prompted for the full password, you need only type 'pass'. You will not be prompted for any password that is shorter than six characters.

Amend

This option enables you to change information in the data files. Please use with care! Changing information is a powerful ability. Type in the file name you want to AMEND or type '?' to list all the file names. Files that you are allowed to amend include: CDEPOSIT, CHISTORY, CINSTALL, CJOURNAL, CPETTY, CPETTYAL, CUSANALY, GLTRAN, IJOURNAL, ILBLS, OLLOG, OMACRO and many others.

💣   **Use with care - it will allow you to change invoice numbers, General Ledger account numbers on items entered into purchases, etc.**

Field which definitely must not be altered are protected. It you try to enter data into one of these

fields the cursor will simply skip to the next field.

☺   Use amend on file "CUSANALY" to correct errors made when entering cost prices on non-inventory sales. Set filter to <u>BSLSMN='xx' .AND. BGROUP='yyz'</u>, where xx=salesperson's initials, yy=group code and z=material code.

☺   To learn available field names to use in the filter, first view the file without a filter - the column headings are the field names.

☺   A valuable use is to edit the "all items received" label file "ILBLS" so as to prevent certain labels from printing. Blank out labels by changing the type to "A" or change quantities required by changing the quantities in the file for type "B".

File cpos00

cpos00 refers to the month-end posting files CPOSmmyy.DBF, where mmyy is the month and year of the data file.

This is a useful file to look at because it stores all the detail of the data that is posted from sales and inventory to the general ledger.

Record 1 has the following information.

TDAY	Last month-end date		
COMP	Not meaningful		
SLS_TODAY	Not meaningful		
FDATE	Not meaningful		
DISC_MTD	Discount allowed for debtors (payments by discount)	Debit 40400	Credit 11100
SLS_YTD	Gross sales for month	Debit 11100	Credit 40100
GST_MTD	Sales Tax charged for month	Debit 40100	Credit 22600
FC_MTD	Finance charges to debtors (computer generated)	Debit 11100	Credit 47100
BAL_TOTAL	Written down cost value of merchandise		
CASH_YTD	Written down cost value of standard stock		
BAL_OVER90	Written down cost value of raw material		
BAL_UPTO90	Cost value of finished service orders (valid only if BAL_UPTO60 = -1)		

✎   *The four cost figures above post <u>only the change in value</u> to accounts 12100, 12200, 12300 and 12400 respectively - either as a debit or a credit as applicable. The contra posting in each case goes to account 46000.*

Record 2 onwards has the deposit information for the selected month.

TDAY	Deposit or bank credit date
COMP	Description of deposit or bank credit
SLS_TODAY	Amount of deposit
FDATE	G.L. bank account being credited

The rest of the fields are not used.

☺   A copy of any bank deposit report may be available by S(ales, T(ransaction, D(uplicate, N(o, Y(es (for a saved print file) and enter 'dDDMMYYb' - where 'd' is literally the letter 'd' and DDMMYY is the deposit date and 'b' is the branch letter (for example 'd150205a').

Programming the function keys

☺   You can get to any place in The Shopkeeper with a single key stroke !!

▪   About 20 macro keys can be defined by editing the "OMACRO" file.

▪   Use "/" to represent <Esc>

▪   Use ";" to represent <Enter>.

Example: To get into the zipsale option with a single key stroke. U(tilities, A(mend 'FILTER NAME (? for list) :' - type OMACRO as file name to amend. 'FILTER: (LEAVE BLANK TO LIST ALL RECORDS)' - <Enter> to leave blank. Use the down arrow key to move the highlight bar to the key you want to use under the "NAME" headed input field to get to zipsales with a single key stroke. Move the highlight bar with the right arrow key to the "DESCRIPT" headed input field. Type in a description e.g. zipsale to describe the macro. use the right arrow key to move to the "MACRO" headed input field. Type a "\" for every <Esc>. Five <Esc>'s will get you out from anywhere to the outer menu. "S" will take you to the sales menu and "Z" for the sales menu into zipsales. The "MACRO" will

therefore be : "\\\\sz". To get into the payment option with a single keystroke, the "MACRO" will be "\\\\stp.

✎   *Extended keyboard F11 and F12 are not use able.*

✎   *The function key definitions are permanently recorded and can only be changed by re-entering the Amend utility and blanking out the previous definitions.*

Additional instructions

To program the function keys, from the Outer menu select Utilities, Amend. Enter your 6-character password and in response to the File name question, type OMACRO and press Enter. Press Enter again when asked for a "Filter". You can now see the list of function keys and their definitions.

To define an Escape key press, enter a backslash (\), and to define an Enter key press, type a semicolon (;).

If you want an Enter to be the first character on a line, you will have to type a letter, then back-space, and then the computer will accept the semicolon.

The most common programs for the function keys are:

- F1   Help   (cannot be changed)
- F2   Normal Sale   \\\\STS
- F3   Zip Sale   \\\\SZ
- F4   Receipt \\\\STP
- F6   Finder \\\\DF
- F10   when left blank it is the Show Image key.

Other uses for the function keys

User definable function keys are particularly useful if you find that you need to repeat something often. Let's say you wanted to put the words "30 DAYS NET" into the terms field of a hundred customers. Follow the following steps to program the macro...

1. Go to S(ales, F(ile maintenance, C(ustomers and enter a valid name so that the cursor is flashing on the customer's name.

2. Press and count how many times you need to press the [Enter] key in order to reach the Terms field.

3. Type "30 DAYS NET" (don't press enter yet).

4. Press and count how many times you need to press [Enter] in order to reach not only the bottom but also to accept the "Y" and to re-select File maintenance, Customers so that the cursor is waiting for the next customer name to be entered.

5. Then go to Utilities, Amend, enter the password and the file name "OMACRO" (leave filter blank). Move the cursor down to a convenient F key, say F9, and type "L", backspace, "`;;;;;;;;;30 DAYS NET;;;;;;;;;;;;;`" then press [Enter] and [Esc]. (The L and the backspace were just to get the semicolons going. You must press [Enter] before [Esc] in order to record the changes). Be careful that you have exactly the right number of ";"s (those inter-pret as [Enter] keys.)

6. You will find it useful to define another function key to work as a "no,-not-that-one" key. Define it with the line "`\\\\SFC`", that is [Esc] to the outer menu then enter the command S(ales, F(ile maintenance, C(ustomers.

7. Go back to S(ales, F(ile maintenance, C(ustomers and call up another customer. This time, after seeing that it's the correct customer on the screen, press the F9 key while watching closely - it's all done with one keystroke!

8. Pressing the key defined in 6) above will take you all the way to customer file maintenance from wherever you are.

Linux notes regarding function keys

All terminal emulators have their own idiosyncrasies. Most do not translate all the function keys correctly. Sometimes, for example, <F6> to <F9> respond as <F4> to <F7> instead! It will help you to understand the behaviour by enstering a few letters in each macro (like 'f5' for macro F5) and then going to a text input prompt (such as S(ales, T(ransaction, S(ale - where it asks for a customer name) and trying each function key to see what it responds with.

Set Parameters

Address details
: This is to edit your own name and address details that will print at the top of your invoices and statements. Go to U(tilities, S(et parameters, A(ddress details.

'Loc:' - Enter the branch (usually 'A')

'Type:' - Usually blank. For a receipt (40-column roll paper) printer, enter '4', and for a plain A4 page, enter 'L'.

The type field allows you to create different address layouts for the different types of invoice format. If your invoice forms are 'Domiciled' (have your name pre-printed) then the invoice addresses can be omitted by setting the 'Undomiciled parameter to 'N' for each user profile in U(tilities, S(et parameters, S(ystem constants. Statement headers, on the other hand, cannot be 'turned off' and must instead be blanked out for each branch.

If the settings do not already exits, you will be asked to clone the settings - enter Loc: 'A' and Type: blank. This will copy the default setting into the 40-column setting (Type=4).

'**Left margin (vouchers only):**' - Normally you will leave this zero.

You will only require the left margin if your sales voucher forms are domiciled with most of the information, but the branch address and telephone numbers are to be printed by the computer. Simply enter the address and phone numbers on the left, and set the left margin as required in order to place the address in the correct position on your forms.

You are then presented with seven lines of heading text. Edit the text so as to fit neatly within a 80 or 40-column layout. In the case of a 40 column printer, lines longer than 40 (or sometimes 42) columns will wrap around to the next line, so, in effect you can enter up to 14 lines.

'**Statement/remittance header:**' - Enter as required for statements. Normally you will only require this for branch 'A' and style 'blank'. Ignore this section for other styles, such as 4 or L.

Options allow you to copy a layout to another branch and/or style, or, when creating a new branch address, to start by cloning an existing address.

Control registers
: Set the next numbers to be used for invoices, transfers *etcetera*.

Licence details
: This is the data entry panel for controlling the program options. Depending on the licence you buy, the program will be either limited or not. An extra option line adds free options that modify the program behaviour or provide different messages on invoices or service orders. Ask support for any requirement you have, and you will be given the required codes. Shopkeeper Solutions do not publish a list of the available options because of client confidentiality.

When applying for a new licence you will be asked for the 'licence code'. This is a unique seven-character alphanumeric code that is automatically generated when you perform the first month-end. Because of this the program cannot be licensed in advance.

System constants
: You are first asked for the '**U/Pr #**' - This is because each 'User Profile Number' has its own settings for some of the parameters. The parameters that are different for each profile are enclosed in a frame on the bottom, right of the screen.

You are then asked for '**Branch/location:**' - This is because each branch has its own 'Mode' setting.

'**Mode:**' - '0' (zero) is the normal mode. Mode '1' is the 'Manual' or 'Off-line' mode. The manual mode is designed for use where the sales are written up by hand and then processed later on the computer. The program will prompt for a date and invoice number for each sale, and the print-outs will default to a listing rather that voucher forms.

Modes 2, 3 and 4 are similar to mode 0, except when entering stock codes, and are for use with bar code scanners, providing various levels of security for point-of-sale application.   One of the following modes can be selected for each branch:

Mode 0 - Scanned code is entered as if typed, without pressing enter, and the operator is asked for quantity (in case of standard stock) and price/discount.

Mode 1 - Same as 0, but for manual entry of next invoice number, date of invoice, and the print-outs default to listing rather than voucher. Use mode 1 only if data entry is not done in real time.

Mode 2 - Scanned code is entered and the quantity, (if standard stock,) price and discount fields are automatically filled in. The cursor is then positioned ready for the next code.

Mode 3 - Same as 2, but a password is required if the code is entered by keyboard.

Mode 4 - Same as 0, but a password is required if the code is entered by keyboard.

'**Identity**' - This is the name that prints at the top of reports and is displayed at the top of the screen most times. It is especially important if you run more than one company on the same computer.

'**Duty percentage**' and '**Rebate ratio (retail)**' - These fields relate to Ad Valorem Duty and should otherwise be left at zero. But you are free to use it, for example, to calculate commission on certain items. See 'Other uses for duty field' on page 151.

'**GST percentage(0=VAT)**' - If your tax system is not Value Added Tax, enter the 'General Sales Tax' percentage in here.

'**Tax mode G=GST, V=VAT**' -

'**Tax included in price**' -

'**GST/VAT. reg. number**' -

'**Finance charge %**' - The Finance Charge parameter can refer to annual % if 10% or more is entered. This allows more accurate entry of finance charge percentage. For example, if you enter the F.C. parameter as 20.0, the monthly finance charge will be 20/12 = 1.667%) The computer assumes that the percentage is monthly if it is less that 10%. For usage instructions, see 'Finance chrgs' on page 104.

'**Currency symbol**' -

'**Inflation allowance**' -

'**Gold price (US$/ounce)**' -

'**Exchange rate local/US$**' -

For each user profile number, the following printer settings can be made: (The first four letters refer to the printer port. This is usually LPT1 for a computer running DOS or Windows, but could also be one of the following:

LPT2 LPT3 LPT4 COM1 COM2 COM3 COM4 CON NUL FILE WINP WINR and TMPn - where...

CON = console (printout writes to screen - can be messy! (not reccomended)

NUL = nowhere (printout is not generated)

FILE = printout gets appended to a file named .\PRNFILES\PRNTFILE.PRN (If non-existant, PRNTFILE.PRN is created.) You can view/print/delete this file by typing: **STDNYprntfile** from the outer menu.

WINP = Windows printer (Requires that the Winp32.exe (prfile32) program has been installed.) (Start/Run/prfile32 to change defaults)

WINR = Raw printing through Windows driver - use this for receipt and bar code printers. Uses "SendRaw" setting in prfile32.

TMPn = printout creates and writes to a file named. TMPn.PRN - **text in an existing TMPn.PRN is deleted**. (NOTE: "n" can be a digit from 0 to 9 or any letter) You can view/print/delete this file by typing: **STDNYTMPn** from the outer menu. The TMPn.PRN file is stored in the user's temporary directory so that other users will not overwrite it - but that does also mean that only you will be able to view or print it.

Slash parameters

The following parameters are valid after the slash (/) for the 4 printers:

'**Printer 1 (Lists etc)**'

- 'H' = HP printer (But not if using WINP).

- 'R' = Reset a dot-matrix printer before printing. This is useful if you use the same printer for letters, listings and vouchers and you need the printer to be reset to default between print jobs.

'**Printer 2 (Labels)**'

- 'E' = Epson compatible printer for dot-matrix labels. (The default is for IBM compatible printers.)

- **'Printer 3 (Vouchers)'**
- '4' = 40-col. slip printer
- 'D' = Epson 40-col. receipt printer + cash drawer control
- '1' = 80-col.sales vouchers with COM1 cash drawer control (32-bit only)
- '2' = 80-col.sales vouchers with COM2 cash drawer control (32-bit only)
- 'A' = 80-col.sales vouchers with COM1 Bell cash drawer
- 'B' = 80-col.sales vouchers with COM2 Bell cash drawer
- '7' = 80-col.sales vouchers with Shared Bell cash drawer
- 'C' = C-Itoh 8510 printer for dot-matrix
- 'F', 'G', 'H', 'I', 'J' and 'K' 40-col receipt printers other than Epson. Try each setting to find the one that works both the cash drawer and the paper cutter.

'Printer 4 (Letters)'
- 'G' = Generic printer - program will not send underline start/stop commands to the printer. Use this if you have an ink-jet or laser printer. The default serring is for a dot-matrix printer.

'Vouchers: Extra LF' - Changing this affects the vertical alignment of the sales vouchers by 3.2mm. This will compensate for differences in the position of the pre-printed form in relation to the perforations between the forms. If changing the option from 'T' to 'N', or from 'N' to 'Y', only make the error worse, then the course adjustment must be made to the printer itself.

'Undomiciled vouchers' - Set this to 'N' if your pre-printed voucher forms already have your name and address details and you do not want the computer to add anything to the header.

'Temp. drive (blank=auto)' - On slow networks it may help slightly to put the user's temporary files onto a local drive letter. Normally this should be left blank for automatic setting.

Till floats
Use this menu option to set the float for the cash drawer. First use the cursor keys to highlight the correct branch and then press <Enter>.

You can only 'Request' a certain amount for the float. The actual float will be obtained when you next do a deposit, by holding back enough of the cash received from sales so as to make up the requested float. If you do not wish to 'hold back' the cash, then either get a cheque cashed (use 'S(ales, P(rocedures, D(eposit, G(et a cheque cashed' to process this in the computer) or do a NEGATIVE petty cash transaction to put 'virtual' money in the cash drawer.

VAT control
Here you can edit your VAT registration number and set up the G.L. accounts that will be used for each of the different VAT codes. Normally all of the codes should be set to 22600.

Housekeeping

Movejrnl
Use this option to create or delete branch inventory movement journals. These journals are used as a stock control aid with a daily movement report analized by inventory category that is found under I(nventory, R(eports, C(at movement. If you create a movement files and then don't use them, they will keep growing and just waste disk space. But, because it is so easy to delete the movement files, you should not hesitate to try this feature.

Janitor
Utility to help delete unwanted temporary files.

Shed hist
After a few years the customer history file may grow too big and this will make finding the required data difficult. The 'Shed history' utility allows you to split the history file into separate files - one for each year.

If you select a year that has already been 'shed', you will just be allowed to recreate the index for that year's file.

VAT util
Allows you to set all blank G.L. default VAT codes to Standard. And to list all group codes with non-standard VAT defaults.

Another option sets the control debtor age analysis to match the actual totals of debtors as found in the customer file.

Cleanse

If you suspect wasted space or other problems with any of the following data files: CINSTALL, CUSTOMER, ISUB, OLETTER, OVALLETS, REPAIRS or RPARTS, then this is the utility to run. Where necessary, instructions are given on screen.

New struc

A utility to be used only when instructed by support. This will only be needed if a custom modification is made for you.

Repair CJ

A repair utility for computer failure while posting a transaction. Not all problems can be fixed

ToPalm

Export customer and supplier data to a CSV (comma-separated-values) file for import into Palm PDA (pocket digital assistant) addresses. Can also be loaded into a spreadsheet program.

About

Information about your version of The Shopkeeper as well as contact information.

Inventory

File maintenance

The Accounting Shopkeeper, designed for businesses that do not need to control inventory, or whose inventory is not related to sales, only allows the maintenance of 'Group codes' and 'material Type' which are used for sales analysis purposes when processing non-inventory sales.

Group codes

Maximum discount

✎ *On each group code, the Disc.2 amount plus 1% is effective as the maximum discount limit for all inventory stock items, but not for non-inventory (buy-outs) stock items - provided that the overall maximum discount limit is not zero AND is greater than Disc.2. If Disc.2 is zero then only the overall maximum discount will be effective. The group discount limits only check the discount percentage figures shown on the screen, whereas the overall discount limit checks the bottom line against the sum total of all the recorded inventory stock item values (tag prices).*

Raw Material Group Codes

RAW MATERIAL - (loose stones etc.) These group codes MUST always start with an asterisk (*) and follow with a letter. The code range is *A to *Z

EXAMPLE : *D DIAMOND (This code is mandatory) *F FINDINGS *G GOLD *P PEARL *Z COLOURED STONES

⇨ Raw material group "D" is always for diamonds. "G", "F" and "P" is always for Gold, Findings and Platinum respectively. "L" is always for Labour.

✎ *Do not confuse RAW material groups with the Material codes used for Merchandise and Standard Stock. They are not related.*

Merchandise Group Codes

MERCHANDISE - (unique stock items) These group codes MUST always start with a number. The code range is 10 to 98 and 1A to 9Z. EXAMPLE :

10	RING
11	RING - DIAMOND
12	RING - FANCY
20	EARRINGS
21	EARRINGS - DIAMOND
22	EARRINGS - FANCY
30	CHAIN
31	NECKLACE/CHOKER
32	PENDANT/LOCKET
33	BRACELET/BANGLE
40	WATCH - CARTIER
41	WATCH - GUCCI
42	WATCH - OMEGA
43	WATCH - ORIENT
44	WATCH - PULSAR
45	WATCH - PIERRE BALMAIN
46	WATCH - ROLEX
47	WATCH - SEIKO
48	WATCH - SWATCH
49	WATCH - TISSOT
4A	CLOCK - ALARM
4B	CLOCK - BEDSIDE
4C	CLOCK - CARRIAGE
4D	CLOCK - MANTLE
4E	CLOCK - WALL

50	MEN'S JEWELLERY
51	BABY WARE
52	ORNAMENT/STATUE
53	PEN/PENCIL
60	LOOSE DIAMONDS
61	LOOSE STONES

Standard Stock Group Codes

STANDARD STOCK - (bulk stock) These codes MUST always start with a letter. The range is from A0 TO ZZ.

EXAMPLE :

BA	BANGLE/BRACELET
CA	CHAIN
EA	EARRINGS
KC	KRUGER COIN
NE	NECKLACE/CHOKER
PE	PENDANT/LOCKET
RI	RINGS
SE	ENGRAVING (Service)
SM	MAKE-UP (Service)
SR	JEWELLERY REPAIR (Service)
SV	VALUATION CERTIFICATE
WA	WATCH - WRIST
WB	WATCH BATTERY
WS	WATCH STRAP

Special group codes

A group code starting with the slash (/) or backslash (\) cannot be used for inventory items - only for buyouts" (non-inventory sales) and has the effect of forcing the first character of the salesperson's code to be recorded as a slash.

EXAMPLE : A group code can be defined as /F described as Finance charge. A sale including a finance charge prescribed to salesperson "NP", when the salesperson's analysis is reported, will not list the finance charge under the salesperson responsible but rather as salesman: "/P". This is useful if you are paying commissions or bonuses in relation to sales or gross profits and you wish to omit specific sales groups.

Summary

These are the categories into which the jewellery is divided. You are allowed to Add new group codes, Edit existing group codes, List the group codes on the screen, Delete a code you no longer want and Search for a code description.

Operation

Add:

'**CODE**' - enter group code. If is already on file, you will not be allowed to add it again.

'**Description**' - enter the group code description (this description will be displayed as the default description when a stock item for that group is added).

☛ Enter the description in singular, e.g. Cluster Ring and not Cluster Rings.

'**Precious materials (Y/N) - Metal**' - enter 'Y' if the items in this group code will contain precious metals (gold or silver). If metal is set to "N" neither the mass nor cost will be calculated or requested when adding new stock items for the group. This saves time and improves accuracy.

'**- Diamond**' enter 'Y' if items in this group code will have diamonds in. '**- Other**' - enter 'Y' if items in this group code will have other coloured stones measured in carats.

'**Default for Duty-Prepaid (Yes/No or ?)**' - <Enter> to accept "Y" default.

'**Default for Cat.Code (A..Z,blank or ?)**' - <Enter> to accept blank default, a letter (A-Z) will present that as a default category.

A '?' as the default category, will insist on a category code entry when taking on new stock, and will not update the category code when the "Set Cat Defaults" program is run.

'**Tax code**' - (VAT modification code) <Enter> for "S" for standard tax code or change to "E" or "Z" for exempt. You may also use spare codes A, B and C if you wish to further analyse your output tax.

'**Disc.1**' - enter the default discount percentage for this group. When invoicing a grade 1 customer with a inventory stock item in this group, the discount percentage will default to the percentage entered here, but you will have the option to change it.

'**Disc.2**' - enter the default discount percentage for this group. When invoicing a grade 2 customer with a inventory stock item in this group, the discount percentage will default to the percentage entered here, but you will have the option to change it.

☛　The percentage entered as Disc.2 is also the maximum discount limit for the group.

'**Marg.3**' - enter default margin for this group (for grade 3 customers). Margin 3 will calculate the value from the cost price of an item plus the percentage entered. Enter the default discount percentage for this group. When invoicing a grade 3 customer with a inventory stock item in this group, the discount percentage will default to 0 (zero) but you will have the option to change it.

✎　*BOTH ON MERCHANDISE AND STOCK THE FIRST CHARACTER IS SIGNIFICANT AS THE PRIMARY ANALYSIS CODE.*

Edit

Enter the group code that you wish to modify. The fields presented will be the same as those for the Add function.

List

Displays a list of the existing group codes with all details

Delete

Enter the group code that you wish to remove

✎　*Existing inventory that uses the deleted group codes will **not** be effected.*

Search

Search scans the description field for an exact match. Only upper/lower case is ignored. Therefore, for a successful search, it is best to keep the search "key" as short as possible.

material Type

In the case of The Jewellery Shopkeeper, the "Material" code is the code given between and including A - Z for the type of material which the piece of jewellery consists of.

In the case of The Business Shopkeeper, the "Material code is referred to as the Sub-Code and is mainly used to define to usual profit margin for the item. Leave the description blank unless used to describe a product type, such as "Service".

You are allowed to ADD new type of material, EDIT existing types, LIST the types of materials on the screen, DELETE a type you no longer want and SEARCH for a type description.

EXAMPLE:

$	SERVICE ORDERS
*	RAW MATERIALS
-	UNDEFINED
A	18ct Gold
B	14ct Gold
C	9ct Gold
G	GENTS
L	LEATHER
M	METAL
P	PLASTIC
S	STERLING SILVER
U	UNMOUNTED
W	WOOD

X	CRYSTAL
Z	SERVICE

Add

'**CODE**' - Enter the code that you wish to add. Numbers are not allowed. Some symbols are allowed, but only letters from A to Z can be used for inventory. If the code already exists, you will be informed.

'**Description**' - Enter the description. When used during merchandise or standard stock 'Add' this will be the first part of the default description.

☺ Careful design of the material and group code descriptions will save time later, by minimising the amount of description editing when using the codes.

'**Unit**' - (The Jewellery Shopkeeper only) Enter the unit of measure for this material code. All precious metals MUST be measured in grammes. Each, Gramme, Carat, Pair, Set, kg, cm, metre

'**Usual profit %**' - Enter the usual profit percentage that would be used for items made with this material. Profit % means that 100% is all profit and 50% means that the cost is exactly half the selling price (excluding tax).

☺ The usual profit % is used, for example, when selling non-inventory items. Instead of entering the cost of the item, just enter the cost code as C and the computer will calculate the cost based on the usual profit %. Entering a cost code of Z will allocate a cost of zero, entering the cost code as anything else will cause the computer to ask for the actual cost.

☺ When receiving merchandise or stock the calculated and rounded retail price will be suggested automatically based on the material code used. For Raw Material retail pricing, the usual profit defined in material type '*' is used.

☺ If the usual profit is set to zero, it will not be used.

'**Cost per unit**' - (The Jewellery Shopkeeper only) Enter the cost price per gramme (or other unit definition) - or leave zero.

☞ Leave the cost per unit as zero and the computer will allow you to make the cost price relative to the US Dollar or the Gold Price. If you enter a non-zero value, the computer will still allow you to relate the cost to the Gold Price, and will calculate the percentage at the currently set parameters.

'**% of gold price**' (The Jewellery Shopkeeper only) - Change the percentage as required, or set it to zero for no relationship

'**Relate to US$?**' - (The Jewellery Shopkeeper only) If the % of gold price is entered as zero the computer will give you the option of relating the cost directly to the US Dollar. As with the % of gold price, if you had entered a non-zero value to the 'Cost per unit', the computer will still allow you to relate the cost to the US$, and will pre-calculate the Dollar cost at the currently set exchange rate.

'**Cost per unit (US$)**' - (The Jewellery Shopkeeper only) If you answered 'Y' to the 'Relate to US$' prompt, then you must enter the US Dollar cost per unit here.

'**Okay?**' - If you enter 'N', the whole entry is cancelled.

Edit

Enter the code that you want to edit. The description and all parameters can be changed if required.

List

Displays the existing material/sub codes

Delete

Enter the material/sub code that you wish to remove

✎ *Existing inventory that uses the deleted material/sub codes will **not** be effected.*

Search

Search scans the description field for an exact match. Only upper/lower case is ignored. Therefore, for a successful search, it is best to keep the search "key" as short as possible.

Raw mtrl stock (The Jewellery Shopkeeper only)

✎   *Raw material is used for the manufacture of Merchandise (but NOT Standard Stock except via service orders), and for use in Service Orders (Repairs/Make-Ups).*

The raw material option allows you to Add details of a item of raw material, Edit the details, List raw material within a code range, Delete a item of raw material from the file and to Search for a particular item description.

Add
'**Add to raw material code group**' - enter for example 'D' if it is in group '*D' for diamonds. The computer will then allocate the next available serial number to make up a unique stock code e.g.. D0001.

'**Okay to add?**' - enter "Y" if your are satisfied with the displayed raw stock code.

'**Description**' - enter the description for this raw material stock item.

☺   If the first character of the description is an exclamation mark (!) the details will never appear as part of a valuation description. This is useful for labour. Codes starting with 'F' or 'G' are automatically hidden from valuations.

'**Duty prepaid**' - press <Enter> to accept "Y" default

'**Unit definition**' - enter unit this raw material stock item is measured in e.g.. carat, gramme or each.

'**Define a custom label (y/n)**' - Only type Y if a label is to be printed and the description must be different to what has been entered already.

✎   *At this stage only the raw material stock code is on file, the raw material stock item is not yet in stock!! Receive raw material stock in I(nventory, T(ransactions, R(aw Mtrl, R(eceive - OR - P(urchases, C(reditors, T(ransactions, R(eceive. You can, for convenience, type Y when prompted to receive now.*

✎   *When receiving/un-receiving stock in INVENTORY your supplier (creditor) account will not be affected. (To update you creditor account, inventory of all types can be received in Purchases menu).*

Edit
Only the description may be edited. If quantity, mass or cost needs to be changed, this must be done by first "Returning" the goods (using I(nventory, T(ransactions, R(aw material, U(nreceive) and then receive it again correctly.

List
You may list a selection of the codes, first entering a code at which to start the list.

Delete
You will only be allowed to delete a code that has zero qty and mass in stock. To zero an item, use I(nventory, T(ransactions, R(aw material, U(nreceive.

Search
Search scans the description field for an exact match. Only upper/lower case is ignored. Therefore, for a successful search, it is best to keep the search "key" as short as possible. For example type in HEART rather than HEART-SHAPED because the hyphen may have been omitted when the description was entered.

☺   Because the raw material codes are used to calculate cost of merchandise and service orders, as well as to control raw inventory, it may be useful to enter your goldsmith's and your watchmaker's times as raw material - you must use category 'L' (for Labour).

☺   A gold register can be kept for each goldsmith. Add the goldsmith's raw material code in category 'G' (for Gold). You may choose to record all gold movements normalised to 24 carat gold - in this way only one code is needed for each goldsmith. View, or print, the gold register via D(ata, R(egister.

Merchandise (The Jewellery Shopkeeper only)

✎   *You should probably enter your suppliers names into The Shopkeeper before starting to enter your merchandise because when receiving merchandise you are required to select a supplier that has already been added to the file. If, when entering a stock item, you find that the supplier is not*

found, you can leave the supplier as blank or 0 (zero) and continue to receive the item. Later, in Purchases File maintenance Suppliers, add the supplier and note the new supplier number - then go back to Inventory File maintenance and edit the already received item. You will find that the computer lets you enter the supplier number if it had was zero.

The File maintenance, Merchandise option allows you to ADD details of a piece of jewellery, EDIT the details, LIST jewellery within a code range, DELETE a piece of jewellery from the file and to SEARCH for a particular item description.

Add
   * '**CODE**' - enter the group code for the item (e.g.. '10' for rings).

> ☺   Press <Enter> with only the first digit of the groupr code entered, and the computer will provide you with a lookup list of available group codes.

If a suitable group code is not found, escape out and add the required group code via I(nventory, F(ile maintenance, G(roup codes, A(dd.

☛   The first character of all merchandise stock item codes is a number. (Only Standard Stock group codes can start with a letter.)

The computer will allocate the next available number for that group, (e.g.. 2B00001/)

* '/' - Enter now the type of material e.g.. 'A' (for 18ct Gold). The stock item number will now be '2B00001/A'.

'**Desc**' - the description entered for the type of material (in our example "A" for 18ct) and the description entered for the group code (in our example "10" for rings) will be displayed. Use the <End> key to move to the end of the description and add to it if you feel the need - or <Page-Down> key to jump past all other fields.

'**Cat**' - allows you to give the item membership to a stock category. Unless the default category is a '?', you may as well leave the category code blank, and then set them automatically with the program utility provided that sets the category to the default that is defined in the product group code (see page 36).

'**Bin**' - allows you to place the item in a certain location in your store for stock take purposes. A program utility is provided (under the Stock Take menu) that will set the bin numbers automatically.

*'**SSR**' - Read as 'Supplier's Stock Reference', this field is shared with the "SupStkRef" field in the transaction sensitive data.

> ☺   If you enter the SSR field, it will be printed on the price label. If the SSR is left blank, the supplier's stock reference can still be recorded, but will not be displayed on the label. When used as a label, the data is appended with the code '(L)'

'**Tt.g**' - (total grams) enter the total grams of the piece of jewellery (important to have a scale next to the computer !!)

* '**ct** (diamond)' - (diamond carat weight) will only prompt if the group code used was defined with diamonds as true. Enter diamond carat weight if any or leave blank.

* '**Clr**' - enter colour and clarity code for diamond or use this field for something else, i.e. watch serial number.

* '**ct** (Other stones)' - (other stones carat weight) will only prompt if the group code used was defined with other stones as true. Enter carat weight of other stones or leave blank.

* '**mm**' - enter length of the chain or the diameter of the bracelet in millimetres.

✎   *If the size is larger that 99.99mm then the size is printed in centimetres on the label. e.g. 150mm prints as 15.0cm.*

* '**Au**' - <Enter> to accept the calculated mass, or manually enter the net mass of precious metal. This will only prompt if the group code used was defined with gold marked as true.

☛   * All above fields marked with an '*' will, by default, print on the price label. The Description field can also print on larger size labels as are normally used for non-jewellery items.

'**Raw material code and local description**' - These lines **A - G** will enable you to further describe the piece of jewellery for valuation purposes, use parts or gold from the raw material file, or add a non-printing comment. In addition, one of the seven lines can be used to define a custom label.

The following codes can be entered (All codes consist of one alphanumeric character followed by four numeric digits):

'-0000' (minus zero zero zero zero), and provided that the Qty and Mass fields are both left as zero, will continue the description from where the previous line (or, in the case of line A, the main description line) without leaving an extra space. For example, if the previous line ended with '... brilliant cut diam', and the -0000 line starts with 'onds set in ...', the resultant description for valuations will read '... brilliant cut diamonds set in ...'.

'00000' (zero zero zero zero zero), and provided that the Qty and Mass fields are both left as zero, will continue the description from where the previous line (or, in the case of line A, the main description line) with a space before the start of the line. For example, if the previous line ended with '... brilliant cut diam', and the 00000 line starts with 'onds set in ...', the resultant description for valuations will read '... brilliant cut diam onds set in ...'.

'x0000' (any character, except L, followed by 4 zeros), with either Qty or Mass, or both, non-zero, will add the words " with <Qty> x <Description>, wght=<Mass>" to the valuation description.

<Raw material code> (e.g. D0002, or R0012) will add to the valuation description as x0000 does, but the description will be automatically recalled from the raw material file, and, when the merchandise item being edited is received, the raw material will automatically be 'Used' from the raw stock file.

'L0000' (Letter L plus 4 zeros) in any one of the seven lines, will allow you to customise the price label.

☛   Sub-descriptions that start with an exclamation mark (!) or the word 'REM' will NOT print on a valuation certificate. Nor will any codes that start with the letters F or G.

☛   Description lines that start with an exclamation mark will also be hidden from point-of-sale operators.

(After you type x0000 a '?' will appear immediately after, this '?' indicates that the line has not been found in the raw material file.)

'**Qty**' - just type in the number of stones or other parts, or leave zero if not pertinent. Gold, for example, will only be counted by mass.

'**Mass**' - Type in the total mass of the stones/parts described on this line, or leave zero if mass is not pertinent. Butterflies, for example, will only be measured by quantity.

When a letter is highlighted, selecting any letter with the Up/Down cursor keys, or typing a letter from A to G, will allow you to enter or edit that line.

If lines are left blank, they will be re-packed into a continuous sequence when saving the merchandise description.

To delete a line, select the line and enter the code as a single zero.

If you don't want further description of the jewellery item, press <Esc>, or <Enter> on a blank code, to take the cursor to the next field, which is Tag Col.

'**Tag col.**' - enter tag colour (this will be used when printing labels. You will be able to specify which colour labels you want to print e.g. enter 'G' to specify gold price tags for all 18ct gold jewellery and 'S' to indicate silver price tags for all platinum jewellery, and 'W' for white. Otherwise always leave blank. Enter a 0 (zero) if you do not ever want a computer-printed label for this item.

RECEIVE MERCHANDISE

'**Supplier**' - enter supplier account number, supplier name or part thereof.

✎   *The supplier must already be added to the file, if not <Enter> to leave supplier input field blank. The supplier number may be entered later, using Edit.*

(Plus version) '**Consignment? (y/n):**' - If you answer 'Y' then the following will also be prompted:

(Plus version) '**Dollars? (y/n):**' - Answer 'Y' if the COST price is quoted in US dollars.

☛   Consignment stock cannot be entered without the supplier being entered here.

'**Selling price in dollars? (y/n):**' - Answer 'Y' if the selling (tag) price is to be shown in US dollars.

'**Voucher#**' - enter supplier invoice/voucher number or leave the blank.

'**Supplier's stock ref.**' - enter supplier stock reference number or leave field blank.

☛   If the SSR field had been entered as part of the description (See page 40), you will not be able to edit this field now.

'**Date**' - <Enter> to accept displayed date or enter purchase date

'**Costs ....**' (See general information regarding costs on page 47)

Enter the following four fields if the item has been manufactured rather than purchased:

'**Diamond**' - enter the total cost of any/all diamonds used for the item.

'**Other mtrl**' - enter the total cost of the stones, pearls or other materials (excluding the precious metal) used if this item.

'**Metal**' - This field will have been automatically computed, provided that the material cost and gold price and US$ exchange rates have been entered. If it is not accurate, enter the difference in the next (Mfg cost) field.

'**Mfg cost**' - enter manufacturing cost if the item other than the materials costs included in the 3 previous cost fields.

As stated, the above four fields need only be used if the item was manufactured 'in house'. If a 'Purchase cost' is entered the manufacturing costs are disregarded.

☛   If the manufacturing costs are being used, leave the Purchase cost as zero.

Otherwise enter the

'**Purchase cost**' if the item was purchased and the manufacturing costs are not being used, or are not complete, enter the real total cost here.

☛   See notes under general regarding costs on page 47.

'**Price**' - enter the selling price.

     ☺   If the selling price is entered as zero the computer will let you use the built-in price point calculator. See details on page 48.

'**Add set sale price**' - Enter 'Y' at this prompt if a fixed discount price is to be entered. Otherwise just press <Enter>.

'**Cost code**' - enter your own special cost code (this will print on price tag) or leave field blank.

     ☺   You can instead use the cost code field to print a short message on the label such as "HAND MADE".

'**Tag colour**' - Leave this blank, or enter price tag colour (this will be used when printing price tags. You will be able to specify which colour price tags you want to print).

     ☺   If you enter the tag colour as "0" (the number zero), no label will print when printing labels for all received items.

'**Bin**' - allows you to place the item in a certain location in your store for stock take purposes. A program utility is provided (under the Stock Take menu) that will set the bin numbers automatically. (This is the same field that was entered while adding the description.)

'**Loc.**' - Enter the branch (or shop identifier) into which the stock is being received.

☛   The 'Loc' field is significant as a branch indicator for merchandise only. It is affected by inter-branch transfers. This is not the case with standard stock which has a similar field labelled "flag".

'**Okay to post?**' - Post details when correct to update files.

✎   *When receiving/un-receiving stock in INVENTORY your supplier (creditor) account will not be affected. (To update you creditor account, stock can be received in P(urchases, T(ransactions, R(eceipts or update creditor account in P(urchases, T(ransactions, J(ournal).*

✎   *'TYPE 'R' TO REPEAT DETAILS' - if you are entering stock items with the same group codes or the same supplier, enter "R" to repeat the details. All details will be displayed as entered for the first stock item, but you will have the option to change it.*

     ☺   A diamond symbol can be typed in the 'Col' (colour) and cost code input fields to appear on the price tags. Type a caret (^) in either of those fields for translation to the diamond symbol. You get the caret by <Shift-6>).

Edit

Only the description may be edited. If quantity, mass or cost needs to be changed, this must be

done by first "Returning" the goods (using I(nventory, T(ransactions, M(erchandise, U(nreceive) and then receive it again correctly.

List

You may list a selection of the codes, first entering a code at which to start the list.

Delete

You will only be allowed to delete a code that has zero qty and mass in stock. To zero an item, use I(nventory, T(ransactions, M(erchandise, U(nreceive.

View

Enter the merchandise code and the computer will display all details as with Edit, but unlike Edit all the data will be displayed without having to enter through the various fields first.

Print

Enter the merchandise code and the complete record as shown in the View option is printed.

Clone

Create new merchandise items as exact copies of an existing merchandise code. Existing item may be in any state - not received, in stock, sold, consignment stock, grafted out or expensed - but not deleted. New codes will be fully described including raw material codes (if any), but the status will be not yet received. The image file, if one exists, will be copied as well.

✎   *If raw codes are included in the copied sub-codes (lines A to G) then receiving the new code will, as usual, also use the raw material. In other words; the raw material is <u>not</u> 'cloned' but is 'used'.*

Set cat=dflts

Select this option to set ALL of the standard stock category codes to that specified in the relevant group codes. Only the defaults that have been set to a question mark (?) will remain unchanged.

Bin set

A quick utility to change individual bin numbers.

☺   For bulk setting of bin numbers, the utilities provided under the Stock take menu may be used.

Standard stock

This feature allows you to maintain the standard stock codes and descriptions. Unlike the merchandise, stock is controlled by quantity. Use this inventory type for items that are normally kept in stock and reordered when sold - for example; watch batteries.

✎   *All standard stock item codes start with a letter (entered as the first character of a standard stock group code). The 2-character group code is followed by 5 alphanumeric characters. The automatic fill character is a minus sign (-).*

✎   *Before starting to enter your stock, you may want to make sure all of your suppliers have been entered. When receiving stock you are required to select a supplier that has already been added to the file.*

☺   However, you can leave the supplier as blank or 0 (zero) and receive the item anyway. Later, in Purchases File maintenance Suppliers, add the supplier - then go back to Inventory File maintenance and edit the already received item. You will find that the computer lets you enter the supplier number if it had not previously been entered.

Add

* '**CODE**' enter your next available code, starting with the group code (e.g.. enter 'BA1' for the first stock item under the analysis group 'BANGLE/BRACELET'). Your code will be 'BA----1/ '.

* (<u>Jewellery:</u>) Now enter the code for the type of material (and optional profit margin) required. For example 'A' for 18ct.

* (<u>Business:</u>) Now enter the sub-analysis code that represents the profit margin required.

☺   Pressing <Enter> will call up a list of possible material/sub-analysis codes.

'**Desc**' - the description entered for the type of material or sub-code (in our jewellery example 'A' for 18ct) and the description entered for the group code (in our example "BA" for bangle/bracelet) will be displayed. Use the <End> key to move to the end of the description and add to it. Or you can rewrite the whole description if you need to.

'**Cat.**' - If a default category has been defined in the group code, this field will not be accessible. If blank you can either fill in a category of your choice or press <Enter> to leave it blank If the category default is a question mark (?) you will be forced to enter a letter from A to Z.

'**Bin**' - Normally you would leave this as zero by just pressing <Enter> - otherwise you can enter a number from 1 to 999. The bin number is normally used for stock checking physical areas (bins) one area at a time. A program utility is provided (under the Stock Take menu) that will set the bin numbers automatically.

* '**SSR**' - Read as 'Supplier's Stock Reference', this field is shared with the "SupStkRef" field in the transaction sensitive data.

☺   If you enter the SSR field, it will be printed on the price label. If the SSR is left blank, the supplier's stock reference can still be recorded, but will not be displayed on the label. When used as a label, the data is appended with the code '(L)'

(Jewellery:) '**Tt.g**' - (total grams) enter the total grams of the piece of jewellery (important to have a scale next to the computer !!)

* (Jewellery:) '**ct** (diamond)' - (diamond carat weight) will only prompt if the group code used was defined with diamonds as true. Enter diamond carat weight if any or leave blank.

* '**Clr**' - enter colour and clarity code for diamond or use this field for something else, i.e. watch serial number.

* (Jewellery:) '**ct** (Other stones)' - (other stones carat weight) will only prompt if the group code used was defined with other stones as true. Enter carat weight of other stones or leave blank.

* (Jewellery:) '**mm**' - enter length of the chain or the diameter of the bracelet in millimetres.

✎   *If the size is larger that 99.99mm then the size is printed in centimetres on the label. e.g. 150mm prints as 15.0cm.*

* (Jewellery:) '**Au**' - <Enter> to accept the calculated mass, or manually enter the net mass of precious metal. This will only prompt if the group code used was defined with gold marked as true.

* All above fields marked with an '*' will, by default, print on the price label. The Description field can also print on larger size labels as are normally used for non-jewellery items.

☛   * All above items marked with an '*' will, by default, print on the price label.

'Custom tag? (y/n)' - answering "Y" will give you the option to customise the tag for this item. You do not need to customise the label as a standard label will be available for printing, but you can customise the label to change the information not on the standard label layout.

☺   You can preview the tag by type Y in this field. Then, if satisfied with the information, simply press Esc, or Enter through the label design without changing it. The computer knows and will only store the custom tag information if you have modified the design.

'**Reorder level: Min**' - Leave 0 or enter a minimum required inventory level.

'**Max**' - Leave 1 or enter a maximum desired inventory level.

'**Lead time (days)**' - Leave 0 or enter the time in days that it takes to receive the item from time of order.

'**Flag**' - use this field to flag certain items, i.e. all items imported. Unlike merchandise, this field is NOT the branch/location indicator. Setting the flag to 'L' will identify the item as a lookup code.

'**Serials (y/n)**' - If you enter a 'Y' the computer will prompt for the entry of serial numbers whenever you receive the item.

'**Sell with inventory code**' - And any code can be used - even raw material or non-inventory codes. If a valid standard stock code is used, the description of the item will appear under the code, otherwise a simple message will appear to say that it is not in the standard stock file. Only the code is stored as the link code, so if the linked item is added or edited later, the new description or price will be effective.

'**Mandatory (y/n)**' - if Y, tells the computer to enter the link code without the option for the sales operator to decide whether or not to use the linked code. The effect varies with the type of code used - for example a standard stock linked code will stop at the quantity field even if mandatory is set to Y. If a non-inventory code is used, mandatory must be set to 'N' otherwise the operator will not be able to enter a price.

Discount allocated to the parent item WILL NOT automatically reflect on the linked item. If it is

required that the same discount is applied to a mandatory linked item then both items must be entered with no discount and the total price edited to force the discount equally on both items otherwise, if set mandatory to 'N' and the operator will be allowed to enter the discount field.

'**Ratio (0 for Qty=1)**' - if zero, always specifies that one, or minus one in the case of a credit note, of the items of the linked code will be entered on the sales invoice. If non-zero, then the quantity sold will be in direct proportion to the parent code's quantity sold. If a merchandise code is entered as the linked code, the link ratio must be zero. The link ratio does not apply to raw material, in which case the computer will always ask the operator for both quantity and mass.

✎   *See Usage Ideas for more information on linked codes.*

'**Okay to post**' - <Enter> on "Y" default to post details when correct to update files. If you enter 'N', the entry will be cancelled, but if you then enter 'R' for repeat, you will still be able to re-edit the cancelled item.

'**Receive now ?**' - you will have the option to receive the item into stock immediately or you can receive it at a later stage.

☞   If you do not receive the item at this stage, the description of the item will be recorded by the computer but the stock item will not be received. In other words, the item will not be in stock until later received by P(urchases ,T(ransaction, R(eceive. If the item has been manufactured 'in-house', or for another reason you do not wish to integrate the purchase, then it should be received now or otherwise later through I(nventory, T(ransactions, M(erchandise, R(eceive.

RECEIVE STOCK

'**Supplier:**' - enter supplier account number, supplier name or part thereof.

✎   *The supplier must already be added to the file, if not <Enter> to leave supplier input field blank. The supplier number may be entered later, using Edit.*

(Plus version) '**Consignment? (y/n):**' - If you answer 'Y' then the following will also be prompted:

(Plus version) '**Dollars? (y/n):**' - Answer 'Y' if the COST price is quoted in US dollars.

☞   Consignment stock cannot be entered without the supplier being entered here.

'**Selling price in dollars? (y/n):**' - Answer 'Y' if the selling (tag) price is to be shown in US dollars.

'**Voucher#**' - enter supplier invoice/voucher number or leave the blank.

'**Supplier's stock ref.**' - enter supplier stock reference number or leave field blank.

☞   If the SSR field had been entered as part of the description (See page 40), you will not be able to edit this field now.

'**Date**' - <Enter> to accept displayed date or enter purchase date

'**Costs ....**' (See general information regarding costs on page 47)

Enter the following four fields if the item has been manufactured rather than purchased:

'**Other mtrl**' - enter the total cost of the stones, pearls or other materials (excluding the precious metal) used if this item.

'**Metal**' - This field will have been automatically computed, provided that the material cost and gold price and US$ exchange rates have been entered. If it is not accurate, enter the difference in the next (Mfg cost) field.

'**Mfg cost**' - enter manufacturing cost if the item other than the materials costs included in the 3 previous cost fields.

As stated, the above four fields need only be used if the item was manufactured 'in house'. If a 'Purchase cost' is entered the manufacturing costs are disregarded.

☞   If the manufacturing costs are being used, leave the Purchase cost as zero.

Otherwise enter the

'**Purchase cost**' if the item was purchased and the manufacturing costs are not being used, or are not complete, enter the real total cost of each item here.

☞   See notes under general regarding costs on page 47.

'**Price**' - enter the selling price.

☺   If the selling price is entered as zero the computer will let you use the built-in price point calculator. See details on page 48.

'Add set sale price' - Enter 'Y' at this prompt if a fixed discount price is to be entered. Otherwise just press <Enter>.

'Quantity received' - Enter the quantity that you are receiving

'Cost code' - enter your own special cost code (this will print on price tag) or leave field blank.

☺   You can instead use the cost code field to print a short message on the label such as "HAND MADE".

'Qty lbls' - Press <Enter> to accept the default which is equal to quantity received, else enter a lessor number.

'Tag colour' - Leave this blank, or enter price tag colour (this will be used when printing price tags. You will be able to specify which colour price tags you want to print).

☺   If you enter the tag colour as "0" (the number zero), no label will print when printing labels for all received items.

'Bin' - allows you to place the item in a certain location in your store for stock take purposes. A program utility is provided (under the Stock Take menu) that will set the bin numbers automatically. (This is the same field that was entered while adding the description.)

'Receive to location' - Enter the branch (or shop identifier) into which the stock is being received.

✎   *Unlike merchandise, standard stock does not use the 'Loc' field as a branch indicator. Instead, separate quantity fields are used for each branch.*

'Serials (y/n)' - If you enter a 'Y' the computer will prompt for the entry of serial numbers whenever you receive the item.

'Okay to post?' - Post details when correct to update files.

✎   *When receiving/un-receiving stock in INVENTORY your supplier (creditor) account will not be affected. (To update you creditor account, stock can be received in P(urchases, T(ransactions, R(eceipts or update creditor account in P(urchases, T(ransactions, J(ournal).*

✎   **'Type 'R' to REPEAT details'** - *if you are entering stock items with the same group codes or the same supplier, enter "R" to repeat the details. All details will be displayed as entered for the first stock item, but you will have the option to change it.*

☺   A diamond symbol can be typed in the 'Col' (colour) and cost code input fields to appear on the price tags. Type a caret (^) in either of those fields for translation to the diamond symbol. You get the caret by <Shift-6>).

✎   *Records of the standard stock diamonds are not kept in as much detail as they would be in unique merchandise. Although these weights are included in the diamond count, inventory finder and labels, the use of standard stock for diamond jewellery is discouraged. You are, however, allowed to edit diamond carat weight for standard stock items. First Add the stock item without specifying the diamond weight and then edit it (I(nventory, F(ile Maintenance, S(tandard Stock, E(dit) before you print the price tag. You may receive the item before or after editing the diamond weight. Contact support for assistance if you require the diamond field to be opened for the Add function as well.*

Edit
    Only the description may be edited. If cost needs to be changed, this must be done by receiving the item again (using I(nventory, T(ransactions, S(tandard Stock, R(eceive).

List
    You may list a selection of the codes, first entering a code at which to start the list.

Delete
    You will only be allowed to delete a code that has zero qty in stock, and no movement in the current financial year.

Search
    Search scans the description field for an exact match. Only upper/lower case is ignored. Therefore, for a successful search, it is best to keep the search "key" as short as possible. For example type in HEART rather than HEART-SHAPED because the hyphen may have been omitted

when the description was entered.

View
Enter the stock code and the computer will display all details as with Edit, but unlike Edit all the data will be displayed without having to enter through the various fields first.

Set cat=dflts
Seledct this option to set ALL of the standard stock category codes to that specified in the relavent group codes. Only the defaults that have been set to a question mark (?) will remain unchanged.

StartBstats
Running this option will initialise the recording quantity movement statistics for each branch. Movement is recorded for month-to-date, year-to-date and last year. The statistics are displayed if you press <F12> or Ctrl-N while the stock code is active. No real benefit if you are running just one shop.

Transactions

Costing Inventory

(EFFECTS of (purchase) COST price, Manufactured Cost and the EDITING of COST price.)

✎ *IF Actual (purchase) cost is ZERO then the MANUFACTURED COST price is used otherwise the manufactured costs are ignored.*

✎ *Cost prices in the inventory file exclude VAT.*

Cost prices are used for:

- Sales analysis gross profit figures

- Inventory cost reports, and Inventory Value in General Ledger

- Value reported when Expensing Inventory (under sales transactions)

- Sales to grade 3 customers (using markup%)

Each works on a different timing principle.

1. Sales analysis Gross Profit is calculated at time of posting each sale or credit note. Editing the cost price on file will have no effect on the analysis after the sale is posted, BUT BEWARE OF the possible effects on the analysis if the item is RETURNED after the cost is altered! The correct thing to do is to return the item and THEN edit the cost.

2. Inventory cost reports show the value of inventory in stock at the time of printing the report. Sold and expensed items are not reported.

3. Inventory value for the G.L. is totalled when processing sales ledger month end. The resulting totals are kept in special posting files (CPOSmmyy.DBF) until posted to the general ledger. Editing cost after sales ledger month end will have no effect on the G.L. until the following sales ledger month end. Sold or expensed out items are not counted for General Ledger posting.

4. Expense transactions print the cost on the transaction voucher at the time of doing the transaction but will not reflect in the sales analysis or G.L. reports.

In all transactions, cost is recorded in the inventory movement journal and can be reported. Cases 1 & 4 above use the cost before write down. The cost report (2) shows both amounts. The value for G.L. posting (3) is the written down net value only.

✎ *In every case, the cost price is irrelevant after the item is out of stock.*

The Shopkeeper won't allow the cost price to be edited. It you wish to change a cost price, the item must be un-received and then received again with the new cost. Exceptions: With standard stock, a quantity of zero can be received and the Latest cost requested. A "Write-Up" option is also available under I(nventory, P(rocedures, write-U(p if a range of codes need to be adjusted.

☛✳ **When changing cost figures, beware of written down amounts. These amounts subtract (or add to if negative) from the cost price when printing the inventory value reports and when totalling the posting for the General Ledger. For example, an item which cost R600 is written down to R300, then the cost is edited to**

R250 result: a net worth of minus 50 rand (-50) - an obvious error!! If the item is sold immediately afterwards then it makes no difference, otherwise fix by redoing the write-down.

Automatic calculation of average cost

You are given an option to automatically calculate average cost when receiving additional stock.

✓ You will be prompted for latest or average cost if (and only if) receiving additional stock to what is already on hand. If stock is Un-received (e.g. Returned to supplier). Specify average again and the cost will be recalculated back to its original figure automatically.

✓ If you use average cost when the prices are rising, and latest cost when the prices are dropping then you will show the least taxable profit.

✓ The computer records the latest actual cost as well, so comparisons can be made when restocking.

✓ Average cost only applies to Standard Stock items, not unique merchandise.

Notes regarding cost adjustments

✎ *If raw material or merchandise was received incorrectly, it can first be returned/un-received and then received correctly. This is the only method to amend cost price.*

✎ *In the case of standard stock, the computer may allow the use of 'Latest cost' instead of the more correct 'Average cost' - thus, if you need to correct a cost price, you could receive a quantity of zero and force the computer to accept the latest cost. Auditors will not like this because the audit trail of goods received will not match the stock value.*

✎ *Recosting of merchandise and standard stock can be done by a percentage for a range of codes. (See: Write-up) This is useful to adjust for changes in gold price or exchange rate (in the case of imported goods). Although this utility is provided, it is not auditor friendly because it adjusts the value of the inventory without generating an audit trail. This can be recorded manually by printing before and after cost reports*

Another way to adjust the value of inventory for accounting purposes does not change the recorded original cost, but instead records a 'Written down' value. Written-down values are only used for the general ledger reports - the inventory master file, sales analysis and the inventory movement journal continue to use the original costs.

In practice it makes sense to use Write-down when cost is to be reduced and Write-up to increase the cost.

Price-Point Calculator

The Shopkeeper has a built-in calculator to help you decide on the exact price at which to mark your jewellery.

Various methods are used in The Shopkeeper. The Inventory Mark-up program uses a percentage up (or -down) from cost or selling prices, while the inventory receiving programs use a profit percentage.

Three parameters are used to determine the modification of the calculated price.

▪ Significant digits

▪ Decimal places

and

▪ Ending digits

Significant digits refers to the number of digits, counting from the left, of the number that count - the remainder of the number is rounded off to zeros.

Decimal places refers to the number of non-zero digits after the decimal point. A negative number of decimal places forces zeros to the left of the decimal point. Decimal places take preference over significant digits. It is usually preferable to leave the decimal places as 0, 1 or 2, and control the number of trailing zeros with 'significant digits'.

Ending digits defines the least significant digits of the price. Valid endings are ' ' (blank), '0' (zero), ' 9', '99', '05' or '50', and '02' or '25'. These options are described below.

Blank or zero No influence to calculated price.

' 9' Forces the least significant digit to be a nine. e.g. 22300.00 becomes 22290.00 and 5670.00 becomes 5669.00.

'99' Has similar results to a single '9' but adds a second '9' to the result. e.g. 22300.00

becomes 22299.00 and 5670.00 becomes 5669.90. Reducing the significant digits to 2 helps the double nine to create better looking prices, i.e. 21990.00 and 5699.00 respectively, and 1 significant digit creates 19900.00 and 5990.00 respectively.

'95'   Has similar results to a single '9' but adds a '5' to the result. e.g. 22300.00 becomes 22295.00 and 5670.00 becomes 5669.50. Reducing the significant digits to 2 helps the double-digit ending to create better looking prices, i.e. 21950.00 and 5695.00 respectively, and 1 significant digit creates 19500.00 and 5950.00 respectively.

'05' or '50'   Rounds the price to the nearest 5 e.g. 22300.00 stays 22300.00 and 5670.00 stays 5670.00. Reducing the significant digits to 2 helps to create better looking prices, i.e. 22500.00 and 5650.00 respectively, and 1 significant digit creates 20000.00 and 5500.00 respectively.

'02' or '25'   Rounds the price to the nearest quarter e.g. With 2 significant digits, 22300.00 becomes 22250.00 and 5670.00 becomes 5675.00 respectively, and 1 significant digit creates 22500.00 and 5750.00 respectively.

✎   *In all cases, a leading '1' is not counted as a significant digit, so actually when you specify say '2' significant digits, you actually get 2½ significant digits. e.g. Rounded to '2' significant digits, 13567.00 becomes 13600.00 and 23567.00 becomes 24000.00.*

✎   *Selling price may be amended using "Mark-up" procedure.*

Raw mtrl stock

Raw material (receive/convert)
'**Raw material code**' - enter raw material stock code to receive.

If the item had previously been received on consignment you can now convert it to owned stock.

'**Supplier**' - enter supplier account number, supplier name or part thereof.

If the supplier is not specified, the code is not controlled for single 'parcel' but can be received freely as standard stock.

✎   *A supplier MUST be specified if the item is to be received as consignment stock.*

'**Consignment? (y/n)**' - Type 'Y' if the item is being received on loan until sold. (This option is valid for the Plus version only.)

'**Dollars? (y/n)**' - If you enter 'Y. for consignment, then you can also record the cost price in US dollars. Leave this as 'N' for local currency.

'**Ref.**' - enter supplier invoice or delivery note number.

'**Date**' - Press <Enter> to accept default date or type in actual date received.

'**Qty**' - Enter quantity received or leave as zero if the raw material is measures by weight only.

'**Cost each (optional)**' - Enter cost of each unit if the cost is exactly the same for each unit of quantity and the supplier charges per unit of quantity - or otherwise leave zero.

'**Tot.mass**' - If the quantity is zero, or the mass is to be controlled, enter total mass of the raw material being received.

You can simultaneously control both quantity and mass. The unit for cost and price is quantity only if mass is zero or 'Cost each' is specified.

'**Meas.unit:**' - The unit of measure that was entered when taking on the raw material code will be displayed here. Edit if required.

'**TotalCost**' - If the 'Cost each' was left as zero, enter total cost of the item of raw material being received.

The computer will now display the total cost including tax. Check this against the supplier's invoice for accuracy. If wrong, press enter until the 'Okay to post' prompt and enter 'N'.

'**Price per <unit>**' - Enter the selling price (optional). Selling price must be per unit of measure and include VAT if your prices normally include VAT. Entering the price as zero will let you use the price-point calculator.

☺   If the 'Usual gross profit %' has been set in the 'material Type', this will be applied as the default.

'**Okay to post?**' - Enter "Y" to post transaction and update files.

The formula used to calculate raw material cost is shown in the table below. (The selling price is

directly proportional to the cost.)

Logic table for unit-of-measure:

Qty entered	Mass entered	Cost-each Unit	Total cost
yes	yes	entered	(Qty x CostEa.)
no	yes	entered	(Mass x CostEa)
yes	no	entered	(Qty x CostEa.)
no	no	entered	(Zero/Error)
yes	yes	(mass)	user entered
no	yes	(mass)	user entered
yes	no	(qty)	user entered
no	no	(Zero/Error)	user entered

'**Post to creditors ledger?**' - Enter 'Y' and you will be taken to the purchases journal transaction and all the details will be automatically entered. Check the data before accepting since this is the amount that you pay your supplier.

☞ When receiving/un-receiving goods in INVENTORY your supplier (creditor) accounts will not be affected. unless you use the above option or P(urchases, T(ransactions, J(ournal). You may, instead, receive the raw material via P(urchases, C(reditors, T(ransactions, R(eceive and have the transaction is fully integrated.

Raw material (un-receive/Return)

'**Raw material code**' - enter raw material stock code to return. Answer "Y" to un-receive the raw material if the details displayed were correct.

☺ With raw material un-receive, the balance on hand of both quantity and mass is reduced to zero. It is a conveneint way to clean out an incorrect balance so that a code can be deleted.

✎ *When receiving/un-receiving goods in INVENTORY your supplier (creditor) accounts will not be affected. (To update your creditor account, use P(urchases, T(ransactions, J(ournal).*

Merchandise

Merchandise (Receive/Convert)

'**Merchandise code**' - enter merchandise code to receive or convert from consignment stock to owned stock.

'**Supplier:**' - Enter supplier account number or the first few letters of the supplier name. If the name is entered the computer will look up the account number for you.

☞ The supplier can be left blank and then entered later using the Edit option, but you will not be given the opportunity to enter consignment stock or dollar prices.

(Plus version) '**Consignment? (y/n):**' - Enter 'Y' if the item is being received on appro/loan until sold. Consignment stock operations are described in more detail on page 177.

(Plus version)' **Dollars? (y/n):**' - Enter 'Y' if the cost price is quoted in US dollars. This prompt will only appear if you answer 'Y' to the Consignment prompt.

'**Selling price in dollars? (y/n):**' - Enter 'Y' if you are going to price the item in US dollars.

✎ *Selling prices (but not cost prices) can by changed from dollars to local and from local to dollars by using the Markup utility.*

'**Okay?**' - Enter 'Y' if you are sure that the entries to this point are correct. If you enter 'N' you will be taken back to the supplier number/name field.

'**Voucher#**' - Enter supplier's invoice or delivery note number or leave the blank. This ais a 12 character alphanumeric field so as to allow full voucher identification.

'**Supplier's stock ref.**' - Enter the supplier's code for the item If it is an item that has been manu-factured in-house, you can enter your job reference of design code. It is a 16-character alphanu-meric field.

✎ *If the SSR field has been entered during the merchandise Add or Edit functions, the Supplier's stock reference will be displayed, followed by the label code '(L)' and you will not be allowed to edit it here*

'**Date**' - <Enter> to accept the date that the computer is using or enter actual date that the item

was received. The computer will allow any date, and since this date is used for inventory ageing and turnover analysis, as well as for calculating merchandise cost as at and date, it is important that the date received is entered accurately.

(Plus version) '**$$$ Quoted Cost in US$**' - If the Dollars prompt had been answered with 'Y' then enter the quoted US dollar cost price here. As with local cost prices, the amount must EXclude tax.

'**PriceUS$**' - This prompt will only appear if the 'Selling price in dollars' was entered as 'Y'. Enter the retail (tag) price in US dollars. As with local currency, price must include tax if your company policy is to label prices inclusive of tax. If both the cost and the selling prices are in dollars, you will be able given the opportunity to make use of the Price Point calculator.

"**Costs ....**' - provided that the item is not a consignment stock item you have the choice of entering the component and manufacturing costs instead of a single purchase cost.

'**Other mtrl**' - enter the total cost of the stones, pearls or other materials (excluding the precious metal) used if this item.

'**Metal**' - Unlike when the receive option is used as part of the File maintenance Add option, this field may not have been automatically computed but you are able to edit this metal cost field manually if required.

'**Mfg cost**' - enter manufacturing cost if the item other than the materials costs included in the 3 previous cost fields.

The above four fields need only be used if the item was manufactured 'in house'. If a 'Purchase cost' is entered the manufacturing costs are disregarded.

☞   If the manufacturing costs are being used, you must leave the Purchase cost as zero.

Otherwise enter the

'**Purchase cost**' - Either the known total cost of the item, or the purchase cost if the item was pur-chased. If the manufacturing costs are being used it is important to leave this field zero - and fig-ure in this field will cause the manufactured costs to be disregarded. Cost prices must EXclude tax.

☞   See notes under general regarding costs on page 47.

'**Price**' - Enter the selling price. The Price Point calculator may be used provided that the cost and selling prices are in the same currency.

'**Add set sale price**' - Enter 'Y' at this prompt if a fixed discount price is to be entered. Otherwise just press <Enter> to accept the default 'N'.

'**Cost code**' - Leave blank or enter anything that you would like to be printed in small letters on the price tag. The computer will not generate an automatic cost code.

'**Tag colour**' - Enter the tag colour code or leave blank. You will be able to specify which colour price tags you want to print, or a zero in this field will prevent a label from being printed when in the label printing utility and the 'All received' option is selected.

'**Bin**' - Leave zero. Bin numbers are used for stock take purposes and can more efficiently be set in the Stock-take utility.

'**Loc.**' - Press <Enter> to accept the default branch, or specify the branch to which this item is being delivered.

You will only be allowed to use the branch letters for which your license allows. If you are licensed for one shop only, then only 'A' can be used. The second shop is 'C', the third is 'B' and thereafter it follows in alphabetic order.

'**Okay to post? (Esc = cancel)**' - Press <Enter> to accept the default 'Y' if you are satisfied with the entry to this point. The default is normally 'Y' but is set as 'N' if the profit margin is very low or negative (and local currency is being used) - this will help to prevent errors.

'**Type 'R' to REPEAT details**' - If you are entering items with the same group codes AND the same supplier, enter "R" to repeat the details. All details will be displayed as entered for the previ-ous stock item, but you will have the option to edit where required. The purpose of the repeat option is to save time by not having to re-enter similar data.

☞   When receiving/un-receiving goods in INVENTORY your supplier (creditor) accounts will not be affected. To update your creditor account, all inventory can be received instead through P(urchases, C(reditors, T(ransactions, R(eceive.   - otherwise receive the items as described

above and update creditor account separately in P(urchases, C(reditors, T(ransactions, J(ournal.

Merchandise (un-receive)

'Merchandise code' - Enter the code of the item being returned (un-received). The full description and add previous receiving details will be displayed.

'Voucher#' - Just press <Enter> to accept the default which will be the original voucher number, or enter your returned goods reference number.

'Supplier's stock ref.' - Just press <Enter> to accept the original SSR/Supplier's stock reference, or edit as required.

'Date' - Press <Enter> to accept the present date, or change the date to the actaul date that the item was returned.

'Okay to post return? (Esc = cancel)' - Enter 'Y' to compete the un-receive process. The computer fill display "Returned okay" for a moment and then prompt for the next item to be un-received. Press <Esc> to return to inventory menu.

☛   When un-receiving goods in INVENTORY your supplier (creditor) accounts will not be affected. To update your creditor account, all inventory can be returned instead through P(urchases, C(reditors, T(ransactions, R(eceive.   - otherwise un-receive the items as described above and update creditor account separately with a negative entry in P(urchases, C(reditors, T(ransactions, J(ournal.

Standard stock (receive (or '-'return))

'Stock code' - Enter standard stock code to receive or return. Lookup bar code can also be used here. If the code is found the full description will be displayed.

'Supplier:' - The previously used supplier account number, or otherwise a blank field will be displayed as the default. Press <Enter> or enter the first letters of the supplier's name for the computer to fine the supplier account number. The full supplier name will be displayed.

✎   *The following three prompts will only appear if the standard stock code being received has zero quantity in stock.*

(Plus version) **'Consignment? (y/n):'** - Enter 'Y' if the item is being received on appro/loan until sold. Consignment stock operations are described in more detail on page 177.

(Plus version)' **Dollars? (y/n):'** - Enter 'Y' if the cost price is quoted in US dollars. This prompt will only appear if you answer 'Y' to the Consignment prompt.

'Selling price in dollars? (y/n):' - Enter 'Y' if you are going to price the item in US dollars.

✎   *Selling prices (but not cost prices) can by changed from dollars to local and from local to dollars by using the Markup utility.*

'Okay?' Press <Enter> to accept the displayed supplier.

'Tt.g' - Edit the total grams if it is changed from the previous mass, or leave as zero if total mass of each item is not known.

'Size mm' - Edit the size in millimetres or leave zero.

'Met. g' - Edit the net weight of the precious metal in each item, or leave as zero.

✎   *'Tt.g', 'Size mm' and 'Met. g' are only applicable to The Jewellery Shopkeeper.*

'Voucher#' - Enter supplier invoice/voucher number or leave blank.

'Supplier's stock ref.' - Enter the supplier's code for the item If it is an item that has been manufactured in-house, you can enter your job reference of design code. It is a 16-character alphanumeric field.

✎   *If the SSR field has been entered during the merchandise Add or Edit functions, the Supplier's stock reference will be displayed, followed by the label code '(L)' and you will not be allowed to edit it here*

'Date' - <Enter> to accept the date that the computer is using or enter actual date that the item was received.

(Plus version) **'$$$ Quoted Cost in US$'** - If the Dollars prompt had been answered with 'Y' then enter the quoted US dollar cost price here. As with local cost prices, the amount must EXclude tax.

Otherwise the computer will prompt for the following costs in local currency.

'Costs for EACH UNIT of quantity ....' - provided that the item is not a consignment stock item you have the choice of entering the component and manufacturing costs instead of a single purchase cost.

'Other mtrl' - enter the total cost of the stones, pearls or other materials (excluding the precious metal) used if this item.

'Metal' - Unlike when the receive option is used as part of the File maintenance Add option, this field may not have been automatically computed but you are able to edit this metal cost field manually if required.

'Mfg cost' - enter manufacturing cost if the item other than the materials costs included in the 3 previous cost fields.

The above three fields need only be used if the item was manufactured 'in house'. If a 'Purchase cost' is entered the manufacturing costs are disregarded.

☞   If the manufacturing costs are being used, you must leave the Purchase cost as zero.

Otherwise enter the

'Purchase cost' - Either the known total cost of the item, or the purchase cost if the item was purchased. If the manufacturing costs are being used it is important to leave this field zero - and figure in this field will cause the manufactured costs to be disregarded. Cost prices must EXclude tax.

☞   See notes under general regarding costs on page 47.

'Cost code' - Leave blank or enter anything that you would like to be printed in small letters on the price tag. The computer will not generate an automatic cost code.

'Quantity received (-returned)' - Enter the quantity being received, or a negative quantity being returned.

   ☺   If the quantity received is entered as zero, and the quantity on hand was zero or the A(verage or L(atest cost prompt is answered with L(atest, the process will update the cost and selling prices only.

'PriceUS$' - This prompt will only appear if the 'Selling price in dollars' was entered as 'Y'. Enter the retail (tag) price in US dollars. As with local currency, price must include tax if your company policy is to label prices inclusive of tax. If both the cost and the selling prices are in dollars, you will be able given the opportunity to make use of the Price Point calculator.

'Price' - This prompt will only appear if the 'Selling price in dollars' was entered as 'N'. Enter the retail (tag) price in local currency. Price must include tax if your company policy is to label prices inclusive of tax. If both the cost and the selling prices are in local currency, you will be able given the opportunity to make use of the Price Point calculator.

'Add set sale price' - Enter 'Y' at this prompt if a fixed discount price is to be entered. Otherwise just press <Enter> to accept the default 'N'.

'Qty lbls' - The default here is equal the quantity being received. You may want to change it to a lower quantity or zero if no label is required.

'Tag col.' - Enter the tag colour code or leave blank. You will be able to specify which colour price tags you want to print, or a zero in this field will prevent a label from being printed when in the label printing utility and the 'All received' option is selected.

'Receive (-return) to location' - Press <Enter> to accept the default branch, or specify the branch to which this item is being delivered.

You will only be allowed to use the branch letters for which your license allows. If you are licensed for one shop only, then only 'A' can be used. The second shop is 'C', the third is 'B' and thereafter it follows in alphabetic order.

'Serialise' - If you want to control the serial numbers of each of the items being received and sold on the standard stock code, enter a 'Y', otherwise just press <Enter> to leave as the 'N' default. See more details about the serial numbers on page 174.

'Bin' - Leave zero or enter the bin number (place in the shop where the items will be kept). Bin numbers are used for stock take purposes and can more efficiently be set in the Stock-take utility.

'Okay to post? (Esc = cancel)' - Press <Enter> to accept the default 'Y' if you are satisfied with the entry to this point. The default is normally 'Y' but is set as 'N' if the profit margin is very low or negative (and local currency is being used) - this will help to prevent errors.

☞ When receiving/un-receiving goods in INVENTORY your supplier (creditor) accounts will not be affected. To update your creditor account, all inventory can be received instead through P(urchases, C(reditors, T(ransactions, R(eceive. - otherwise receive the items as described above and update creditor account separately in P(urchases, C(reditors, T(ransactions, J(ournal.

Transfer

Transfer changes the location code, in the case of merchandise and raw material, and the quantity in each branch in the case of standard stock.

Enter the branches from and to which items will be transferred. You should now enter the code (and quantity in the case of standard stock) of each item you wish to transfer. <Enter> will end. You may print a V(oucher or a L(ist on blank paper. P(ost will complete the transaction. You may print duplicate vouchers and/or lists after posting.

Reports

Appros out

Press 'P' to print, or just <Enter> to display, a list of all inventory recorded as being out on approval. All types of inventory are included. Report is sorted by inventory code.

By supplier (reorder report)

This report is useful to find what was received from each supplier and also to see which items were sold over a specific period. The starting and ending group codes, stock reference number, and the date since selling can be specified to print this report to the screen or printer. This report was designed to be a reorder report - used on arrival of a supplier's representative. A zero in the Supplier name will only include inventory with no supplier code, and a period (.) will include all inventory regardless of supplier.

☺ The printed version is more detailed than the screen version.

Detailed Sls. (Detailed Inventory Sales Journal)

Can report sales of a selected range of inventory codes, for a single day, from a specified day until the end of the selected month, or for a range of months.

The location/branch, inclusion of buy-outs and raw material, consignment and/or normal stock, customer number, salesperson and other criteria can be specified. And various sort options are available.

The printed version of this report, either with no sorting or sorted by C(ode, will show the inventory descriptions as well.

The reported sales figures include tax.

Journal (inventory movement journal)

All inventory movement

This is a detailed inventory movement journal sorted by transaction type. It is a versatile report in that any transaction type can be selected individually. For example, transaction type 'EX' will report only inventory that has been expensed. Two special transaction types are allowed: 'S' will report all sale and returned sale transaction types, and 'R' will report all inventory receiving types. The transaction type, month and year, location/branch code, starting day, customer/supplier number and voucher/reference number can be specified.

The selection of customer number or supplier number will depend on the transaction type. Generally sales record customer numbers and purchases record supplier numbers. Customer numbers are always 5-digit and supplier numbers are 4-digit.

"Amount" in the report is the net sale amount INcluding tax.

Inventory Transaction Type Codes:

AN Appro Note
AR Appro Return
BI Standard (Bulk) stock un-received (Issued) (via inventory transactions and graft)
BR Standard (Bulk) stock Received (via inventory and graft)
DI DIscount
EX EXpense

FC   Finance Charges (generated with monthly procedure)

MI   Merchandise Issued (un-received) (or Merchandise Exported in graft option)

MR   Merchandise Received (or Merchandise Imported in graft option)

MV   Raw Material unused in Merchandise un-receiving

MU   Raw Material used when Receiving Merchandise

PO   purchase order

QU   QUotation

RI   Raw material Issued (un-received) (via inventory)

RR   Raw material Received (via inventory)

RU   Repairs materials Used

SE   Sales Export*

SP   Sales Public

SR   Sales Repairs (Service order invoice)

ST   Sales Trade*

SV   Sales to VSJ Holders*

TR   TRansfer (interbranch transfers)

VR   Purchase Voucher Receiving (all inventory types) (via purchases)

ZP   zipsale

* Relevant for GST and Ad Valorem accounting

☺   If the transaction type is entered as blank (two spaces), all inventory journal records are reported, sorted by transaction type, and if you enter one letter only in the transaction type field, all transactions with the type starting with that letter will be listed. Exceptions to this are types 'S' and 'R' which will include all sales and receiving types respectively.

Example: Entering an "A" in the type field will list all Appro transactions - "AN" as well as "AR". Entering type 'EX' will report all expensed items.

Raw material stock only

This report is similar to the All inventory movement report but limits the report to raw material only. It also adds a few different sort options and report detail.

Goods received reports

These reports are designed to assist with the verification and checking of the receiving data entries. It will show invoice totals for checking against supplier invoices as well as checking the mark-up ratios for the retail price tags. This latter report requires condensed printing and cannot be displayed to the screen satisfactorily.

Non-inventory sales

Reports the full details of all buy-outs.

Lookup table

Simply reports a list of long product bar codes with The Shopkeeper code and description. May only be printed.

Merchandise (Jewellery only)

Merch summary (Per Product Group)

This report will print the cost and tag value for every merchandise stock item per group code to the screen or printer. Starting and ending group codes and branch/location can be specified.

Contrary to the name of the report, an option allows you to print this report in detailed rather than summary form.

Price list (Catalogue)

This option will print a price list with full descriptions - INCLUDING SUB-DESCRIPTIONS - to the screen or printer. Starting and ending group codes and branch/location can be specified. And a powerful 'Filter code block' enables unlimited selection specifications. (press <F1> for help). An HTML version can be generated which will include images. A CSV version allows the data to be imported into spreadsheets or other data display devices. Optionally, dollar prices can be converted and reported in local currency.

Reorder report with pictures

You can print an HTML catalogue of items that have been sold since a specified date, complete with images. Use the 'Price list' report; set 'Include sold items' to 'Y' and enter the following into the 'Filter code block':

```
supplr=nnnn .and. date_sold>ctod("dd/mm/yy")
```

where 'nnnn' is the supplier number (you and just enter from 'date_sold' if you wish to ignore supplier), and 'dd/mm/yy' is the day before the sold-since date.

You can read more about images on page 153.

Stk check list

This option will print a complete physical merchandise stock list - for physical stock take. Starting and ending group codes and branch/location can be specified and you have the option to show the prices on the printout.

The summary option is only valid if the prices are not shown. For a summary report with prices, the 'Merch summary report' must be used.

Dia. check list

This option will print a physical merchandise stock list for all inventory merchandise stock items with diamonds in. Starting and ending group codes and branch/location can be specified and you have the option to show the prices on the printout.

Cost report

This option will print the cost value of a selected range of merchandise items that are in stock. Written down values that are used for accounting purposes are also shown. Starting and ending group codes and branch/location, duty prepaid, summary or detail can be printed. Being a condensed report, the detailed version should not be displayed on the screen.

All dates in the merchandise file relating to receipts and sales are ignored; only the fact that the items are in stock is taken into consideration. This report therefor shows values as at present time stock and therefore are only valid if printed before the following month's transactions have started being processed. See the 'Old cost report' to overcome this problem.

Old cost rprt

This report will print the value of a selected range of merchandise stock items as at a specified date. Other options than those on the screen menus are also available in order to cater for special needs - contact support for assistance.

The accuracy of this report cannot be guaranteed because it is spoiled by;

- inaccuracy of the dates entered as the 'date received' or 'date sold' (if the date errors span the as-at date)

- unreceiving of items after the 'as-at' date (if they were received before the as-at date)

- deleting items after they were sold (if they were sold after the as-at date

- sales returns (if sold before the as-at date and returned after the as-at date)

- written down amounts that have been entered after the as-at date

Turnover (Turnover Ratio Report)

This report will print the turnover ratios per product group, material type or supplier. The mean stock value over a specified period (days of stocking), total days of sales, first and last group, material or supplier, location and as-at date (period ending) may be specified.

The report, itemised by the selected item (group, material or supplier) lists the following details for each line:

Heading	Description	Interpretation
#	The number of merchandise items that are being examined	The higher the number, the lower the chance of statistical error
Total Mean Cost / Total Cost Now	The sum of the total cost of stock on hand for each day divided by the number of days being counted, or if requested, the current cost of stock on hand.	Used by the computer to calculate the turnover ratio.

Tot Sales	Total of prices obtained during the days of sales specified. These prices may include tax.\	Only useful for comparison to sales analysis report for verification (take into consideration that the sales analysis reports exclude tax), and for relative comparison to other lines in the reportÆ
Total Cst Of Sls	Total cost of items sold during the days of sales specified. These costs exclude tax.	Only useful for comparison to sales analysis report gross profit figures for verification, and for relative comparison to other lines in the report.
Qty Sold	Total number of items sold during the days of sales specified.	Only useful for comparison to sales analysis report quantity figures for verification, and for relative comparison to other lines in the report.
Turn Ratio	Turnover ratio normalised to an annual ratio. A ratio of 1 means that all stock is sold in 1 year. 2 would mean 6-months.	Normally the higher the ratio the better. The optimum ratio depends on the type of business. It is useful, too, to compare against other lines of the report so as to help manage the balance of inventory types.
Days Stock	Turnover ratio normalised to number of days of stock holding. A turnover ratio of 1 translates to 365 days of stock. A turnover ratio of 0.2 translates to 1825 days of stock.	Normally the lower the number of days the better. The optimum number of days depends on the type of business. It is useful, too, to compare against other lines of the report so as to help manage the balance of inventory types.

☞ Although high turnover ratio (or lower number of days of stock holding) is an indication of efficient use of business capital, too high a ratio also means that not enough inventory is being kept in stock. In other words, sales could be lost due to lack of stock.

☞ The choice of 'Days of stocking' and 'Days of sales' is not critical. A longer number of days of sales can smooth out volatility. Experimenting with 'Period ending' can by used to investigate seasonal fluctuations. Also, if a new line of merchandise has been added recently, the number of days must be reduced accordingly. If the 'Days of stocking' is entered as 1 or zero, the current stock on hand is used instead of the mean stock.

The accuracy of this report cannot be guaranteed because it is spoiled by;

- Volatility of daily, and even monthly, sales

- inaccuracy of the dates entered as the 'date received' or 'date sold' (if the date errors span the as-at date)

- unreceiving of items after the 'as-at' date (if they were received before the as-at date)

- deleting items after they were sold (if they were sold after the as-at date

- sales returns (if sold before the as-at date and returned after the as-at date)

- written down amounts that have been entered after the as-at date

- Consignment stock and sales of consignment stock are not included

- Only merchandise stock is reported. Standard stock, raw material and non-inventory stock and sales are not included.

By price range
Screen or printed report of merchandise sorted and summarised by price range. For completeness, dollar prices are reported in local equivalent.

Year purchased
Screen or printed report of merchandise sorted and summarised by year received.

Product group
This report will print a list of all the product group and material codes to the printer only.

Raw stock (Jewellery only)

Full List
This option will print a list of all raw material items to the printer only. The starting and ending codes , supplier code and branch can be entered and you have the option to sort by average weight.

The detailed report should only be printed because it requires more columns than can be

displayed on the screen. Included in the display are details of the date and quantities received.

The summary option can also be displayed on the screen and shows just the quantity and mass on hand.

Stock-on-hand

The starting and ending codes , supplier code and branch can be entered and you have the option to sort by average weight.

Items with no quantity or mass on hand will not be printed. The report detail is limited to description, location code, quantities and average carat weight.

Cost on hand

This option will print the cost on hand for all raw stock items to the printer only. The starting code can be entered and you have the option to sort by average ct/g.

The report should only be printed because it requires more columns than can be displayed on the screen.

☞ This is one of the reports that must be printed at sales year end.

Year Purchased

Reports a brief summary analysis of raw material stock by year of receipt and totals. The total quantity, weight (mass), purchase cost and written down value is shown for each year. The filters available are for group range, location (branch) and duty-prepaid (yes or no).

The report excludes consignment parcels.

The report can be displayed or printed.

On Consignment (Plus version only)

This option will print a list of consignment raw material items to the printer only. The starting and ending codes , supplier code and branch can be entered and you have the option to sort by average weight.

The detailed report should only be printed because it requires more columns than can be displayed on the screen. Included in the display are details of the date and quantities received.

The summary option can also be displayed on the screen and shows just the quantity and mass on hand.

Std. stock

Standard stock reports

Value summary

This report will print the total cost and tag value per branch for every standard stock item summarised per group code.

Price list (Catalogue)

This option will print a price list with full descriptions to the screen or printer. Starting and ending codes can be specified. And a powerful 'Filter code block' enables unlimited selection specifications. (press <F1> for help). An HTML version can be generated which will include images. A CSV version allows the data to be imported into spreadsheets or other data display devices. Optionally, dollar prices can be converted and reported in local currency.

The HTML version also has the option of omitting codes that do not have images, and another option to print a bar code of the stock code and omit the price. The bar code catalogue can be used at point-of-sale to allow bar code scanning of commonly sold items - such as watch batteries.

Stk check list

This option will print a standard stock list ideal for physical stock take. Starting and ending codes, 'Loc.("flag")' and 'Loc.(branch)', bin number range and the inclusion of sold-outs can be specified, you have the option to show the prices on the printout and a detailed or summary report can be printed.

The 'Loc.("flag")' refers to the field in the standard stock file that is used to identify a lookup code if set to 'L' or can be used for other purposes. Unlike merchandise it is not used to identify the branch.

Turnover

This option will print a standard stock turnover detailed or summary list per product group. The starting and ending codes, loc("flag") (Not branch), duty prepaid and other filter options can be specified. Two different reports are available one with recorded value and quantity movements for month-to-date, year-to-date and last-year, and the other with statistical ratios.

Turnover ratio

☛ **This report is only valid at the end of each financial year and before the month-end/year-end procedure is done.**

The last column of the report with the ratio option is the turnover ratio. This is the cost-of-stock-on-hand divided by the cost-of-stock-sold-year-to-date. Normally the higher the ratio the better. The optimum ratio depends on the type of business. Although high turnover ratio (or lower number of days of stock holding) is an indication of efficient use of business capital, too high a ratio also means that not enough inventory is being kept in stock. In other words, sales could be lost due to lack of stock.

The report with ratios will not format to the screen and must instead be printed.

Unbalanced

This program examines the inventory distribution among a multi-branch company and reports instances where one branch is out of stock while another branch has more than enough of the same standard stock item.

This option will prompt for primary locations - these are the branches that should all have stock. A list of standard stock items and their current locations will be printed. These are items in cases of there being zero qty in any primary location, and 1 or more in a secondary location or more than one in another primary location. In other words, you may want to move stock from one branch to another to correct an out-of-stock status. You may enter a minimum quantity other than 1 so that only serious imbalances will be reported.

Mark-up check

This option will print a complete standard stock list with profit margins.

Cost report

This option will print the cost value of a selected range of standard stock items that are in stock. Written down values that are used for accounting purposes are also shown. Starting and ending group codes and branch/location, duty prepaid, summary or detail can be printed. Being a condensed report, the detailed version should not be displayed on the screen.

This report only shows values as at present time stock levels and therefore are only valid if printed before the following month's transactions have started being processed.

☞ This is one of the reports that must be printed at sales year end.

Reorder Sugg.

This option will print a list of standard stock having quantity on hand less than the pre-set minimum (reorder) levels. You can filter the list by product group code and supplier code or part of the description. The suggested reorder quantity is the difference between the quantity on hand and the pre-set maximum level. The report must be printed because it cannot fit on the screen.

A utility is provided to set a range of standard stock minimum and maximum levels - I(nventory, P(rocedures, S(et reord. For instructions see: 'Set reord.' on page 66.

Order chase

This option will print a list of standard stock that has outstanding purchase orders. The starting and ending codes, supplier code and the "Flag" can be specified.

All outstanding orders of standard stock identified as being supplied by a particular supplier can be cancelled by editing the supplier in P(urchases, C(reditors, F(ile maintenance, S(uppliers. Bring up the supplier onto the screen, press <PgDn to move the cursor the bottom of the screen and, when prompted enter D(elete Y(es.

Individual orders can be cancelled by processing a purchase order with negative quantity.

Negative qty

Enter a starting code, or just press <Enter> to start from the first code, and the computer will report all standard stock having a negative quantity in any branch.

Negative quantities are the result of errors or omissions. Inter-branch corrections can be made

with I(nventory, T(ransactions, T(ransfer. A simple negative total may be adjusted with a negative expense voucher - S(ales, T(ransactions, E(xpense, or can be corrected by receiving the missing quantity by I(nventory, T(ransactions, S(tandard stock.

Negative stock is undesirable because it causes the inventory cost to be understated, and generates an annoying error message whenever a sale is made.

> ☺   If strict control is not required, any standard stock code can be used as a 'Price Lookup Code'. A valid price lookup code is a standard stock code with zero quantity on hand and the 'Flag' field set to 'L'. Price lookup codes keep full turnover history, but the on-hand quantity always remains zero and no error or warning messages are generated when sales are made..

By price range
    Screen or printed report of standard stock sorted and summarised by price range. For completeness, dollar prices are reported in local equivalent.

Kept since
    Screen or printed report of standard stock sorted and summarised by year received.

Year-by-month
    A list of standard stock, optionally filtered by group code and supplier code or part of description, with a variety of sort options, shows the quantity of sales for each of the previous twelve months as well as current month-to-date. Either detailed or summary versions are available. Being a condensed report, the detailed version should not be displayed on the screen.

Dead Stock
    A list of standard stock, optionally filtered by group code and supplier code or part of description, with a variety of sort options, shows the quantity and total cost of lines that have had no movement last financial year nor current year-to-date. Either detailed or summary versions can be printed.

W.i.p.

Work-In-Progress value and inventory reports

Value list
    This option will print a list of the material cost and quoted price for all service orders, both finished and unfinished.

Raw w.i.p.
    This option will print a list of all parts - inventory and raw materials - that are allocated to unfinished orders.

    These parts are not yet removed from stock because that only happens when the service order is finished

Fin. raw
    This option will print a list of all parts - inventory and raw materials - already removed from stock but not yet invoiced, merchandised to screen or printer.

Analyse
    Analyses the value of service orders selected by range of dates. Lists the costs and prices under columns for unfinished, finished, cancelled and invoiced orders.

Cat. movement

    Lists the inventory movement for a branch, sorted by inventory category code, for regular stock checking purposes. A prerequisite to this report being possible is to create a movement file. The file is initially created, (or deleted if no longer required) by U(tilities, H(ouskeeping, M(ovejrnl.

    The category movement journal must be 'zapped' (cleared of all records) frequently - every day may be best, otherwise the information may become overloaded and unworkable.

    The summary report is used to verify the quantity of a particular category of inventory in stock. It is the previous closing stock minus the number of items sold, and also minus the other transaction movement (if negative then add it), will give you the theoretical number of items of that category that are currently in stock. A manual diary must be kept showing the physical counts and the discrepancies.

After reporting in summary, and checking against the physical count, if errors are found then the detailed report can be used to check the data. When satisfied, the movement file must be zapped so as to start again for the next period.

Top sellers

Analyses and lists the best sellers for selected period, branch and salesperson. The default date range is the previous week, but dates can be selected back to the beginning of the previous month. Merchandise is analysed by group code only, while other inventory is counted by individual stock code.

Top sellers can be sorted by Q(uantity, sales V(alue or G(ross profit.

On consignment

Raw material
Reports, with a full bouquet of selection criteria, the raw material inventory that is in stock but marked as consignment stock. Being a condensed report, the detailed version should not be displayed on the screen.

Merchandise
Reports, with a full bouquet of selection criteria, the merchandise inventory that is in stock but marked as consignment stock.

Std.Stock
Reports, with a full bouquet of selection criteria, the standard stock inventory that is in stock but marked as consignment stock. Being a condensed report, the detailed version should not be displayed on the screen.

Used/Sold
Reports, with a full bouquet of selection criteria, the consignment inventory that has been sold or converted from consignment stock to owned (normal) stock.

The printed report with sort option set to C(ode or N(one, will print full descriptions.

The US dollar to local exchange rates shown are the exchange rates used at the time of the sale or conversion.

Procedures

Diamond count

This utility will count and display on the screen the quantity of items having Diamonds and total carats. Enter desired branch/location or leave blank for all branches and the answer will be displayed after calculation. Merchandise, standard stock and raw material code 'D' are totalled and shown separately.

Consignment stock is included in the count.

Labels

Dot matrix labels

Normal, Abr code, Small-price, Cash-price
Look on the bottom line of the screen as you move through the label options on the menu to find the correct option for your requirements.

On each of these initial options you will be given a choice of the following label types:

Dumbbell, String tags, Half-dumbbell, one liners
Look on the bottom line of the screen as you move through the label types on the menu to find the correct option for the labels that you are using.

Make sure that you have loaded the labels in the printer before making selections. 'ALL RCVD' - You may print labels for all the stock you received in the computer by selecting 'All Rcvd'. When the labels are lined-up correctly in the printer you may press ENTER to start printing or 'A' for abort. Once the labels have printed the computer will ask, 'Clear new label list (Y/N)'. If the labels printed perfectly you may enter 'Y', however if the labels become jammed in the printer and you wish to print them again answer 'N' (no) to this question.

If you specify a colour to print, you will first be asked if you wish to clear the colour that was printed only, and then if you wish to clear the complete list. The defaults will be correct in all cases except if the labels need reprinting, and therefore you should normally accept the defaults for the two label-clearing questions.

'INDIVIDUAL' - If a label becomes damaged you may print a 'fresh' one by selecting 'INDIVIDUAL' from the print labels option. All you need to do is thread the labels in your printer, line them up and enter the merchandise code (stock code) in the computer. 'DATE RANGE' - This feature allows you to print labels of stock received on a particular day or after a certain day. After selecting this option, type in the date you require to print labels for. If you wish to cancel your request press the ESC key. 'NUMBER RANGE' This feature allows you to print labels within a certain number range (e.g.. 9800001 - 9800008). Just enter the starting and ending merchandise codes including and between those for which you wish labels to be printed, press the ESC key to abort your request. 'CLEAR' - This option needs to be used only if the "Clear new label list" option in the print-all-received routine was not used. Select this feature to clear the labels file. Then next time you receive merchandise you can just select 'All Rcvd' and they will be printed only, without the old labels being reprinted.

Bar coded

Bob's own / David's own

These are user-definable for use with any suitable bar code printer. They are exactly the same as each other and are only duplicated so that two different label designs can be chosen from. Or the one can be kept as is while the other is being experimentally adjusted.

The 'Name' (password) for the set-up options are 'bob' and 'david' respectively.

Cathy's own

This is a user-definable program similar to Bob's own and David's own for use with any suitable bar code printer. The difference is that this label type has the addition of a second, cash, price.

The 'Name' (password) for the set-up option is 'cathy'.

Zebra

This option is for use with a Zebra Stripe 300 printer.

Austik S200

This option is for use with a Z-Tag or Austik Sapphire 200 printer. This printer is now also sold with various other labels, including a model by Argox.

Userdefined

A user-definable utility for creating bar coded labels with non-inventory data. It can be used for making shelf labels or even school book labels. But it was written specifically for making bar code operator keys.

Bar coded operator keys

At various places in The Shopkeeper the program asks for an operator code and password. If the operator code is scanned from a bar code the password is not required. The use of a bar coded operator key is thus faster and more secure because both the operator code and the password can be kept secret from even the operator who uses it.

The password for the setup option is the normal system password.

Shopkeeper Solutions offer a programming service for this utility.

Mark-up

Merchandise

Individual

You are asked to select whether the 'Full' (normal tag) price or the 'Set Sale price' (pre-defined selling price), and if 'Full' price has been selected, whether the prices are to be entered in US dollars or local currency.

Enter the merchandise code of which you wish to change the price. The computer will display the information of the merchandise code you entered, now change the price and answer 'Y' if you wish a new label to be printed, or 'N' if a new label is not required. If you are happy with all the changes made answer 'Y' at the bottom of the screen or answer 'N' and enter the code again.

Pressing <Enter> on a new code line, or entering the 15th code, will end the ability to mark-up more items in the current screen. If a hard copy of the price changes is required, press <Ctrl-P> to print the screen.

Range

You are asked to select whether the 'Full' (normal tag) price or the 'Set Sale price' (pre-defined selling price).

Enter the first and last code. The code range may not span more than one group code. If you want to mark-up and entire group code range, simply enter the same 2-character group code for both the starting and the ending codes. Items that are not in stock will not be marked-up.

A number of other filter options may be entered, one strange one being 'Omit non-homogeneous items' - answering 'Y' will exclude any item which has stones in its make up. In other words it will exclude items that are not just metal.

Mark-up may be relative to 'T(ag' (full price), 'S(ale' (set discount price), 'C(ost' or 'G(rammes'

The 'Last digits', 'Significant digits' and 'Round to' parameters form entries for the Price-Point Calculator. See the description of this feature on page 48.

'Reprint labels (y/n)' - answering 'Y' will insert a list of the selected codes into the 'All receieved' label file.

'T(est, P(rocede or Esc to menu' - pressing 'T' will simply display a screen full of example old and new prices. This will allow you to check the mark-up and selling price point calculation. Pressing any key will take you back to the top of the first screen. Pressing 'P' at the 'T(est, P(roceed prompt will start the mark-up process and print an audit trail at the same time.

The mark-up procedure cannot be undone (you can of course use individual mark-up to fix prices) - although the prices can be marked down by using a negative percentage, due to the rounding of the prices the reversed mark-up may not return prices to the original settings. This will not be a problem if prices mark-up is related to 'C(ost' or to 'G(rammes'.

Raw mat.

You are asked to select whether the 'Full' (normal tag) price or the 'Set Sale price' (pre-defined selling price).

Enter the raw material code of which you wish to change the price. The computer will display the information of the raw material code you entered, now change the price. If you are happy with all the changes made answer 'Y' at the bottom of the screen or answer 'N' and enter the code again.

Pressing <Enter> on a new code line, or entering the 15th code, will end the ability to mark-up more items in the current screen. If a hard copy of the price changes is required, press <Ctrl-P> to print the screen.

Std. stock

Individual

You are asked to select whether the 'Full' (normal tag) price or the 'Set Sale price' (pre-defined selling price), and if 'Full' price has been selected, whether the prices are to be entered in US dollars or local currency.

Enter the standard stock code of which you wish to change the price. The computer will display the information of the standard stock code you entered, now change the price and enter the number of labels to be printed, or enter zero if new 'all received' labels are not required. If you are happy with all the changes made answer 'Y' at the bottom of the screen or answer 'N' and enter the code again.

Pressing <Enter> on a new code line, or entering the 15th code, will end the ability to mark-up more items in the current screen. If a hard copy of the price changes is required, press <Ctrl-P> to print the screen.

Range

You are asked to select whether the 'Full' (normal tag) price or the 'Set Sale price' (pre-defined selling price).

Enter the first and last code. The code range may not span more than one group code. If you want to mark-up and entire group code range, simply enter the same 2-character group code for both the starting and the ending codes. All codes will be marked-up regardless of whether there are quantities in stock or not.

A number of other filter options may be entered, one strange one being 'Omit non-homogeneous items' - answering 'Y' will exclude any code which has stones in its make up. In other words it will exclude stock items that are not just metal.

Mark-up may be relative to 'T(ag' (full price), 'S(ale' (set discount price), 'C(ost' or 'G(rammes'.

The 'Last digits', 'Significant digits' and 'Round to' parameters form entries for the Price-Point Calculator. See the description of this feature on page 48.

'Reprint labels (max.qty each)' - entering a zero will prevent any codes from being added to the all-received label file, a positive number will limit the maximum number of labels for each selected code; otherwise label quantities are set to equal the number of items in stock.

'T(est, P(rocede or Esc to menu' - pressing 'T' will simply display a screen full of example old and new prices. This will allow you to check the mark-up and selling price point calculation. Pressing any key will take you back to the top of the first screen. Pressing 'P' at the 'T(est, P(roceed prompt will start the mark-up process and print an audit trail at the same time.

The mark-up procedure cannot be undone (you can of course use individual mark-up to fix prices) - although the prices can be marked down by using a negative percentage, due to the rounding of the prices the reversed mark-up may not return prices to the original settings. This will not be a problem if prices mark-up is related to 'C(ost' or to 'G(rammes'.

Write down

Raw mtrl

Enter a valid raw material code, for example 'D0001'. The code will not be accepted if the on-hand quantity and mass is zero. The computer will display full details about the raw material parcel with 'Total cost:' of the remaining stock and the 'Actual worth:' which is the previously written down value. Just press <Enter> to keep the 'Actual worth' or change the amount to the new actual worth.

You are then given a selection of choices. Entering 'N' will call up the next raw material code in the file that is still in stock.

Merchandise

Individual

Enter a valid merchandise code. The code will not be accepted if it is not in stock. The computer will display full details about the item with original 'Cost:' and the 'Actual worth:' which is the previously written down value. Just press <Enter> to keep the 'Actual worth' or change the amount to the new actual worth.

You are then given a selection of choices. Entering 'N' will call up the next standard stock code in the file that is still in stock.

An audit trail is optional but only suitable for text (e.g. dot-matrix) printers due to the printout being one line at a time.

Range

Enter Starting and Ending Codes, the most recent date that the items were received (in that way only obsolete or non-moving items are selected) and the percentage that the previous written down value is to be further written down. Enter 'Y' to proceed - an audit trail report will be printed.

☺   If the starting or ending code is entered as just the 2-character group code, the computer will find the first or last code in the group respectively.

Only items that are in stock will be written down.

Std. stock

Enter a valid standard stock code. The code will not be accepted if the on-hand quantity is zero. The computer will display full details about the stock line with original 'Cost Each:' and the 'Actual worth:' for each unit of stock which is the previously written down value. Just press <Enter> to

keep the 'Actual worth' or change the amount to the new actual worth.

You are then given a selection of choices. Entering 'N' will call up the next standard stock code in the file that is still in stock.

An audit trail is optional but only suitable for text (e.g. dot-matrix) printers due to the printout being one line at a time.

write Up

> *The power drive to get to this option is: IPR for I(nventory, P(rocedures, write U(p.*

✎ *The purchase costs of owned merchandise should normally never be changed. Consignment stock, on the other hand, may have no fixed cost until the time of sale.*

✎ *If manufactured costs are being used rather than purchase costs, this utility will not change anything.*

Merchandise
Starting and Ending codes - Enter Starting and Ending Codes. If the starting or ending code is entered as just the 2-character group code, the computer will find the first or last code in the group respectively.

Duty prepaid - '/' is the same as Yes or True, and '*' is the same as No or False. Leave blank fo all.

Consignment items only - Enter 'N' to NOT limit cost write-up to merchandise that is on consignment. The default here is to change consignment stock only.

Write-up percentage - Enter the percentage by which you want to increase the purchase cost. Use a negative percentage to reduce the purchase cost.

You have the option to print a write-up report.

You must enter 'P' to proceed and, if enabled, you will need an operator key as well.

Only items that meet the filter specifications and are in stock will be written up.

Std. stock
Starting and Ending codes - Enter Starting and Ending Codes. If the starting or ending code is entered as just the 2-character group code, the computer will find the first or last code in the group respectively.

Duty prepaid - '/' is the same as Yes or True, and '*' is the same as No or False. Leave blank fo all.

Consignment items only - Enter 'N' to NOT limit cost write-up to standard stock that is on consignment. The default here is to change consignment stock only.

Write-up percentage - Enter the percentage by which you want to increase the purchase cost. Use a negative percentage to reduce the purchase cost.

You have the option to print a write-up report.

You must enter 'P' to proceed and, if enabled, you will need an operator key as well.

Only items that meet the filter specifications and are in stock will be written up.

Purge

The Purge utility removes old or unused inventory codes. The code and description details in the applicable master inventory file is totally removed and cannot be un-deleted. However traces of the history of that code, in the various journals, are not removed. Thus you will still be able to see full history of that item.

If the same old code is used again - as can be done with standard stock, the old history will, of course, still relate to the old stock code.

Purge should only be used if you have absolutely no interest in old inventory descriptions. Very little storage space is recovered when purging, and the speed improvement on most systems will also be negligible.

The procedure is similar for the three types of inventory - Raw, Merchandise and Standard stock - and the following description applies to all.

Enter Starting and Ending Codes. If the starting or ending code is entered as just the 2-character

group code, the computer will find the first or last code in the group respectively. (Raw material codes are an exception to this and only the single letter should be entered.)

A date younger than 1 year old cannot be entered.

Items which have been entered but not received may be deleted regardless of the date entered by answering the relevant screen prompt with 'Y'.

Images may be deleted along with the inventory descriptions - this is the normal thing to do, but, for some reason you may wish to keep the images. However, even if you leave the default 'Y' to delete images, they will not be deleted if any stored valuation is using the image.

An audit trail will be printed that can be kept as an archive record.

Re-cost

(Automatic material pricing relative to gold price & US$)

This option will re-price all material codes which are related either to Gold Price or US$. Enter Gold Price in US$/oz and US$/Local exchange rate (defaults to values entered in U(tilities, S(et Parameters). If details are correct continue with re-pricing.

✎   *Only the material costs are updated so that new stock added will be processed at the new prices. Existing inventory will NOT be re-costed.*

First aid

These utilities have been provided to allow the user to repair corrupted data files. Unless the user has used another data base manager to manipulate the data, or the computer suffered a fault, these utilities will not be required.

▪ Fix blank - No longer required because blank branch codes cannot be created. Enter Location Branch to fill all blanks and proceed when correct. This option was useful if, being a single shop, the location code was always left blank, then at a future date you acquire another branch. All old (blank) location flags can be changed to a letter of your choice.

▪ Check data - This option checks for merchandise items that have been sold but are still marked as being in stock. These are normal if the item was sold during the month being tested, but then returned to stock. It will also report any items that could not be removed from stock at time of sale because of the merchandise file being inaccessible or a computer failure.

▪ Repair dup. merch and stock - These options check merchandise and standard stock respectively for duplicate codes. This can be caused by computer failure, but more likely by using a third party utility to merge two inventory databases. If a duplicate is found then it is deleted if it has been sold, otherwise it is re-coded.

▪ Qty tot .fix - This utility checks standard stock to be sure that the 'on hand' total is equal to the sum of all the branch quantities. Errors can be caused by computer failure, but more likely by using a third party utility to manipulate quantities. After the utility has been used, a total value of the correction is displayed.

Bulk xfers

This utility is used when opening new branches or merging branches.

Select merchandise or standard stock. (They must be transferred separately.)

Enter the first and last code. The code range may span all group codes. If you want to tranfer the entire branch, enter the starting code as blank (7-spaces) and the ending code equal to the maximul possible code - '9Z99999' or 'ZZZZZZZ' for merchandise and standard stock respectively.

A number of other filter options may be entered.

☺   An easy way to transfer a large selection of inventory from one branch to another is with the help of the stock take 'Update' utility (see page 72). Capture all the items being transferred and set the bin numbers of the captured items to a unique number. Then use that bin number as the filter for the bulk transfer.

Set reord. (standard stock only)

This utility allows you to set the minimum and maximum reorder levels for a range of standard stock. It works best with fast-moving items that are always in stock and have been for at least a year.

'Minimum number of days of stock:' - Enter the lowest level of stock that you require. For example, if you order from your suppliers once a month, and it takes about a week to get the

goods, then your minimum level should be at least 40 days so that you won't run out of stock before the next time that you place an order.

'**Maximum number of days of stock:**' - Enter the highest level of stock for top-up purposes. The level will determine how long the stock will last before you must reorder. Making this to low will result in frequent, small orders, and making it too high will reduce your turnover ratio, reduce your cash flow and increase your risk of lost, spoiled and dead stock. The best level will be dependent on the type of goods and the minimum quantities that must be ordered, but typically it will be about double the minimum quantity. You can set the maximum to the same as the minimum if you want to just top up the stock to the minimum level each time you order stock.

The maximum level only affects the 'Suggested order quantity' in the reorder report. This is simply the difference between the quantity on hand and the maximum level.

'**Starting code**' - Leave blank to specify the first code in the file, or enter the starting group or full code. (You do not need to enter the fill characters (-) because they will be inserted automatically.

'**Ending code**' - Leave the default "ZZZZZZZ" to signify the last code in the file, or enter the last code in full. If you just enter the group code, the last code found will be the last code in the previous group - if the whole group is required then enter the two-character code followed by 'ZZZZZ'.

'**Duty prepd**', '**Cat Code**' and '**Bin Number**' - These additional filters can be left at the default values if not required.

'**All right to proceed? (y/n)**' - When this prompt appears, the computer will have fount the first and last codes that will be processed before applying the additional (Duty, Cat and Bin) filters. Check the entries and if satisfied enter 'Y' to proceed. Any other key will abort the process.

Trace

Use this utility to find in item that may be part of another item and thus not have its own label. This is especially relevant for 'Quiet' linked codes because they may link to parts that are not easy to identify as separate inventory items - for example a diamond mounted in a ring.

'**Code to trace:**' - Enter the code of the inventory item that may be recorded as a linked code.

The trace utility searches both merchandise and standard stock and reports occurrences displaying Code, Description, Mandatory or not, Link ratio and code type.   You can use <Ctrl-P> to get a printed copy.

Graft

✎ *Graft is designed to be used to transfer stock items to another shop that uses it's own copy of The Shopkeeper or when you want to split or combine your stock into different or single branch respectively or for any reason you need to take items out of stock temporarily. Graft can also be used to change the group code of selected items.*

'**Insert the shuttle disk in drive and type drive path**' - When grafting you may use a removable disk so that it can be taken to the other computer for importing - in this case enter the drive letter of the removable disk. Often, however, you may prefer to store the grafted data temporarily on your own computer's hard disk so that you can e-mail it (or transfer it by modem) to the destination or use it locally. By entering a full path name for the destination directory the graft files will be stored in that directory. '.\' for DOS and Windows, or './' for Linux, means 'the default drive and directory' or 'the current working directory'.

Example: You have created a folder on the removable flash drive called 'shuttle'. And assuming that the flash drive is recognised by your computer as drive 'E' (this can change when the flash drive is used on a different computer) you can enter the following as the drive path:

```
E:\SHUTTLE
```

✎ *Linux systems do not refer to drives with a drive letter, instead the drive is mounted as a directory. Also, be aware that Linux file names are case sensitive, 'Shuttle' is different to 'shuttle'.*

List

First run the 'List' option as a check to see the status of any previously grafted inventory. This option will list all items on the disk and show whether or not they have been transferred back to a computer master file. It is also verification that you have selected a valid drive path. The status of the grafted items are either 'Pending' or 'Done'. If all the items are 'Done' then the shuttle files can be deleted. The 'Export' program gives to the option to delete the old shuttle files.

Export

Insert shuttle disk into the drive of your choice. Enter the drive letter , or full path of the shuttle directory (the file may also be written to the hard disk). Enter all merchandise codes, and standard stock codes with quantity, that you wish to export. Press <Enter> on a blank code to finish and close the export files.

> 💣 **Do not remove the shuttle disk or switch off the computer before closing the shuttle/export files. The files are only closed when you exit the Graft->Export program.**

✎ *Raw material stock codes in the merchandise description are converted to non-inventory raw codes during a graft operation. If original raw material codes are required, the graft utility must not be used.*

It is a good idea to verify that the inventory is on the shuttle disk by using the 'List' option again.

If you elected an item-by-item printout each item is printed as you work. (Only printers that can print one line at a time may be used.). If you opted for no item-by-item printout then use a unique batch reference; later you can print a report filtered by that reference which is recorded in the 'order/method' field: A good way to print the report is by I(nventory, R(eports, J(ournal, A(ll inventory movement, transaction type=blank (remove the 'S') and all or part of the reference used in the 'Order/Method' field.

The inventory Transaction type code in the journal will be MI in the case of merchandise, and BI in the case of standard stock, and the quantities are negative.

> 💣 **Raw material stock codes in the merchandise description are converted to non-inventory raw codes during a graft operation. If original raw material codes are required, the graft utility must not be used.**

Import

Insert shuttle disk into the drive of your choice, or transfer the data to the chosen directory. Enter the drive letter , or full path of the shuttle directory.

Enter the 'Original group code', or blank for all. Items that have a different group code will not be imported in this run, but can be imported later; in that way different group codes can each be converted to selected new group codes individually.

Enter the 'New group code', or leave blank to keep the original group with no change.

Enter original and new location (branch) codes. If 'Original loc. code' is specified, merchandise in any other location will not be imported in this run, but can be imported later; in that way different branches can be imported to different systems from the same shuttle disk. In the case of standard stock everything will be imported to branch 'A' unless you specify a different 'New loc. code'.

The 'Cat. filter' allows selective import of one inventory category at a time. The category codes are those that was allocated to the items before they was exported - default category settings in the destination system will have no effect.

Two further options decide what to do when the computer already has the same inventory codes that are being imported. Entering 'Y' to 'Re-use existing codes when possible' will re-use, or add stock to, old existing codes provided that they are similar in most aspects, for example the prices may be updated on the new stock. Entering a 'Y' to the second question, 'Re-use even if description and prices are different', is more dangerous and if you are not sure about this you should enter 'N' instead. Codes that fail to pass this filter are allocated new codes automatically by the computer. The cross-reference list of old code and new code is printed but can be reported later as well by I(nventory, R(eports, J(ournal, A(ll inventory movement, transaction type=blank (remove the 'S') and enter '-GRFT' (exactly, without the apostrophes (') but including the minus sign) in the 'Include voucher/ref:' field. (Leave the 'Order/Method' field blank). If more than one import run has been made during the month, you can also filter the report by entering the 'Day:' that the import was done.

The inventory Transaction type code in the journal will be MR in the case of merchandise, and BR in the case of standard stock, and the quantities are positive.

It is a good idea to verify that the inventory is on the shuttle disk by using the 'List' option again.

If you elected an item-by-item printout each item is printed as you work. (Only printers that can print one line at a time may be used.). If you opted for no item-by-item printout then use a unique batch reference; later you can print a report filtered by that reference which is recorded in the 'order/method' field: A good way to print the report is by I(nventory, R(eports, J(ournal, A(ll inventory movement, transaction type=blank (remove the 'S') and all or part of the reference used in the 'Order/Method' field.

The inventory Transaction type code in the journal will be MI in the case of merchandise, and BI in the case of standard stock, and the quantities are negative.

Changing group codes of existing inventory
✎   *Graft can be used when items were entered with the wrong product group code. Export items and import them again but with a different product group code.*

Reorganising group codes using graft

✎   *Only items that are in stock can be converted.*

1. Plan new group codes, use existing codes where possible.

2. Write up a conversion list (i.e. Old group --- New group). This will be used during conversion as well as for future interpretation of old analysis data.

3. Edit group code file, deleting, renaming and adding group codes as required.

4. Choose a batch of items that will be converted to one (and only one) of the new groups.

▪ or: Print a list of codes to be converted by selection by material code for example: To do this you will have to use the Finder (Outer Menu, D(ata, F(ind), enter the group code range that you intend to convert as well as the "Mat." code that is to be selected. Also flag the "Available" field as Yes. Report this query to the printer so that you have a reference listing.

5. Select G(raft, E(xport from the Inven Menu.

▪ Enter "C" as the drive letter - if this is the name of your local hard disk or network drive, or enter the full path of the shuttle directory. Drive letters A and B are used only for floppy (or 'stiffy') disk drives and are not recommended because of poor reliability.

▪ Make sure that the drive letter that you choose belongs to a real hard disk and not a "RAM" disk as the latter will be lost if the power is turned off. Remember that when you "export" the codes as well as the full descriptions get recorded on the "shuttle disk" and it is vital to keep this data until all codes have again been "imported".

6. Enter the codes that you wish to convert, one at a time. Optionally, the printer will list all the codes that you enter. Do not switch off the computer or remove the shuttle media before exiting the Graft-Export program because the shuttle data files may be corrupted.

7. Select G(raft, I(mport from the Inventory menu. You MUST use the same drive letter or path that you used when exporting the codes.

8. Now enter the original group code and the new group code. Leave all other fields as they appear without change.

▪ A list will be printed showing all the old codes next to the new codes as well as descriptions and prices.

9. Reprint and apply new labels. (Simply select "All Received" when printing labels and the new codes will be reprinted.)

10. Repeat from step 4) above until all stock is converted.

Stock take (physical stock check)

This is one of two methods of checking stock. The other method is to simply print "stock check" lists and mark off the physical items against that.

This method of checking inventory is by entering the codes of all physical stock into the computer and then have the computer report missing or incorrect entries. The entering of stock codes is best done with the help of bar coding.

> *At the time of writing this manual only merchandise and standard stock can be processed in this utility.*

Blind

This is one of three methods of entering inventory codes - the others being 'Capture' and 'Import'. All three methods add codes to the same file (iphys.dbf), but whereas 'Capture is designed for manual entry, 'Blind' is designed for direct entry from a bar code scanner. 'Import' is used to convert data from another data capture system.

'Start from scratch? (y/N)' - The computer will show the number of records that were previously

captured. Pressing <Enter> will add new codes to the existing file. Only answer 'Y' of you are sure that you no longer want the old capture file.

> 💣 **The same capture file is shared by all branches. In a multi-branch company, operators must be sure that no other branch's capture data is still required before deleting the capture file. If you are not sure, make a backup copy of 'iphys.dbf' before starting from scratch.**

'**Loc./branch**' - Enter the branch code for the inventory that you are going to capture.

'**Description**' - Enter a description for this capture session/batch - the default entry for this field is the date, but you can describe it as you like.

'**Code**' - Enter the merchandise and standard stock codes with the keyboard, bar code scanner or data capture device. Standard stock codes must be entered repeatedly if more than one of the same stock code are in stock. (The 'Capture' program allows the entry of quantity.)

Abbreviated codes are normalised by the computer to standard 7-character length, and long bar codes are automatically converted to computer codes.

After the blind capture session, any long bar codes that could not be converted are stored in a print file together with the reason that it could not be converted and the name of the print file and instructions are shown on the screen. At the time of writing this manual, the name of the print file is YYYYMMDD.prn, where 'YYYYMMDD' is the date that the codes were entered into the 'Blind' capture program. You can view the file, as with all print files, via S(ales, T(ransactions, D(uplicate, N(o, Y(es and enter the file name.

Non-existent 7-character codes are captured without warning, but are reported as such in the exception report. (See 'Report (exceptions)' below.)

Capture

This is one of two methods of entering inventory codes - the others being 'Blind' and 'Import'. All three methods add codes to the same file (iphys.dbf), but whereas 'Blind' is designed for direct entry from a bar code scanner, 'Capture is designed for manual entry. 'Import' is used to convert data from another data capture system.

'**Start from scratch? (y/N)**' - The computer will show the number of records that were previously captured. Pressing <Enter> will add new codes to the existing file. Only answer 'Y' of you are sure that you no longer want the old capture file.

> 💣 **The same capture file is shared by all branches. In a multi-branch company, operators must be sure that no other branch's capture data is still required before deleting the capture file. If you are not sure, make a backup copy of 'iphys.dbf' before starting from scratch.**

'**Loc./branch**' - Enter the branch code for the inventory that you are going to capture.

'**Place**' - Enter a description for the place where the stock was found, or enter the date - the default entry for this field is blank.

'**Code**' - Enter the merchandise and standard stock codes with the keyboard or bar code scanner. After each code is entered, the computer will check the code for validity and display the staus of the item on the screen. In the case of a standard stock code you will be asked for the quantity - enter zero if the code is wrong. In the case of merchandise you will be prompted with 'All right?' Just press <Enter> or 'Y' to accept, or 'N' to re-enter the code.

The group code of the last code entered will remain on the screen as the default for the next entry. By taking advantage of code abbreviation you cave save a lot of typing. For example, if you are entering a tray of rings, all codes may start with '10' - enter the first code, say 1054 - the computer will convert it to 1000054 and keep the 10 for the next code. If the next code is 1000325, just enter 325 and the computer will put it together for you. To change to a new group code, you can either enter the full 7-character code, (as would happen if you scan a bar code), or you can press <Up-Arrow> to take you back to the group code field.

Long bar codes, scanned into the empty field after the group code, are automatically converted to computer codes.

Import

This option will import codes from a text file created by another system

Some memory scanners, such as the Symbol P460, allow direct download of the scanned codes into the 'Blind' data entry option (see 'Blind' above), other portable data terminals may have to be

programmed to create a data file that can then be imported into The Shopkeeper's capture list. This 'Import' program is designed for this conversion process.

'Start from scratch? (y/N)' - The computer will show the number of records that were previously captured. Pressing <Enter> will add new codes to the existing file. Only answer 'Y' of you are sure that you no longer want the old capture file.

> ☀ **The same capture file is shared by all branches. In a multi-branch company, operators must be sure that no other branch's capture data is still required before deleting the capture file. If you are not sure, make a backup copy of 'iphys.dbf' before starting from scratch.**

Any portable data capture terminal or computer program can be used provided that it can generate a comma delimited text file (CSV file) in the following format:

Scanned Capture Files

Record the scanned.txt file in the following format:

"XXXXXXX",1,,,,"A","XXXXXXXXXX"CR+LF

literal

Scanned code
7char A/N

branch
(uppercase)

location descript
or bin number
Up to 10 char A/N

The Alphanumeric (character) fields must be enclosed in full quotation marks and the fields must be separated by commas. Note that the branch code must be included as part of the data. The order, and the number of commas between the scanned code and the location field must be as shown.

The default file name is 'scanned' and the default extension is '.txt' and the current directory is assumed, but any path and file name can be used.

Delete

Delete captured codes by record number in capture file. The record number can be found by using the 'Search' or 'List' functions described below. Enter the record number and the selected code is displayed for verification and you must enter 'Y' to delete the record.

List

List captured codes to screen. Enter the starting record number, branch code and place (or part thereof). A printed version is available by using the 'Print' option (see below).

Report (Exceptions)

Will report on all items on file, not entered into the 'capture' file as well as items that should not be in stock bur are in the 'capture' file. The report includes duplicate entries of merchandise codes, incorrect quantities of standard stock and also suggests if missing items are out on appro. or have been sold since the items were captured. And, if the branch/location is specified, will also report merchandise that is in the wrong branch.

Selection options allow you to report only on a range of merchandise and standard stock group codes. You can also specify the branch/location, bin number, category code and material type (sub-analysis) code.

Report styles are either with or without description and price. The report without the description and price does however give more details regarding standard stock quantities and is thus easier to understand. The only benefit in the case of merchandise is a saving of printing ink.

Both report styles also show a total net cost of missing and excess items.

If you enter a bin number, you will be given the choice as to whether to compare the stock in the computer with all the scanned/captured codes, or only those in the 'capture' file that are marked in the computer as being in the chosen bin.

If you enter the material type and/or category code then the report will be limited to only those stock codes that are recorded with the chosen codes.

All reports will also list codes that are in the 'capture' list but are not valid computer inventory codes. (These can be errors that are entered in the 'Blind' or 'Import' options.)

Search

This allows you to search for a specific stock code in the capture file. Enter a stock code, and all items matching that code will be listed on the screen. This is useful if you need to verify that a code has been entered. The first number on the left is the record number in the capture file (this is the number to use in the 'Delete' option if needed) and, in the case of standard stock, the number in parenthesis on the right is the quantity.

Notes

This is a complete utility program for recording and analysing missing and excess stock in a large or multi-branch company. The idea is that, when doing stock takes a bin at a time or a branch at a time, that you record the exceptions from each report, add them all together and sort them by code. The result is a report that helps you to see what is really missing and what just needs to be relocated to a different branch or bin on the computer.

(Notes) Add

Enter the codes and quantities from the exception report that you want to check further. Excess stock must be entered with a negative quantity.

(Notes) List

Lists the raw data that has been entered

(Notes) Report

Sorts the noted codes and lists the total quantity of each by branch. The stock code is only printed once, and next to it a list of quantity and branch, in branch order.

If the report shows +1 in branch A and -1 in branch B then the stock can be corrected by transferring the item from B to A. (There was 1 missing in branch A and one too many in branch B.)

(Notes) Save

This will delete the list while letting you save the list that you have been working on. Alternatively you can just 'Zap' the list (see below). The default file name is 'ieYYMMDD.dbf' - where YYMMDD is the current date. Save will overwrite any existing file with the same name.

(Notes) Get

Retrieves a saved notes file. Old notes must be zapped or saved first. See 'Join' below if the file is to be appended to the existing file.

(Notes) Join

Append a saved file to the current exception notes file.

(Notes) Delete

Deletes a record from the current exception notes file.

(Notes) Zap

Deletes the whole current exception notes file (iexcept.dbf).

Print

List captured codes to printer. Enter the starting record number, place and the branch code. A screen display version is available by using the 'List' option (see above).

Filter

This option should be used instead of deleting the whole capture file (iphys.dbf) as happens when you elect to 'Start from scratch' in the capture options when some records must not be deleted. It is, instead, a filtered delete - only records that pass the filter are deleted.

In a multi-branch operation, some operators may be capturing stock for their own branches, but you want to start your own branch capture again from scratch - go to 'Filter and enter your branch letter. Only records matching the branh that you specified will be deleted.

You may have accidentally imported or entered a batch of codes incorrectly or a second time - use 'Search' and/or 'List' to learn the last good record number, and then enter the next record number into the 'From entry number' field.

Update

This option is used to set or reset the bin numbers recorded for merchandise and standard stock codes.

Set

Set just the codes that are in the capture list, and are recorded in the capture list as the branch that you specify, will have their bin numbers set to the number that you enter.

You may want to first reset all old bin codes to zero - otherwise the newly set bin codes will be added to any that already exist. See 'Reset' option, next.

Reset

This option has nothing to do with the stock take capture file! It is placed in this stock take menu for convenience. It sets the bin numbers of <u>all</u> merchandise and, optionally standard stock, to the bin number that you specify. The only filter option is the bin number that was previously recorded for that inventory code.

Additional filter options may be added since this manual was written - see the prompts on the screen for the available options.

It is a good idea, if you are setting a batch of stock codes to a particular bin number, to first reset all the old bin numbers to something else, then go to the 'Set' option to set the new bin numbers. (See 'Set' above.)

PostCap

This 'Post Capture File' utility for standard stock is hidden from the menu - contact support for the key.

The idea is that you enter your physical inventory into the capture file and then use that to update the quantity levels in the inventory master file. It is very hazardous and not recommended in its present form. Later versions may be safer and it will then be added as a standard option.

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Sales

File maintenance

Notes regarding special accounts

☛ An account for CASH SALES is normally required (normally set up before installation as account 10001), as well as a "ZIP SALE" account (normally set up before installation as account 10002).

Another special account is "TO WHOM IT MAY CONCERN". This can be used for quotations and valuations and is normally set up before installation as account 10003.

✎ *The Cash Sale account behaves slightly differently to any other account in that when a sale is posted, the detail history file is not updated. It, as with Zip Sales, should only be used for small, casual, sales - where later customer service is not anticipated. Another difference with the 'Cash sale' account is that it will not allow a sale to be concluded with no payment being entered.*

A fourth account named "GIFT VOUCHERS" is used by the computer for in-house gift voucher control.

☛ Never put sales through account "TO WHOM ..." or 'GIFT VOUCHER", nor should you ever use account "ZIP SALE" - these accounts are reserved for use by the computer only.

Notes regarding customer branch field

'BRANCH' - This input field defaults to the branch that you are working in. (If it doesn't, from the outer menu select L(oc and enter the required branch letter. This can be set as the default - see 'Command line parameters' on page 4)

Branch codes are normally only used as a home branch indicator in a multi-branch company. But if you are running only one branch but your licence allows multi-branch, you may use the branch field as a spare field. If, for example, you are collecting a mailing list of potential customers, flag them as branch 'B' until they actually buy from you. The sales program checks the location against the location shown at the top of the sales menu and will advise if they mismatch. Another use for the branch code in a single-branch company is to allocate a different sales voucher number range to Zip sales - set the branch code of the Zip Sale account to 'B' and it will use the branch-B invoice number register.

The branch code field can also be set to 'L' to identify the account as a Lay By account and in that way leaving the account 'Type' field available for another type identification.

A separate Zip Sale and Gift Voucher account can be automatically used for each branch. Create accounts 'ZIP SALE A' and 'ZIP SALE B' and so on. Set the branch codes to correspond to the invoice number register you would like to use. Do the same for 'GIFT VOUCHERS A' and 'GIFT VOUCHERS B' to keep each branch's gift vouchers separate. In the case of gift vouchers, set the branch code to the same branch as the letter after the name.

Notes regarding customer type field

See detailed explanation on page 201.

Notes regarding customer names

☛ Type the surname first, a comma, leave a space and then Dr, Mr or Mrs etc. (no full stop), then a space and the initials (e.g.. MAC DONALD, MR D.). The space after the comma is optional as is the period (.) after the title and the initials. If periods are not used to separate initials then a space MUST be used instead. Company names must not include commas (unless you want the swop to occur - as in 'CABBAGE PATCH, THE'), use semicolons instead.

Decide on an acceptable standard and maintain it. Otherwise you will experience difficulty in finding historic data and alphabetical lists will be mixed up.

Names may not start with a number. A few ways to work around numbers are:

▪ Enter the number in words

▪ Add 'NO.' or '#' before the number. '#' is not recommended because it puts the name before 'A' in alphabetical order and might be omitted when processing names from 'A' to 'Z' instead of '#' to 'Z'.

or

▪ Put the number at the end after a comma - for example 'BLACK BIRD PIES, 24'.

Names and addresses are always forced to capital letters. This makes it easier to enter

consistently. When needed for merging into letters the format is automatically converted to lower case with capital initials.

Avoiding duplicate accounts

Duplicate account names are allowed. Customers have reasons for this. But usually duplicate accounts are accidental and an annoyance. The Shopkeeper, used as designed, makes accidental duplication of accounts almost impossible.

When processing a sale or adding a name in customer file maintenance, only enter the first few letters of the customer's last name or company name. It is unlikely that the first few letters will be misspelled. The computer looks for a match in the customer file and if only one match is found it uses that name. If the name found is not the correct one then you immediately know that the name is not in the file. If more that one match is found then a lookup list is displayed showing the full name and address and other details if you scroll to the right - simply find the correct account and press enter. If the name you want is not on the list then you know you must add it.

Beware of names with different common spellings in the first few letters, such as Van and Von or Mc and Mac. Also avoid the common mistake of entering the title or first name first.

To add an account that you know is not in the customer file, enter the full name comma title and initials (or first name) - if it does not exist the computer will allow you to add it. To force a duplicate name, just enter a false name, like 'ZZ' and say Y(es when prompted to add it to the file. You can then edit the full name without the computer stopping you.

Customers

This option allows you to add a new customer/debtor or edit an existing customer's information.

Customer account numbers are assigned to new accounts automatically.

'**Reference Number/Letters**' - enter the customer's account number or the first few letters of the customers surname, if the name is not on file, you will be given the option to add it. If you wish force a new account to be added, for example to add a duplicate name, just type 'ZZ' and naturally there is no one with such a name and the computer will then allow you to add any name.

'**Name**' - Customer names are kept alphabetically. Therefor with names of people you must enter the surname first, followed by a comma, leave a space and then the title (Dr, Mr or Mrs etc.), then a space and the initials or first name (Press <F1> and you will be shown the correct format for customer names). The space after the comma is optional as is the period (.) after the title and the initials. If periods are not used to separate initials then a space MUST be used instead. Periods must not to be used after abbreviations that end with the last letter of the original word, such as MR MISS MS MRS MNR DR, but should be used for others, such as 'REV.' and 'MEV.'.

'**Branch**' - Enter the home branch of the customer, or leave blank. See 'Notes regarding customer branch field' on page 75.

'**Type**' - this is the type of account. It can be '-' or 'S' or blank = Normal account, 'H' = Hire Purchase, 'L' = Lay by (Invoices and Statements will be marked 'Lay By'), 'O' = Other (interest on all arrears), or 'Q' = Quiet (a monthly statement will not be printed). If you want a Lay by account to be anything other than standard type, you must enter the Lay by code 'L' into the branch code field instead of the home branch - the type field is then available for other use.

'**Cat**' (Linux only) - Enter the customer category. Valid categories are: 'C'=cash, 'D'=debtor, 'I'=insurance, 'P'=Prepaid, 'R'=Repairs, 'S'=staff, 'V'=Voucher, and 'W'=Wholesale. Entering a '?' will display the valid choices

'**ID #**' - Enter the customer's ID number or use it for anything else. This is <u>not</u> to be used for the customer's VAT registration number - there is a special field for that (see below).

'**Slsman**' - Shows who the last salesperson was in the case of an existing account. For a new account enter the initial default salesperson's initials. Every sales transaction allows you to change the salesperson's initials. The changed initials then become the new default, so it is not important to enter it when taking on a new account.

'**Grade**' - grade 0 will have no effect. Grades 1 & 2 work together with the discount percentages specified in I(nventory, F(ile maintenance, G(roup codes and provide for standard discounts when selling to the cash, trade, or other special customers. Grade 3 work together with the margin percentage specified in I(nventory, F(ile maintenance, G(roup codes and provide for a mark-up percentage on the cost price when selling to an associated company, for example. Grades 1 and 2 customers will automatically use a 'Set Sale Price' for a stock item if it has been entered, instead of the group's discount percentages.

'**Address**', '**Suburb**' and '**City**' - Enter the address details.

☞ It is important not to leave the 'City' input field blank, if you are entering a short address, rather leave the 'Suburb' input field blank. When heading invoices, statements, address labels or letters, the computer automatically closes the gap left by a blank suburb field.

'**Code**' - Enter the postal code. This is normally limited to 4 numeric digits, but if the 'code' (or 'Postcode') parameter is entered into the licence options, a 12-character alphanumeric code can be entered.

'**Tel.**' - Enter the first telephone number for this customer.

'**Work/Fax.**' - Enter the second telephone number for this customer. Usually this will be a work number for individuals and a fax number for companies.

'**Cell**' - Enter the customer's cell-phone number. This number may be used to send SMS notifications when required.

'**Email**' - Enter the customer's E-mail address. This address may be used to send E-mail notifications when required.

'**Collection address**' - Enter the physical address, if different from the main address, from where payment is to be collected. It is used in the 'Overdue' reports.

'**Terms**' - terms allowed to this person (e.g.. 30 days net or HP - 6 months). This is informative only; it will print on the invoice but will not effect the customer's account in any other way. It may be left blank.

'**Allow finance charges (Y/n)**' - Leave as 'Y'. Only change to 'N' if you do not want the computer to charge the customer interest when and if finance charges are processed. If in doubt, leave it "Y". If you do not wish to charge any of your customers interest, simply do not run the finance charge program.

'**Cred lim**' - credit limit input field, enter the amount of credit you will allocate to the customer or leave zero for no limit checking. Set this to .01 if only cash sales are to be allowed. A negative credit limit may be entered - this will prevent a prepaid account from being refunded without authorisation.

'**Mnthly pmt**' - monthly payment input field for normal revolving credit accounts, normally leave this field alone as it is set by the computer automatically. You may want to override the computed monthly instalment and you can do that here but it will have no effect on HP accounts. HP account instalments can be edited separately - see 'HP inst. edit' on page 78. The 'Mnthly pmt' field must be set before converting an account manually from normal to HP.

'**Arrears**' - Shows the arrears as computer automatically. Leave this field alone as it will be set by the computer. You may want to override the computed arrears and you can do that here but it will have no effect on HP accounts. HP account instalments can be edited separately - see 'HP inst. edit' on page 78. The 'Arrears' field must be set before converting an account manually from normal to HP.

'**V.A.T. Number:**' - Enter the customer's VAT number if this is to be printed on tax invoices when required. (In G.S.T. mode this will instead be asking for a GST registration number which, if entered, will prevent tax from being charged.)

'**VAT Mode: (Inclusive(?/Y/N) or Zero(Z) or blank)**' - Normally you will leave this field blank. The default for odd-on or add-in VAT mode is set in 'System constants'. If VAT is normally included in the price, but this customer prefers invoices that show the net prices and the VAT added on at the bottom of the invoice, then set this field to 'N'. A question mark (?) in this field will cause the computer to prompt for whether the VAT is to be included in the price every time a sale is made to this customer.

Set the 'VAT Mode:' to 'Z' or 'E' for Zero or Exempt customer. When selling to this customer the computer will first as if VAT is to be included in the price and then, at the end of the invoice it will ask 'Z(ero VAT, or N(ormal:' - the default is 'Z' but you can change it to 'N' or 'E' if needed. For export sales the VAT code must be set to 'Z', not 'E'. VAT modification is not applicable to zip-sales.

'**Comments**' - you may type in any additional or confidential information.

✎ *Highlight instructions to sales operator by surrounding the instruction with stars. For example: '**** DO NOT ACCEPT CHEQUES ****'*

✎ *This field will only be displayed on the screen and will not be printed on any documents given to*

the customer.

'**List INclude Codes**' - Enter one letter for each of the mailing lists that you want this customer to be in. For example if you have a promotion list for W(holesale customers, and another list for M(anufacturers, the code for a manufacturing wholesaler can be 'WM' so that the customer is included in both lists. Up to 3 codes can be entered.

'**Friendly greeting name**' - This name, if entered, will be used instead of the customers real name in a batch merged letter (see (Letters) 'Batch merge' on page 25). It only works if the customer's name is that of an individual and includes the person's title, in all other cases it is only useful as a comment field in file maintenance.

'**D.O.B.**' - Enter the customer's date of birth in day/month/year sequence or leave blank. You can leave the year blank (it will change to '00') to denote 'not entered' because the year will not be used for birthday selection. 'D.O.B.' is used for mail list selection.

'**Anniversary**' - enter anniversary date in day/month/year sequence or leave blank. You can leave the year blank (it will change to '00') to denote 'not entered' because the year will not be used for anniversary selection. 'Anniversary' is used for mail list selection.

'**Husb.Initls**' - In the case of the customer being a married woman, enter the husband's initials. This field is also used for mail list purposes when addressing to husband (see (Letters) 'Batch merge' on page 25).

'**D(ebit order details**' - Typing 'D' at the bottom of the file maintenance screen will take you to the debit order editor. See more details at 'Debit orders' on page 95.

'**A(ppointments**' - Typing 'A' at the bottom of the file maintenance screen will take you to the extra CRM appointment and contact manager with the current customer being already selected. See page 97.

Appointments

Selecting this option off the file maintenance menu will take you to the 'General notes, contacts, sales/debtors calls & appointments' program. See page 97.

Data search

This option take you to the same set of utility search programs as 'Data' from the Outer Menu. See page 129.

Foreign xchng (Plus version only)

Enter or update the foreign exchange rates used for buying foreign currency (accepting foreign currency from customers). This is <u>not</u> used by inventory that is priced in US dollars which uses instead the selling exchange rate found in 'System constants' and I(nventory, P(rocedures, R(ecost.

HP Inst.Edit (Hire Purchase instalment editor)

Normally it will not be necessary to edit HP instalments, but the feature is available to use. This feature can also be used to view a customers HP instalments. This option requires a password in order to prevent unauthorised changing of customer's instalments. It is now also possible to add additional instalments.

Purge cust.

This allows you to remove all customers whose accounts have been inactive since a specified date. Several options are provided. A ten second warning will occur before deleting customers with blank dates. Purge will check for appros and delete all those which have been returned. A preview and printed list of customers to be purged is also available.

When deleted, all the customer details are deleted except for the transaction history. The account number is not deleted but the name is set to "NEW". After a purge process you may discover a lot of accounts named "NEW", this is normal. When new customers are added then the first available "NEW" account will be allocated for it. New account numbers will only be issued when all the "NEW" accounts have been reused.

Remove cust.

You will be able to delete a customer with a zero balance and no turnover in current year. Remove Customer will check for appros and delete all those which have been returned.

When deleted, all the customer details are deleted except for the transaction history. The account number is not deleted but the name is set to "NEW". When a new customer is added the "NEW" account number will be reused.

Show HP inst.

>   Lists the instalments pending for an HP account.

Journal edit

>   Edit payment methods and dates in customer transaction journal. Only undeposited transactions can be edited. After a deposit has been posted, a payment method can only be corrected by entering two payments - the first being the opposite amount using the same incorrect method to reverse the error, and the second being the correct payment.

NameFix

>   This utility corrects names which have been entered in the incorrect format. Do not run without prompting being enabled unless you are sure that only a few company names, or other names that have no comma but are correct, exist in the customer file. All customer name that have no comma, but do include a space character, will be "corrected" - sometimes this "correction" will be inappropriate.

Transactions

Note regarding rounding

>   By default The Shopkeeper rounds sales totals up 1 cent or down up to 8 cents in order to make the final total rounded to a whole 10 cents. You can change this default behaviour in the 'Licence' options. Enter AskFor=1 or AskFor=5 to round to the nearest 1 cent or 5 cents respectively.

Appro

>   The Appro system is a complete inventory control system for items which have been loaned to the customer on approval.

>   The computer will flag the stock item once it has been entered as leaving the store on appro.

New appro note

'**Customer**' - enter the customer's account number or the first few letters of the customers surname.

'**Salesman**' - change default or leave as is.

'**Terms**' - change default or leave as is. This is just a note field and will be printed on the document.

'**Comment**' - change default or leave as is.

✎   *The comment will always only be displayed on the screen and will never be printed on any documents to be received by the customer.*

'**Prices include VAT?**' - will only prompt for an answer if the VAT modification code has been used and the system default and VAT modification code is not the same. The computer will display a frame labelled 1-15.

'**Code**' - Enter the stock code of the item or a question mark followed by a search filter (see 'Quick Search' on page 10). Any of the code types may be used - see descriptions of the nine different inventory code types on page 139. Press <Enter> and the code and description will be displayed on the same line.

✎   *Non-inventory codes are also controlled for appros. However, as at time of writing this manual, neither edited descriptions nor prices are saved for use when invoicing.*

'**Carat weight**' - will only be prompted for raw material stock items, raw material buy outs or merchandise buy outs.

'**Quantity**' - will only be prompted for raw material stock, raw material buy outs, standard stock or standard stock buy outs.

'**Value**' - <Enter> to accept the amount displayed or type in the new value at which you want to sell the piece of jewellery.

'**-%**' (less discount percentage) - enter to accept the default percentage of discount.

>   ☞   **Any change in price or discount will be printed on the appro voucher but is not recorded for later automatic price setting when invoicing the appro.**

'**Shipped to.**' - if the delivery address differs from the customers address use then these fields

for delivery address. A delivery note on which no prices will appear will be printed together with the usual voucher.

'**Z(ero VAT, OR N(ormal**' - (will only appear if the customer VAT code is non-standard) Press <Enter> to accept default or change field to 'N'.

'**Total**' - <Enter> to accept calculated total or change total if not satisfied. If the total was changed, the computer will automatically recalculate VAT and discount to balance with the total entered.

'**Order #**' - enter order number/name or leave blank.

'**Okay? (Y/n/-)**' - enter 'Y' if you are happy with the two pages of information, 'N' if you wish to change only the second page of data or '-' if you wish to go back to the first page of data.

'**Okay to print ?**' (S(kip, V(oucher, l(ist or c(ancel '- S(kip wil post the appro without first printing a voucher, V(oucher - this will print an appro voucher for the customer. L(ist - this will print on appro voucher on plain listing paper, not be given to the customer. The files will be updates unless you press C(ancel.

Appro returns

Use this in the same way as you use the preceding function. This allows the customer to return an appro without buying it.

Appro invoices

This permits you to sell an item that was issued as an appro without first returning the item. Data entry is the same as for a 'Sale' (see page 91), except that you can enter a question mark (?) when asked for the code and the computer will find the correct codes for you.

Report appros

This will provide a full list of the appros taken by a particular customer. The customer's number is required. You may specify a cutoff date as well as whether or not to include appros that have been returned.

Search appros

This option will generate a list of stock out on appro as per a particular stock code. This is useful for tracking down stock that you suspect may be out on appro.

Purge old recs

With this option you may remove records of items that were taken on appro and returned before a certain date. After this step has been taken, it will not be possible to get the information back.

List by date

This report provides a full list of all items that are currently out on appro.

Delete all old

This option will delete all appro records for items that were issued prior to a certain date.

> 💣 **USE 'Delete all old' WITH CARE. Improper use may lead to unrecoverable loss of data. Contact support for assistance, if necessary.**

Duplicate

This option will print duplicate of the last posted sales voucher or any other sales voucher by number. It can also view or print a previously saved print file.

'**Quick copy of last transaction saved (not zip-sale) (y/n)** ' - Enter 'Y' to print. The duplicate will be of the transaction that was last saved by the same workstation (or user, in the case of Linux). If you enter 'N' you will then be asked:

'**Print or view a previously saved print file (y/n)**' - Enter 'Y' and you will be asked for the name of the file you wish to print or view. Entering a question mark (?) will display a list of available print files in reverse date order (the newest ones on top).

After a valid file selection has been made, you are given the choice of printer number. These printer numbers correspond to the printer settings in U(tilities, S(et parameters, S(ystem constants, with the addition of '0' which allows you to view the file on screen.

If you set the printer destination to 'FILE' or 'file', the print output is sent to 'prntfile.prn'. To view the output, enter 'STDNYprntfile' from the Outer menu and select printer '0'. Do not print 'prntfile.prn' to the same printer number that is set to '<u>FILE</u>' because that will <u>append</u> the file to itself!

If you set the printer destination to 'TMPx' or 'tmpx', where 'x' is any character of you choice, the print output is sent to 'TMPx.prn' or 'tmpx.prn' respectively. To view the output, enter 'STDNYtmpx' from the Outer menu and select printer '0'. If you print to the same file name again the old '<u>tmpx.prn</u> file will be <u>replaced</u>.

If you answer 'N' to the '...saved print file (y/n)' prompt, you will be taken to:

'**PRINT DUPLICATE SALES VOUCHER**' - Enter the '**Reference number:**' and '**Journal month/yr:**' of the voucher that want to reprint.

If their is still ambiguity because reference numbers are duplicated, you can further define the selection by entering the '**Customer number:**' and/or '**Branch of sale:**'.

'**Include comments:**' - Normally you should enter 'Y', but sometimes the computer is unable to verify the correctness of the transaction history and in that case the computer will tell you to answer 'N'.

'**Identify 'Duplicate':**' - Enter 'N' if you do not want the computer to print "Computer generated duplicate" on the voucher.

'**P(rinter or s(creen:**' You can choose whether to P(rint the duplicate to the voucher printer (printer 3) or to display it on the S(creen. The screen version is an exact representation of the printed version; to see the whole output use the up/down cursor keys or PgUp/PgDn keys. Press <Escape> to return to the sales menu.

Expense

This feature will allow you to expense inventory out of stock. You would only use this feature if you want to return merchandise to the workshop for remodelling (e.g.. you wish to change a chain into a bracelet, now the bracelets will receive its own new merchandise number). Or one can use this expense feature to remove items from stock that have been lost through reasons such as theft or improper stock control.

✎ *Even though 'Expense' falls under the 'Sales' menu, it removes the item(s) from stock without affecting sales in any way. The only reasons that it is placed under the sales menu rather than the Inventory menu is that the operation is similar to processing a sales invoice and it uses a customer account as a reference.*

First add a customer account and call it for example "STOCK SHRINKAGE" or "WORKSHOP".

'**Customer...**' - enter the customer's account number or the first few letters of the customers surname. For the customer you will use your "STOCK SHRINKAGE" or other account as explained above.

'**Salesman:**' - Enter the initials of the operator, it will <u>not</u> affect sales analysis.

'**Terms**' - change default or leave as is. This is just a note field and will be printed on the document.

'**Comment**' - change default or leave as is.

The computer will display a tabular data entry form with rows numbered from 1 to 15 and the following column headings:

'**Code**' - Enter the stock code of the item or a question mark followed by a search filter (see 'Quick Search' on page 10). Any of the code types may be used - see descriptions of the nine different inventory code types on page 139. Press <Enter> and the code and description will be displayed on the same line.

'**mass/ct/qty**' - depending on the code type, one or more of these figures may be requested. In the case of raw material, at least one of the figures should be entered so that the stock will be updated.

'**Value**' - With an Expense transaction, the <u>cost</u> price will appear in this field. Do not change it, just press <Enter>. (This is the cost value that is going to be removed from stock whether you edit the amount shown or not.

'-%' (less discount percentage) - Leave this as zero - it will not change the end result (see 'Value' above).

Up to 15 lines can be entered. Press <Enter> on a blank line to finish the batch. The cursor will go to:

'Line to edit (0 to end)' - Enter any line number here and you can re-enter that line.

To clear a line, go to the code field of that line and enter '0' (a zero) and press <Enter>. The line is converted to a casual comment line. Press <Ctrl-Y>, or a row of spaces, to delete the unwanted text. If, instead of the '0', you press <Enter> on the blank 'Code' field it will leave the previous code unchanged (after asking you if you wish to cancel the transaction).

When you are happy with the information entered on this screen, press <Enter> without entering a number. You will then be taken to the second page of the two-page transaction.

'SHIPPED TO: (?xx = lookup)' - Just press enter to skip this option since it is unlikely to be needed for an expense voucher.

'Order #' - Enter your name or the name of the person authorising the expense transaction

'Okay ? (Y/n/-)' - Just press <Enter> to accept the progress so far, type 'N' to take you back to the top of the second screen, or type a minus sign (-) to take you back to the previous screen.

'O K A Y   T O   P R I N T ? (s(kip, V(oucher or c(ancel)' - If you press <Enter> you will print a voucher and post the transaction. If you press 'S' you will post the transaction without printing a voucher. And if you press 'C' or <Escape> you will cancel the transaction.

GiftVchrs

✎ *See also more detailed notes about vouchers in general on page 158.*

Gift vouchers referred to in the following instructions are those that are sold by yourselves and are valid for redemption at your company only. Gift vouchers that are issued by the shopping centre and that you then must claim for refunding from centre management are treated differently. Gift vouchers that are given away as prizes or promotional free gifts may be treated as a normal in-house gift voucher - but only 'sold' after it has been used with 'DISCOUNT' as the payment method.

Gift vouchers must be numbered and identifiable to prevent forgery - and have an expiry date.

Before the 'Gift voucher' utility can be used, you must create an account name "GIFT VOUCH-ERS" - this is done in customer file maintenance. If a separate gift voucher account is wanted for each branch in a multi-branch company, create a gift voucher account for each branch with the names 'GIFT VOUCHERS A', 'GIFT VOUCHERS B' etc. If a gift voucher account is not found, you will be allowed to select a different account with the same end result.

The balance on the gift voucher account will become negative to the value of sold gift vouchers that have not yet been redeemed. This negative debtor is correct because the outstanding gift vouchers are a financial liability.

✎ *Sales of gift vouchers are not really sales - you are just exchanging one sort of money for another. If this is not acceptable then the gift voucher utility must not be used. However, do remember that a customer is going to 'spend' the gift voucher in your shop and that will then be another sale. Did two sales take place? Yes, but the first sale was at cost and excluded allowance for tax!*

Sell a voucher

'Face value of voucher:' - Enter the face value of the voucher that is being sold. If multiple gift vouchers are being sold in order to make up a higher total face value, the vouchers must be processed one at a time.

'Voucher number:' - Enter the number printed on the voucher. This number is important to prevent fraud as well as to reconcile the redeemed vouchers in order to establish which vouchers are still outstanding.

'Salesman:' - This entry is only for management information - it will not affect sales analysis. (See note about 'Sales of gift vouchers', above.)

'All right?' - Enter 'Y' if satisfied with the entry so far.

'Cash(& P.Order), Cheque, Credit card' - In these few fields, enter the money payment for the voucher.

'Voucher' - The payment can even be made by another voucher (this is a good way to renew an

expiring voucher).

'**Discount**' - Here you can enter an incentive discount if that is your company's policy - in other words you can offer a gift voucher that has a higher face value than its price.

'**Change (paid by cash):**' - if the total of the paid amounts , including voucher and discount, exceed the face value of the gift voucher being sold then the excess amount is refunded by cash.

'**Customer:**' - Enter the customer's name. This is recorded in the customer journal for audit purposes.

'**Okay? (Y/n/-/c)**' - Enter 'N' to take you back to the payment method entry section, enter a minus sign (-) to redo the transaction from the start, 'C' (or <Esc>) to cancel the transaction, or just press <Enter> to accept the default 'Y' to proceed.

'**Print receipt?**' - select 'Yes' to print a receipt voucher.

'**More voucher exchanges?**' - press <Enter> to sell another voucher, or <Esc> to return to Sales menu.

Redeem voucher

When a customer uses a gift voucher, it is treated at point-of-sale as any other form of money. The operator must enter the method of payment as 'VOUCHER' and enter the voucher number when prompted. Then, at the end of the day, or when the banking is being done, these spent vouchers must be "redeemed". The 'Redeem' function simply enters a negative payment by voucher to the gift voucher account. The effect is that the original negative balance on the gift voucher account is reduced by an equal amount to the original gift voucher sale, and the voucher receipt(s) since the previous deposit are balanced out.

'**Correct account?**' - At this point you can verify that the correct gift voucher account has been selected by the computer. You may want to use the same account that was used to sell the voucher so that you can keep the accounts well organised. For example, if a voucher from branch B is being redeemed at branch A the gift voucher account will need to be changed to 'GIFT VOUCHER B' - simply type 'N' and you will be allowed to select a different account

'**Face value of voucher:**' - Enter the face value of the voucher that is being redeemed. If multiple gift vouchers are being redeemed, the vouchers must be processed one at a time.

'**Voucher number:**' - Enter the number printed on the voucher. This number is important to prevent fraud as well as to reconcile the redeemed vouchers in order to establish which vouchers are still outstanding.

'**Operator:**' - This entry is only for management information - it will not affect sales analysis.

'**All right?**' - Enter 'Y' to post the entry.

'**Processed. More vouchers to redeem?**' - Clearly mark the voucher as having been 'redeemed' so as to avoid later confusion. The enter 'Y' to process more vouchers.

☺   By accurately recording voucher numbers, the account can be audited and expired vouchers can be periodically debited to the Gift Voucher account as sales. The original person who sold the gift voucher should be given credit for this sale-by-default.

☺   Gift vouchers that are given away as prizes or promotional free gifts may be treated as a normal in-house gift voucher - but after being used they are then sold with 'DISCOUNT' as the payment method and then immediately redeemed.

History

This is an enquiry option which will display the customers history.

'**Customer's name or number**' - enter customer's surname or part thereof, or the account number. The date of purchase, reference (invoice/sale number), the stock code and description will be displayed in reverse date order (the newest ones on top).

History records are stored and indexed by customer name - <u>not</u> account number. This means that if the account name is changed in the customer master file, the name in the history file will remain as original. Similar, or worse still identical, customer names can cause confusion and the reports must be used with care. By entering the account number rather than the name you are assured of matching the full name and in that way eliminating similar names.

'**Year of history (leave blank for current file)**' - The history file grows without being divided into years. However, to avoid excessively long listings, it is advisable to split the history file into

separate years. See 'Shed hist' on page 33.

History is not recorded for zipsales nor for sales made to any account named "CASH".

Full details of sales, with the exception of manually entered comments and non-inventory descriptions, are also recorded in the inventory movement journal. See 'Detailed Sls' on page 54.

☺   Press <Ctrl-P> to get a printed copy of any screen display.

Insur.inv

Insurance claim invoicing is done by two invoices, one to the customer for the excess and difference in price between what the insurance is covering for the claim and the price of the replacement goods actually purchased. The second invoice is to the insurance company for the net amount that the insurance company is going to reimburse. The claim value is also transferred from the insurance company's account to the customer's account by way of contra entries on the respective invoices. The end result is accurate sales analysis and the history of purchases being recorded on the customer's own account rather than being all thrown together in the insurance company's account. The 'Insur.inv' program does this all in an easy-to-use manner.

Preparation

Make sure that the insurance claim and excess analysis group codes have been defined. The group codes are 'IC - INSURANCE CLAIM' and 'IE - INSURANCE EXCESS' respectively. Add them by I(nventory, F(ile maintenance, G(roup codes, A(dd.

✎   *Only start processing an insurance claim when you have the authorisation from the insurance company. If you want to let the customer take the goods before insurance company provides the go-ahead, simply do a normal sale onto the customer's account, with either a deposit or no payment, and then process the insurance invoice (which will in effect credit the customer's account), if and when the insurance approval is received.*

Processing

The following prompts will appear:

'**Customer's account (or Cash):**' - Call up or create the customer's account just as you would when doing an ordinary sale. If you do not want to create a new customer account you can use 'CASH SALES' - but that is strongly discouraged because of loss of customer history and greater chance for errors. Remember that 'account' does not mean that the customer is a debtor - the account can be COD or even prepaid.

'**Insurance company to invoice:**' - Call up or create the insurance company's account just as you would when doing an ordinary sale. You must add the account if it does not exist.

'**Customer's name (for Ins.Co.):**' - Press <Enter> to accept the customer's account name here, or enter the name that the insurance company knows the customer by. This is because your customer account may be shared (as with 'CASH SALES' or in the spouse's name for example.

'**Claim number:**' - Enter the insurance claim number that has been issued by the insurance company.

'**Assessor:**' - (optional) Enter the assessor's name or the name of the insurance agent/representative.

'**Description of Goods:**' - Enter the description of the goods covered by the insurance claim. You do not need to use your own stock codes or exact description here unless required by the insurance company.

'**Gross Claim Amount (Incl. VAT):**' - Enter the total claim amount authorised by the insurance company. This amount includes the excess that the customer must pay as well as tax (if your system parameters specify that prices include tax).

'**Discount Percent:**' - Enter the discount percentage that you allow for the insurance company.

'**OR Discount Amount:**' - The percentage that you enter will calculate the discount amount and display it here, or you can enter the actual discount amount instead. If you enter or edit the actual discount then the discount percentage is not used..

'**Excess to be paid by customer:**' - The insurance company specifies the excess and this amount, which may be zero, must be entered here.

'**All right? (Esc to cancel)**' - Enter 'Y' to proceed - anything else will cancel the transaction

At this point the insurance company account is checked for credit limit or arrears and if it is in a status that requires an operator key override then you will be asked to test your operator key now.

This is to prevent inability to post the second half of the transaction.

You will now be taken to a normal-looking sales processing screen with the customer's account already entered.

'**Salesman:**' - Enter the salesperson's initials for this sale. The sales analysis will be reflected on this salesman.

'**Terms**' and '**Comment**' is the same as with a normal sale.

'**Okay**' - Enter 'Y' and the invoice form will be displayed with the first 2 lines filled in. The claimed amount, less the excess, will show as a credit.

'**Cancel this voucher? (Y/N)**' - Enter 'N' unless you do want to cancel the insurance transaction.

'**Line to edit (0 to end)**' - Enter '3' to go to the first line in which you enter the codes of the inventory item(s) that the customer is buying, or leave sero if the customer's account is to be credited without a sale at this time.

Up to 13 lines can be used in any way as a normal sale would be done. You have no limit to the amount that you can sell to the customer because the insurance company is invoiced separately.

The rest of the invoice is also just the same as a normal invoice.

'**Amount now paid**' - In a perfectly balanced pair of invoices, the amount the customer should pay will be the 'excess' only, but the actual amount will depend on your allowed payment policy and whether the customer is buying more or less than the insurance credit amount. If the account is left with a credit balance you will be given the option to allow the credit balance to be refunded in cash - normally you would enter on 'No'.

Complete the customer;s invoice as usual for a sale.

The insurance company's invoice body is then displayed for a few seconds, followed by the second screen of the insurance company's invoice.

'**Okay ? (Y/n/-)**' - At this point you can enter a minus sign (-) to go back to the invoice body screen for another few seconds - but you are still not allowed to change the details. If wrong, you will have to cancel the second invoice an then redo it manually through S(ales, T(ransactions, S(ale.

'**DONE!**' - Tis display confirms that the insurance invoice pair is complete.

'**Corrections**' - If after posting, or half-posting, an insurance invoice pair a mistake is discovered, the invoice(s) must be reversed by S(ales, T(ransactions, R(eturn. Enter that details exactly as they appear on the original invoice(s). Remember, a negative quantity on the original must also be a negative quantity on the 'Return' (credit note) invoice so as to accurately reverse the original.

Jrnl/Adj.

This option allows you to process debit or credit adjustments on a customers account. Remember when processing credit adjustment type a '-' minus sign before the amount. Journal entries are useful for fixed finance charges and for writing off bad debts.

'**Customer name or number**' - enter the first few letters of the customers surname to find the customer or customers account number.

'**Date**' - enter date of transaction.

'**Salesman**' - enter salesperson's initials. This affect the sales analysis.

'**Analysis codes**' - Enter the 2-character group code that best describes the transaction, followed by the material type or sub-analysis code that best fits the transaction. In most cases no group or material codes are applicable and in these cases just leave the '---' default - this will be the new analysis code.

'**VAT code**' - enter to accept default VAT code or enter desired code.

'**Total**' - enter total amount for adjustment.

'**Voucher number**' - enter reference number or leave zero. This number may be an HP invoice number onto which a finance charge is being added or this number may be found on the handwritten debit/credit note.

'**Description**' - enter for example 'FINANCE CHRG', 'BAD DEBT W/O', 'ADMIN CHARGES', 'SERVICE FEE' or 'HANDLING CHRG'.

☞ It is very important to stick to the same descriptions as the Journal Entry report will analyse all transactions by description.

> ☀ **Do not use the customer's name or account number as part of the description - this will make every journal entry different and impossible to analyse.**

✎ *Both the ref. number and description will appear on the month end statement.*

'**Net cost**' - Enter the cost of the journal entry. This is to keep the sales analysis gross profit figures accurate.

'**Months to pay**' - Will only prompt when the balance of the account is greater than zero. This option is provided for credit notes as well, and then refers to the number of months over which the credit note will be spread.

'**Convert customer to H(P account or leave as S(tandard (h/s)**' - Only answer 'H' if strict instalment terms are being maintained.

Payment

This option enables you to process a receipt, reversal, contra payment and discount. It is also the correct way to enter corrections for payment method and ageing adjustment.

'**Customer name or number**' - enter customers surname, part thereof or customers account number. For corrections of payment method, use the customer's account on which the mistake was made except in the case of the 'ZIP SALE' account - any transactions to this account is strongly discouraged because if the balance of this account is allowed to become non-zero, tracing the cause could be laborious, so use 'CASH SALES' or even a special account for the purpose of correcting payment methods.

'**Balance: / Paying:**' - the old account balance and ageing is shown above the fields that you need to enter the amounts being paid. Enter the amount paid under the oldest amounts, and the total being paid under the 'Total' column.

☺ If the amount being paid is equal to the balance on the account - just enter the total amount in any one of the fields - the computer will see that it zeros the account and it will automatically fill in all the fields correctly.

✎ *If the customer's account has been allocated instalments the details are shown at the bottom of the screen.*

'**Debit adjustments '-'**' - To reverse a payment, or give a refund, enter a minus sign (-) before the amounts.

☺ If the payment is split over more that one age field, enter the amounts exactly as shown on the line above, leaving out the youngest age that has an amount, and enter the total amount being paid under the 'Total' column. The computer will calculate the amount that must still be entered with the message: 'Total must equal sum of the payments entered - difference ='. Simply enter the amount shown as a difference under the youngest amount.

'**By**' - Use left and right arrow keys to select between methods: CASH, CHEQUE, CONTRA, MIXED/CSH/ETC, VOUCHER, REFUND CHEQUE, DISCOUNT, BANK TRAN/EFT, BANK D/ORDER, FOREIGN/MISC, BANK/FOREIGN, SPEEDPNT/BANK and BANK/SPEEDPNT.

If 'MIXED/CSH/ETC, FOREIGN/MISC or BANK/FOREIGN is selected, you will be taken to the detailed foreign and mixed payment screen.

'BANK/SPEEDPNT' and 'SPEEDPNT/BANK' are exactly the same method and is duplicated for convenience. By typing the letter 'S' when the payment method is being requested you instantly select 'SPEEDPNT/BANK'. And, by typing 'C' when the payment method is being requested you instantly select 'CASH'

☞ It is important that you enter the correct method of payment so that the banking can be correct.

✎ *Payments by postal orders can be treated as cash or cheque, normally mix it with the cash.*

✎ *Traveller's cheques are catered for in the 'FOREIGN' and 'MIXED' method payment screen.*

'**Ref**' - (Optional) In the case of a cheque payment enter the cheque number, or, if you have a manual receipt book, the receipt number. (If the payment method is 'VOUCHER' you will first also be asked for the 'Voucher number' - they are not the same (the 'Voucher number' is not optional) thing but you can enter the voucher number in the reference field as well.

'**Pre-payment/deposit acc. reference:**' - (Optional) Only asked for if payment will leave a credit balance. This is optional alphanumeric payment reference is only for convenience as a reminder as to the reason that the account was overpaid.

'**Print receipt? (y/n)**' - Enter 'N' if a receipt is not wanted.

'**Operator's initials**' - Enter operator's initials. This will reflect on the receipt and is recorded in the customer transaction journal, but will not affect sales analysis.

'**Okay? y(es, N(o, c(ancel**' - Entering 'N' will let you make changes to the payment details without losing anything that has been entered so far.

'**More payments/adjustments?**' - Enter 'Y' to start a new payment entry.

Quote/PFI

New quotation

This option does not update any merchandise files or customer files, but prints a quotation/pro-forma invoice and saves it for later editing or conversion to an invoice.

'**Customer...**' - enter the customer's account number or the first few letters of the customer's surname. If the customer cannot be found you will be given the option to add the customer. (See 'File maintenance' on page 75.)

✎   *A special customer account for small sales when you are not interested in storing detailed history, use the 'CASH SALES' account. Remember that the cash sales account balance must always remain zero. Unless you need to manually enter comments on the sales voucher, you should rather use 'Zip sale' for this purpose - see page 93.*

'**Salesman:**' - Enter the initials of the operator, this is important because it will reflect at the bottom of the invoice and in various reports, including the sales analysis.

'**Terms**' - change default or leave as is. This is just a note field and will be printed on the invoice.

'**Comment**' - change default or leave as is.

The computer will display a tabular data entry form with rows numbered from 1 to 15 and the following column headings:

'**Code**' - Enter the stock code of the item or a question mark followed by a search filter (see 'Quick Search' on page 10). Any of the code types may be used - see descriptions of the nine different inventory code types on page 139. Press <Enter> and the code and description will be displayed on the same line.

'**mass/ct/qty**' - depending on the code type, one or more of these figures may be requested. In the case of raw material, at least one of the figures should be entered so that the stock will be updated. When using a non-inventory merchandise code you will be prompted for diamond carat weight - it is important to enter this if you require accurate sales analysis and it is also printed on the customer's invoice.

'**Value**' - Enter the price before discount.

'**-%**' (less discount percentage) - enter to accept the default percentage of discount or enter new discount percentage. The computer will calculate and display the new price in the 'Price' column. The computer will not allow a discount greater that the maximum discount setting - see 'Group code, Maximum discount' on page 35.

'**Cost code =**' - This prompt only appears if the recorded cost is zero (or for non-inventory codes) and the 'Usual profit percentage' has been set in the 'material Type'. Press <Enter> to accept the 'C' if you want the computer to C(alculate the cost. Otherwise type 'Z' or '0' for zero cost. Any other letter or <Space> will change the prompt to one that asks for the cost.

'**COST**' or '**COST EACH**' - only prompted at the bottom of the screen when a non-stock code was used or when the cost in the merchandise or stock file is zero and the 'Usual profit percentage' has not been set in the 'material Type', or the 'Cost code' (see above) was not accepted. This cost is used mainly for sales analysis gross profit reports and if the cost is not known, an estimate should be made. The cost is FOR EACH UNIT if more than one unit is sold from standard stock - in other words the cost is automatically multiplied by the quantity (except in the case of Raw Material where the cost and price is always for the total being invoiced).

If you choose to ignore cost prices, you can set 'Costing=Lenient' in the licence options so that warning messages are not displayed.

☛※   **If the cost is not entered the profit figures in the sales analysis reports will be overstated.**

Up to 15 lines can be entered. Press <Enter> on a blank line to finish the batch. The cursor will go to:

'**Line to edit (0 to end)**' - Enter any line number here and you can re-enter that line.

To clear a line, go to the code field of that line and enter '0' (a zero) and press <Enter>. The line is converted to a casual comment line. Press <Ctrl-Y>, or a row of spaces, to delete the unwanted text. If, instead of the '0', you press <Enter> on the blank 'Code' field it will leave the previous code unchanged (after asking you if you wish to cancel the transaction).

When you are happy with the information entered on this screen, press <Enter> without entering a number. You will then be taken to the second page of the two-page transaction.

'**SHIPPED TO: (?xx = lookup)**' - If the del enter the delivery address here. If the address is stored in the customer file then type a question mark followed by the first few letters of the cus-tomer name - the usual customer lookup table is displayed if the letters match more than one name - select the name you want and press <Enter> - the name and address is filled in automati-cally.

If the 'SHIPPED TO:' address is filled in, a delivery note will be printed together with the usual voucher.

'**Z(ero VAT, or N(ormal:**' - This prompt will only appear if a non-standard VAT modification code had been entered in 'Customer file maintenance' - see 'Vat mode:' on page 77.

'**T O T A L**' - You may edit the bottom line total here. The change will reflect as a discount on each line item of the invoice. See also 'Rounding' on page 79.

'**Order #**' - Enter the customer's order number. This alphanumeric field is used as a reference not only on the invoice, but also on account statements and journal listings. It can be searched in the 'Order/Method' field of the customer journals.

'**Okay ? (Y/n/-/!)**' - Just press <Enter> to accept the progress so far, type 'N' to take you back to the top of the second screen, or type a minus sign (-) to take you back to the previous screen. Typing an exclamation mark (!) will convert the quotation/pro-forma invoice to a sales invoice.

'**O K A Y   T O   P R I N T ? (s(kip, V(oucher or c(ancel)**' - If you press <Enter> you will print a voucher and post the quotation. If you press 'S' you will post the transaction without printing a voucher. And if you press 'C' or <Escape> you will cancel the transaction.

Re-load quote

This option allows you to recall the main details of previously saved quotations. The default file name is 'qAAAAANN' where 'AAAAA' is the customer's account number and 'NN' is a serial num-ber starting from '01' for the first file saved for that customer.

'**Saved Quote/ProForma (? to list):**' - Enter the saved quotation number or enter a question mark (?) to show a list of the saved quotations. The displayed list is in file date order with the most recently saved quotation on top.

Once the file has been recalled, the editing and further processing of the transaction is exactly the same as a normal quotation.

Only the first screen is recalled from the saved file; the second screen starting with '**SHIPPED TO: (?xx = lookup)**' will not have been recalled and the details, if any, must be re-entered.

To convert the quotation to an invoice, proceed as follows:

'**Okay ? (Y/n/-/!)**' - Type an exclamation mark (!) to convert the quotation/pro-forma invoice to a sales invoice.

'**Line to edit (0 to end)**' - Enter any line number here and you can re-enter that line.

To clear a line, go to the code field of that line and enter '0' (a zero) and press <Enter>. The line is converted to a casual comment line. Press <Ctrl-Y>, or a row of spaces, to delete the unwanted text. If, instead of the '0', you press <Enter> on the blank 'Code' field it will leave the previous code unchanged (after asking you if you wish to cancel the transaction).

When you are happy with the information entered on this screen, press <Enter> without entering a number. You will then be taken back to the second page of the two-page transaction so that you can finish the invoice.

After converting a quotation to an invoice the saved quotation is <u>not</u> deleted.

Deleting save quotations

Unwanted saved quotation files are recorded in the ./prnfiles directory and have the '.dbf' suffix. They may be deleted using standard operating system

commands or file management tools. All files in the prnfiles directory are considered to be temporary files and are not backed up when doing a normal data backup, therefore 'Saved quotations' should not be relied upon.

Returns

This option enables you to process a sales return/credit note.

'**Customer...**' - enter the customer's account number or the first few letters of the customer's surname that you want to credit. If the customer cannot be found you will be asked to try again. If the customer is not already on file, because the original sale was a zipsale for example, and now you want the customer to have a credit on his account rather than to give a refund, then first add the account using S(ales, F(ile maintenance, Customers - see 'File maintenance' on page 75

'**Salesman:**' - Enter the initials of the operator, this is important because it will reflect at the bottom of the credit note and in various reports, including the sales analysis.

'**Terms**' - change default or leave as is. This is just a note field and will be printed on the credit note.

'**Comment**' - change default or leave as is.

The computer will display a tabular data entry form with rows numbered from 1 to 15 and the following column headings:

'**Code**' - Enter the stock code of the item being returned

You cannot use the quick finder for a merchandise code because it will not be in stock, but standard stock can be found.

'**mass/ct/qty**' - depending on the code type, one or more of these figures may be requested. In the case of raw material, at least one of the figures should be entered so that the stock will be updated. When using a non-inventory merchandise code you will be prompted for diamond carat weight - it is important to enter this if you require accurate sales analysis and it is also printed on the customer's invoice. Enter a positive quantity - the computer will make a positive amount negative and *vice versa*.

"**Value**' - Enter the price before discount. This is always a positive amount - the result of a positive quantity and positive will be a credit.

In the case of a merchandise return, the net price charged will be recalled and shown as the default price.

'**-%**' (less discount percentage) - enter to accept the default percentage of discount or enter new discount percentage. The computer will calculate and display the new price in the 'Price' column. The computer will not allow a discount greater that the maximum discount setting - see 'Group code, Maximum discount' on page 35.

You could use this as a handling or restocking fee, but you should rather use a separate transaction line for this - see 'Handling/restocking fee' below.

'**Cost code =**' - This prompt only appears if the recorded cost is zero (or for non-inventory codes) and the 'Usual profit percentage' has been set in the 'material Type'. Press <Enter> to accept the 'C' if you want the computer to C(alculate the cost. Otherwise type 'Z' or '0' for zero cost. Any other letter or <Space> will change the prompt to one that asks for the cost.

'**COST**' or '**COST EACH**' - only prompted at the bottom of the screen when a non-stock code was used or when the cost in the merchandise or stock file is zero and the 'Usual profit percentage' has not been set in the 'material Type', or the 'Cost code' (see above) was not accepted. This cost is used mainly for sales analysis gross profit reports and if the cost is not known, an estimate should be made. The cost is FOR EACH UNIT if more than one unit is sold from standard stock - in other words the cost is automatically multiplied by the quantity (except in the case of Raw Material where the cost and price is always for the total being invoiced).

If you choose to ignore cost prices, you can set 'Costing=Lenient' in the licence options so that warning messages are not displayed.

☛✳ **If the cost is not entered on a credit note the profit figures in the sales analysis reports will be understated.**

Up to 15 lines can be entered. Press <Enter> on a blank line to finish the batch. The cursor will go to:

Handling/restocking fee

☺   Use either a 'Lookup code' or a 'Non-inventory standard stock code' (see 'Inventory code types' on page 139) for this and enter the quantity as minus one (-1). The result will be a positive amount that reduces the credit note value.

'**Line to edit (0 to end)**' - Enter any line number here and you can re-enter that line.

To clear a line, go to the code field of that line and enter '0' (a zero) and press <Enter>. The line is converted to a casual comment line. Press <Ctrl-Y>, or a row of spaces, to delete the unwanted text. If, instead of the '0', you press <Enter> on the blank 'Code' field it will leave the previous code unchanged (after asking you if you wish to cancel the transaction).

When you are happy with the information entered on this screen, press <Enter> without entering a number. You will then be taken to the second page of the two-page transaction.

'**SHIPPED TO: (?xx = lookup)**' - Leave this blank unless you need to be given the choice as to what name the history will be recorded under. (If this was not done with the original invoice then it should not be done here either.)83

'**Z(ero VAT, or N(ormal:**' - This prompt will only appear if a non-standard VAT modification code had been entered in 'Customer file maintenance' - see 'Vat mode:' on page 77.

'**T O T A L**' - You may edit the bottom line total here. If changed, the difference will reflect as a discount on each line item of the invoice. See also 'Rounding' on page 79.

'**Okay ? (Y/n/-/!)**' - Just press <Enter> to accept the progress so far, type 'N' to take you back to the top of the second screen, or type a minus sign (-) to take you back to the previous screen. Typing and exclamation mark (!) will convert the sale to a quotation/pro-forma invoice.

'**Amount now refunded**' - enter amount now refunded, if any. The amount entered will update customer's account.

☞   If the credit is to be kept on the customer's account it is important that this field be left zero!

'**Method**' - Use left and right arrow keys to select between methods: CASH, CHEQUE, CONTRA, MIXED/CSH/ETC, VOUCHER, REFUND CHEQUE, DISCOUNT, BANK TRAN/EFT, BANK D/ORDER, FOREIGN/MISC, BANK/FOREIGN, SPEEDPNT/BANK and BANK/SPEEDPNT. If 'MIXED/CSH/ETC, FOREIGN/MISC or BANK/FOREIGN is selected, you will be taken to the detailed foreign and mixed payment screen.

'BANK/SPEEDPNT' and 'SPEEDPNT/BANK' are exactly the same method and is duplicated for convenience. By typing the letter 'S' when the payment method is being requested you instantly select 'SPEEDPNT/BANK'. And, by typing 'C' when the payment method is being requested you instantly select 'CASH'

☞   Only use the 'CHEQUE' method if it is the customer's own cheque that has not yet been deposited. If you are giving the customer your own cheque you must use the method 'REFUND CHEQUE'.

☞   It is important that you enter the correct method and amount of payment so that the banking can be correct. (See Problems, Negative cash float, on page 213)

'**Order #**' - Enter the customer's order number. This alphanumeric field is used as a reference not only on the invoice, but also on account statements and journal listings. It can be searched in the 'Order/Method' field of the customer journals.

'**Months to pay**' - If the credit note total is not fully covered by the amount now refunded, and the balance on the customer's account is not going to be in credit, you will be asked for the number of months over which the balance must be paid. Pressing <Enter> will accept the zero default and the full balance will be on a normal 30-day due account.

If the account was an active instalment account, or if you enter a number of months and the account had a previous balance, the computer will give you a number of options to choose from. Basically, if you want the present transaction to be treated independently from any existing account status you must choose 'H' and the credit instalments will be generated, otherwise the previous balance will be merged with the new balance as far as future instalments are concerned. For further information see account 'Type' on page 76.

'**Okay ? (Y/n/-)**' - Just press <Enter> to accept the progress so far, type 'N' to take you back to the top of the second screen, or type a minus sign (-) to take you back to the previous screen.

'**O K A Y   T O   P R I N T ? (s(kip, V(oucher or c(ancel)**' - If you press <Enter> you will print a voucher and post the transaction. If you press 'S' you will post the transaction without printing a voucher. And if you press 'C' or <Escape> you will cancel the transaction.

Sale

This option enables you to process a normal sales invoice or cash sale.

'**Customer...**' - enter the customer's account number or the first few letters of the customer's surname. If the customer cannot be found you will be given the option to add the customer. (See 'File maintenance' on page 75

✎   *A special customer account for small sales when you are not interested in storing detailed history, use the 'CASH SALES' account. Remember that the cash sales account balance must always remain zero. Unless you need to manually enter comments on the sales voucher, you should rather use 'Zip sale' for this purpose - see page 93.*

'**Salesman:**' - Enter the initials of the operator, this is important because it will reflect at the bottom of the invoice and in various reports, including the sales analysis.

'**Terms**' - change default or leave as is. This is just a note field and will be printed on the invoice.

'**Comment**' - change default or leave as is.

The computer will display a tabular data entry form with rows numbered from 1 to 15 and the following column headings:

'**Code**' - Enter the stock code of the item or a question mark followed by a search filter (see 'Quick Search' on page 10). Any of the code types may be used - see descriptions of the twelve different inventory code types on page 139. Press <Enter> and the code and description will be displayed on the same line.

'**mass/ct/qty**' - depending on the code type, one or more of these figures may be requested. In the case of raw material, at least one of the figures should be entered so that the stock will be updated. When using a non-inventory merchandise code you will be prompted for diamond carat weight - it is important to enter this if you require accurate sales analysis and it is also printed on the customer's invoice.

"**Value**' - Enter the price before discount.

'**-%**' (less discount percentage) - enter to accept the default percentage of discount or enter new discount percentage. The computer will calculate and display the new price in the 'Price' column. The computer will not allow a discount greater that the maximum discount setting - see 'Group code, Maximum discount' on page 35.

'**Cost code =**' - This prompt only appears if the recorded cost is zero (or for non-inventory codes) and the 'Usual profit percentage' has been set in the 'material Type'. Press <Enter> to accept the 'C' if you want the computer to C(alculate the cost. Otherwise type 'Z' or '0' for zero cost. Any other letter or <Space> will change the prompt to one that asks for the cost.

'**COST**' or '**COST EACH**' - only prompted at the bottom of the screen when a non-stock code was used or when the cost in the merchandise or stock file is zero and the 'Usual profit percentage' has not been set in the 'material Type', or the 'Cost code' (see above) was not accepted. This cost is used mainly for sales analysis gross profit reports and if the cost is not known, an estimate should be made. The cost is FOR EACH UNIT if more than one unit is sold from standard stock - in other words the cost is automatically multiplied by the quantity (except in the case of Raw Material where the cost and price is always for the total being invoiced).

If you choose to ignore cost prices, you can set 'Costing=Lenient' in the licence options so that warning messages are not displayed.

✍   **If the cost is not entered the profit figures in the sales analysis reports will be overstated.**

Up to 15 lines can be entered. Press <Enter> on a blank line to finish the batch. The cursor will go to:

'**Line to edit (0 to end)**' - Enter any line number here and you can re-enter that line.

To clear a line, go to the code field of that line and enter '0' (a zero) and press <Enter>. The line is converted to a casual comment line. Press <Ctrl-Y>, or a row of spaces, to delete the unwanted text. If, instead of the '0', you press <Enter> on the blank 'Code' field it will leave the previous code unchanged (after asking you if you wish to cancel the transaction).

When you are happy with the information entered on this screen, press <Enter> without entering a number. You will then be taken to the second page of the two-page transaction.

'**SHIPPED TO: (?xx = lookup)**' - If the del enter the delivery address here. If the address is stored in the customer file then type a question mark followed by the first few letters of the

customer name - the usual customer lookup table is displayed if the letters match more than one name - select the name you want and press <Enter> - the name and address is filled in automatically.

If the 'SHIPPED TO:' address is filled in, a delivery note will be printed together with the usual voucher. Also you are giver the choice as to what name the history will be recorded under. See 'History' on page 83.

'Z(ero VAT, or N(ormal:' - This prompt will only appear if a non-standard VAT modification code had been entered in 'Customer file maintenance' - see 'Vat mode:' on page 77.

'T O T A L' - You may edit the bottom line total here. If the total is changed the difference will reflect as a discount on each line item of the invoice. See also 'Rounding' on page 79.

'Okay ? (Y/n/-/!)' - Just press <Enter> to accept the progress so far, type 'N' to take you back to the top of the second screen, or type a minus sign (-) to take you back to the previous screen. Typing and exclamation mark (!) will convert the sale to a quotation/pro-forma invoice.

'Amount now paid' - enter amount now paid, if any. The amount entered will update customer's account.

✎   *If the amount paid is more than the invoice total, change, by cash, will be calculated and displayed. (See Problems, Negative cash float, on page 213)*

'Method' - use left and right arrow keys to select between methods: CASH, CHEQUE, CONTRA, MIXED/CSH/ETC, VOUCHER, REFUND CHEQUE, DISCOUNT, BANK TRAN/EFT, BANK D/ORDER, FOREIGN/MISC, BANK/FOREIGN, SPEEDPNT/BANK and BANK/SPEEDPNT important that you enter the correct method of payment so that the banking can be correct. If 'MIXED/CSH/ETC, FOREIGN/MISC or BANK/FOREIGN is selected, you will be taken to the detailed foreign and mixed payment screen.

'BANK/SPEEDPNT' and 'SPEEDPNT/BANK' are exactly the same method and is duplicated for convenience. By typing the letter 'S' when the payment method is being requested you instantly select 'SPEEDPNT/BANK'. And, by typing 'C' when the payment method is being requested you instantly select 'CASH'

✎   *Traveller's cheques are catered for in the 'FOREIGN' and 'MIXED' method payment screen.*

'Order #' - Enter the customer's order number. This alphanumeric field is used as a reference not only on the invoice, but also on account statements and journal listings. It can be searched in the 'Order/Method' field of the customer journals.

'Months to pay' - If the invoice total is not fully covered by the amount now paid you will be asked for the number of months over which the balance must be paid. Pressing <Enter> will accept the zero default and the full balance will be on a normal 30-day due account.

If the account was an active instalment account, or if you enter a number of months and the account had a previous balance, the computer will give you a number of options to choose from. Basically, if you want the present transaction to be treated independently from any existing account status you must choose 'H', otherwise the previous balance will be merged with the new balance as far as future instalments are concerned. For further information see account 'Type' on page 76.

'Okay ? (Y/n/-)' - Just press <Enter> to accept the progress so far, type 'N' to take you back to the top of the second screen, or type a minus sign (-) to take you back to the previous screen.

'O K A Y   T O   P R I N T ? (s(kip, V(oucher or c(ancel)' - If you press <Enter> you will print a voucher and post the transaction. If you press 'S' you will post the transaction without printing a voucher. And if you press 'C' or <Escape> you will cancel the transaction.

View

With this option, a customers transactions for the month and analysis of balance outstanding can be viewed.

'Name or a/c' - enter the customer's account number or the first few letters of the customers name. Press any key to continue when finished viewing.

☺   To view or print a statement of the account showing older transactions, use S(ales, R(eports, R(econ.sttmnt.

Opening balances

This is a temporarily option for start-up and this option will not be available once the invoice number (set up in U(tilities, S(et parameters) is not '1' (one).

First capture the customer names and addresses of all the non-zero debtor accounts. Usually it is a good idea to capture the complete customer file if this can be converted from a previous accounting system.

'**Customer Name or Number**' - Enter the first few letters of the customers surname. If the customer is on file, the account details will be displayed, if not, you will need to go first to S(ales, F(ile maintenance, C(ustomers and add the name there.

'**Balance: 90 days   60 days   30 days   Current   Total**' - The existing aged balance on the account is displayed and you must enter the additional amount below the relevant age column as well as the total under the total column.

✎   *For credit adjustment enter a negative amount in the ageing input fields.*

'**Okay?**' - Enter "Y" to update file.

'**More balances/adjustments?**' - Enter 'Y' to add another account balance.

Zipsale

Features

    ✓ Optimised data entry for minimum keystrokes

    ✓ Error-proof operation to guard against incorrect money control.

    ✓ Mix all type of inventory codes except casual comment (0).

    ✓ Mixed of common payment methods ('CASH', 'CHEQUE', 'OTHER BANK PMTS', 'SPEEDPOINT(EFT)', snd 'VOUCHER') with one data entry screen as well as all other payment methods including foreign currency and travellers cheques on optional second screen.

    ✓ Automatic refund of excess payment by cash. Even for mixed payments.

    ✓ Returns of all inventory types except non-inventory merchandise can be made using zipsale. Returned items and new items can be entered on the same screen, thus making it simple to process exchanges.

    ✓ Display of net total, tax and grand total, after each item is entered.

    ✓ Reverse calculation of discount if grand total is edited.

    ✓ Optional check for excessive discount - with secret override password.

    ✓ Optional independent reference number series.

    ✓ Manual or automatic voucher numbers controlled by system parameters.

    ✓ Flexible options for multi-branch zipsale account usage. Either share one account or create one for each branch. Full control of each branch is maintained regardless of the account usage.

    ✓ Printout of voucher is not mandatory.

    ✓ Full update of files after each sale.

    ✓ Optimised for quick customer service.

    ✓ VAT can be specified as S(tandard or E(xempt (or one of 4 other codes) for each item.

    ✓ Customer's name may be entered and will appear on sales journal report.

    ✓ You want to share the same voucher number series as the normal invoices, or use a separate number register (if not a multi-branch setup).

    ✓ Automatic generation and printing of detailed valuation letters

    ✓ Legitimate Tax Invoices print customer's name and address as well as VAT number when required.

    ✓ Vouchers can be on preprinted forms or 40-column receipt printer.

    ✓ Cash drawer control

✎   *If the location field of the ZIP SALE account is not blank (e.g. A, B, C etc), it will force the respective invoice sales voucher number range to be used. Use this if you want to separate your cash sales from account sales. If the location field of the ZIP SALE account is left blank, it will behave normally - that is, it will use the sales invoice voucher range dependent on which the location is set at the time. (See also: 'Command line parameters' on page 4.)*

Data entry

'**CODE**' - operates exactly in the same manner as in normal sales explained above, except that casual comment lines are not accepted.

Enter zero (0) in the 'CODE' field to delete a line.

'**QT/CT**' - enter diamond weight if a non-inventory merchandise code was used, or quantity for

standard stock items and non-inventory standard stock codes. Negative quantity may be entered for returned standard stock items.

✎   *Negative quantity may not be used for non-inventory merchandise codes, but if a valid SOLD merchandise code is entered, it will allow you to return it to stock, in effect giving the line a quantity of -1.*

'**PRICE**' - <Enter> to accept price shown, or over type correct price.

'**DISC%**'- (less discount percentage) - enter to accept the default percentage of discount or enter new discount percentage. The computer will calculate and display the new price in the 'Price' column. The computer will not allow a discount greater that the maximum discount setting - see 'Group code, Maximum discount' on page 35.

'**T**' (Tax code) - only prompted if a non-inventory stock code was entered. <Enter> to accept V.A.T./G.S.T. code or change to 'E' for an exempt stock item. Codes 'A', 'B' and 'C' are also accepted.

'**COST CODE =**' - This prompt only appears if the recorded cost is zero (or for non-inventory codes) and the 'Usual profit percentage' has been set in the 'material Type'. Press <Enter> to accept the 'C' if you want the computer to C(alculate the cost. Otherwise type 'Z' or '0' for zero cost. Any other letter or <Space> will change the prompt to one that asks for the cost.

'**COST**' or '**COST EACH**' - only prompted at the bottom of the screen when a non-stock code was used or when the cost in the merchandise or stock file is zero and the 'Usual profit percentage' has not been set in the 'material Type', or the 'Cost code' (see above) was not accepted. This cost is used mainly for sales analysis gross profit reports and if the cost is not known, an estimate should be made. The cost is FOR EACH UNIT if more than one unit is sold from standard stock - in other words the cost is automatically multiplied by the quantity (except in the case of Raw Material where the cost and price is always for the total being invoiced).

If you choose to ignore cost prices, you can set 'Costing=Lenient' in the licence options so that warning messages are not displayed.

> 💣   **If the cost is not entered the profit figures in the sales analysis reports will be overstated.**

Up to 15 lines can be entered. Press <Enter> on a blank line to finish the batch. The cursor will go to:

> ☺   Any line can be edited. Select the line to edit by type the letter at the start of the line, or use the up and down cursor keys and press <Enter>.

'**DUE**' - <Enter> to accept calculated total due or type in required total due. If total due amount was changed, discount and VAT will be recalculated.

'**Full payment options?**' - Only enter 'Y' if the usual payment types are inadequate. You will be taken to the full option foreign and local mixed payment screen. The totals of the amounts entered on the full payment option screen will be automatically transferred to the relevant payment methods on the first screen.

'**CASH(& P.Order)**' - Enter the total cash (and cash equivalent) tendered.

'**CHEQUE.........**' - Enter the amount paid by cheque (local currency)

'**OTHER BANK PMTS**' - Debit card, or other direct payments to your bank account can be entered here, otherwise this field is used by the computer to enter the total of foreign currency payments entered in the full payment options screen.

'**SPEEDPOINT(EFT)**' - Enter credit card payment here. Only electronic credit card machine entries (Electronic Funds Transfer) are allowed. Manual credit cards payments may be treated as 'CHEQUE' payments (if you bank will accept non-electronic credit card payments).

'**VOUCHER**' - Enter here payments by gift voucher or discount voucher. The computer will then prompt for '**Voucher number:**' - Enter the gift/discount voucher number. Do <u>not</u> leave the number zero unless no number can be found because the number is used for control purposes. (Press <Esc> to leave the voucher number zero.)

The cursor will remain in these five fields until the 'Total amount tendered:' equals or exceeds the total amount of the sale or <Esc> is pressed. 'Change (paid by cash):' - if the cash tendered is more than the 'Total amount tendered:', change will be calculated and displayed. (Press <Esc> to leave payment block without completing the payment - this will take you back to the right-hand side of the screen where you can change the sales details.)

'Change (paid by cash):' - Check this field for the amount to be refunded. If it looks wrong, **stop** - press <Esc> one or more times so as to get back to the field where the mistake occurred, and correct it. Do not allow incorrect change to be processed! (However, mistakes do happen - see 'Correcting Negative cash float' on page 213.)

'Customer:' - Mandatory field if payment is not cash. Optionally this field can be made mandatory even if payment is cash only. Do not enter the word 'CASH' (or similar) in this field, but instead use either the customer's real name or the credit card number. The name is permanently stored and is potentially very useful for tracing customer purchases.

'Salesperson' - enter salesperson's initials. This is used for sales analysis.

'Okay? (Y/n/-/c)' - Press <Enter> to accept the default which is to continue (Y(es = continue), Type 'N' to go back to the 'DUE' field and payment methods (N(o = go back), type a minus sign (-) to edit from the beginning of the code entry lines 'A' to 'O' ("-" = redo), or type 'C' to cancel the zip-sale. Pressing <Esc> several times will also cancel the zipsale.

Pressing <Esc> will take you to one of four places - the code entry letters 'A' through to 'O', the 'DUE' field, the 'Full payment options:' prompt or an option to abort the sale. Pressing <Esc> about 20 times will cancel the zipsale.

'I,V,L,S,C' - The default will be 'V' for invoice/sales V(oucher or, if the system is in manual mode the default will be 'L' for L(isting, so that just pressing <Enter> will process the sale.

'I' is for I(nsurance. This will first print invoice/sales voucher, pause to ask in what format you would like the valuation certificate , and then prints or generates the insurance valuation certificate.

'S' is to S(kip prinout - just post without printing anything.

And C(ancel = cancel zipsale.

<Esc> will not be effective at this point. Use 'C' to abort the sale.

'Reprint? (i/v/l/N)' - Entering 'I' prints and insurance valuation, 'V' a sales voucher, 'L' a brief print-out of the transaction for plain-paper records, 'N' or <Esc> to go back to sales menu.

✎   *An insurance valuation letter will not be generated for non-inventory stock items sales.*

✎   *If a duplicate printout is required after returning to the menu you must use S(ale, T(ransaction, D(uplicate, N(o, N(o, and enter the relevant zipsale transaction number*

When not to use zipsale

Use the normal "S(aless, T(ransactions, S(ale or R(eturn" for the following conditions:

▪   For any sales that require a 'VAT Modification'. (See 'Vat mode:' on page 79.)

▪   If the customer is not paying immediately in full.

▪   If history of the sale is to be saved, indexed to the customer's name.

▪   If you want to make use of casual comment lines.

▪   If you need to print a delivery note on which the price is not shown.

Debit order processing

The full debit order menu is accessed through Sales, Procedures, Debit orders. Preliminary set up is done through Utilities, Amend, CEFTCON.

✎   *The electronic generation of bank transactions is bank dependent. Not all banks can accept user-generated files. Please contact support for advice - your bank will not be able to help you set up The Shopkeeper.*

At worst, The Shopkeeper will print a list of payments which can then be given to the bank.

Regardless of whether an electronically generated file is given to the bank, or just a printed report, you must perform the 'Generate' function before you can automatically post payments to the customer accounts.

If you want to generate a payment a second time in the same month. (You may have spotted a mistake and want to cancel a generated batch.), you must select Sales, Procedures, Debit orders, 'Edit' for each account, and change the 'Processed' field from 'Y' to 'N'. (The 'Processed' field is automatically reset during the month-end process so that debit orders can be processed once each month.)

Customer appointments, notes, etc.

At various points in the program, when adding, editing or using a customer, you will be prompted with '**A(ppointments**' or '**(Type A for appointments/notes)**'. You can also access the utility via S(ales, F(ile maintenance, A(ppointments. This chapter describes what it can do.

What you can do

Add / Edit / View

General notes

Extra addresses, and details of the customer's requirements or configuration.

Sales call history

Notes of dates and times of sales calls, and the results or comments.

Debtor account call history

Notes of dates and times of debtor account calls, and the results or comments.

Contact information

Names, phone numbers and other notes about contacts at the customer company.

Appointments

Date, times and full details of appointments or things to do.

Lists / Search

You can select for Appointments, Contacts, Sales notes, or general Notes and filter the list by date last edited and key word.

Reports

Display a list of appointments that are due or overdue - select by due date. Shows date, time, customer number, contact name, notes and salesman's code. Full details of any one line can be viewed by entering the customer number under the 'Add/Edit/View' menu option.

Delete / Purge

Delete and purge functions are provided for individual deletion or bulk deletion of all obsolete records.

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Sales Reports

Analysis

Age analysis

Classical debtors age analysis report. This is the one you would print once a year for the auditors. Only accounts with balances are reported Output to printer only.

☺   If you just want to see the aged totals, display or print the Control account instead.

Credit balances

Age analysis report of credit balance accounts only. Output to printer only.

Exclude Credit bals

Age analysis report of debit balance accounts only. This one may be required by your bank to help secure an overdraft. Output to printer only.

Sales analysis

Sales analysis for long and short term (current month to date or any specified month or range of months). This report can be used to print total sales for each sales person over a specified period.

✎   *Sales analysis is always net of VAT.*

Graphs

Some of the sales analysis reports can also be printed in G(raph format.

Bar charts can be displayed and printed if Slsmn filter contains no periods (.) and detail is set to 'G'.

Pie charts can be displayed or printed provided at least one dot is entered into the salesperson's code filter, and detail is set to 'N'.

☺   Graphs can be printed by pressing 'P' while the graph is displayed on the screen. Best results are obtained from an HP laser printer - set 'Printer 1' to "LPTn/H" (where 'n' is the LPT port number) in U(tilities, S(t parameters, S(ystem constants.

☺   Graphs can be saved by pressing 'W', instead of 'G' at the prompt line. ('W(rite graph' is a hidden feature that is avilable whenever the 'G(raph' option is available.)

The graph options are only available in the 16-bit version of The Shopkeeper.

List analysis file

This option will display the sales analysis file on screen. Only the last 22 lines will be visible and the columns represent Record number, Group codes, Quantity, Net sale amount, Gross profit, and Salesman.

☺   Use this after processing a sale to see if the gross profit figures are correct for sales analysis purposes. If not, edit using the amend utility. (See: Utilities, Amend.)

Weekly ratios

The weekly ratio report shows salesperson statistics for the previous week or other specified range of dates. The first date must not be earlier than the beginning of the previous financial month.

Sort can be by Salesman, Number of sales, Average sale, Total sales, Quantity of items sold, or average number of items per sale.

In addition to the columns that can be sorted, the report also shows the total sales lines and the average lines per sale.

By Cat age analysis (Linux only)

Shows the debtors age analysis further analysed and summarised by customer category. (See

VAT: detailed list

An alternate and convenient link to the current month's VAT report. It can also list the transactions that constitute the turnover for the output tax.

(This option may be removed in future versions of The Shopkeeper.)

☺   For full options and historic reports, use the VAT report under the Purchases menu - P(urchases, C(reditors, R(eports, V(at.

Control a/c

> **'E(xtended, N(ormal, V(AT/B5 or A(ll'**
>
> 'N(ormal is the default. Press <Enter> twice defaults to 'N(ormal, S(creen' and the monthly turn-over will be displayed on the screen alongside last year and the year before for quick comparison. Also shown are the sales for the day and the total sales for the financial year to date. Pressing any key and a second screen shows the debtors age analysis and invoice number and other num-ber registers. The same report printed fits on one page but previous years turnover is not printed.
>
> 'E(xtended' displays or prints a 'classic' control account that shows the month's opening balance, total debits and credits and closing balance, as well as the age analysis of the closing balance.

✎   *Special features of the extended control account are:*

- Analysis of balances of account types other than standard.

- Lay by receipts for current month.

- Lay by turnover year-to-date and last year.

- Error checking to see that the individual debtor accounts age analysis add up to equal the con-trol account, and that the transaction journals add up to the totals in the debtor's and VAT con-trol accounts

- 'V(AT/B5' - With the system parameters set for VAT mode, typing 'V' will display or print the VAT control totals. With the system parameters set for GST mode, typing 'V' will display or print the details required for a VB5 tax return form.

Debtors led. (Debtors ledger)

> This option will allow you to enter the first and last name to process and will give an option to print by Branch, Hire Purchase, Lay Buy or 'Quiet' accounts.
>
> Use this report instead of printing duplicate monthly statements because it prints the exact same details as on statements but in a more economical format on plain paper.

History

> This is an enquiry option which will display the customers history.
>
> **'Customer's name or number'** - enter customer's surname or part thereof, or the account num-ber. The date of purchase, reference (invoice/sale number), the stock code and description will be displayed in reverse date order (the newest ones on top).
>
> History records are stored and indexed by customer name - <u>not</u> account number. This means that if the account name is changed in the customer master file, the name in the history file will remain as original. Similar, or worse still identical, customer names can cause confusion and the reports must be used with care. By entering the account number rather than the name you are assured of matching the full name and in that way eliminating similar names.
>
> **'Year of history (leave blank for current file)'** - The history file grows without being divided into years. However, to avoid excessively long listings, it is advisable to split the history file into sepa-rate years. See 'Shed hist' on page 33.
>
> History is not recorded for zipsales nor for sales made to any account named "CASH".
>
> Full details of sales, with the exception of manually entered comments and non-inventory descrip-tions, are also recorded in the inventory movement journal. See 'Detailed Sls' on page 54.
>
> ☺   Press <Ctrl-P> to get a printed copy of any screen display.

Indexes

> Prints the full customer list in A(lphabetical or N(umerical order. (You can also print B(oth.)
>
> The listing shows the account number, name, terms, comments, total account balance, last invoice or reference number, telephone number (main only).
>
> (This option may be removed in future versions of The Shopkeeper.)

Jrnl entries (Journal entries)

> This option will print the analysis of sales adjustments to the screen or the printer. A starting and ending month can be entered to report on.

✎   *A simple listing is displayed on the screen version, whereas a sorted analysis is generated on the printed version.*

> To be useful, the description used when entering journal entries must be consistent. See

'Jrnl/Adj.' -> 'Description' on page 85.

Overdue let. (Overdue debtors reports)

'SELECT: l(etter, b(ad debtor list, d(ead lay byes'

Typing 'L' will print letters to overdue accounts. It assumes that you have loaded letterheads in the letter printer (printer 4). This function is now superseded by the more powerful batch merge facility found at U(tilities, L(etters, B(atch, and will most likely be removed in future versions of The Shopkeeper.

Typing 'B' will provide a range of options to print arrear debtor lists. The report can be filtered by salesman, customer home branch, customer category (Linux only), and collection address. Further filters allow you to limit the list to only high-risk debtors by checking for long outstanding balances and omitting those with recent payments. Three different report formats can be used, one of which provides full address and other account details, and the others in a abbreviated format.

Typing 'D' lets you print a list of non-paying lay by accounts. (The 'Bad debtor list' described above, excludes lay by accounts.)

Phone/email

Type 'P' for a list of customers showing the 'Name', 'Phone', 'Work/Fax' and 'Cellphone'.

Or type 'E' for a list of customers with email addresses (if the email address is blank, the name will not be listed) showing 'Name', 'City' and 'E-mail address'.

Quick ref.

This option allows you to enter to include or exclude a terms field keyword and starting name for a condensed account list with turnover figures on printer only.

The Linux version also allows you to select or exclude a customer category.

✎ *Turnover figures are cryptic in that they are last year's divided by 10, then a slash (/) then this year-to-date's divided by 10.*

Recon.sttmt (Reconciliation statement)

This option allows to enter just one customer name or account number, starting month and opening balance and will print complete historic statement to the screen or printer.

The starting month which appears as the default is the most recent month which started with a zero balance.

Statements

When selected the prompt reads: 'n(ormal, e(xtended period, full r(econciliation, i(nstalments (n,e,r,i)'.

'N(ormal' statements will print an alphabetical range of customers by name. The balance as at the <u>end</u> of the previous financial month and the current month's transactions.

'E(xtended' statements will print an alphabetical range of customers by name. The balance as at the <u>beginning</u> of the previous financial month, or the date selected, and all the transactions since then.

The normal and extended options will allow you to enter starting name, ending name, the option to print active zero balance accounts, the option to print credit balance accounts only, to print arrears accounts only, to print by branch, to filter by account type and to enter a message to appear on the statements.

The Linux version also allows selection by account category.

Statement messages are recorded in to a file named 'cstmtmsg.txt'. If you want to save a message for reuse you can simply rename this file and then copy it back to restore that message. If the file is deleted it will display as a blank message and be recreated the next time a statement message is entered.

Quiet accounts (accounts marked as type 'Q') will not be printed unless specifically requested.

The full 'R(econcilliation' statements are exactly the same as those described under the heading 'Recon.sttmt (Reconciliation statement)' above.

All three types of statements are designed to print on Shopkeeper Statement forms.

'I(nstalments' displays or prints a 'Debit Order List'. This report allows filtering by account type and branch. It calculates the amounts that will be due as at a specified day within the current financial month and shows arrears, instalments, amounts due and account types (if not standard). The

heading is an anomaly that may be changed in future since the addition of the debit order program does a better job for this purpose. But the report may still be of interest to examine the net amounts due for payment.

Transactions

Selecting this option displays the following prompt: t(rans, s(ummary, b(y salesman, p(ayments, c(ategory, a(d valorem

't(rans' - Is for a detailed transaction report. The following can be specified: 'Journal month/year', 'Starting day', 'Starting ref.#', 'Ending ref.#', 'Customer number', 'Slsmn', 'Branch', 'Customer category' (Linux only), and 'Report style'. The two report styles are 'G(eneral' and 'sales D(escriptive'. 'G(eneral' - shows similar information as the 'S(ummary' report described below, under the headings:

Ref#, Cust#, T(ax code), Sales, Adj/Int., SlsTax, C/S Pmt, AccntPmt, Meth/Ord

'C/S Pmt' includes payments received on same transaction as sale and 'AccntPmt' are payments received separately to the related sales.

The 'sales D(escriptive' report has the following information:

Ref., Customer, Gross, Adj./Int., Sls.Tax, Net sales (Net sales exclude VAT)

's(ummary' - This is probably the most useful of the transaction reports - the following can be specified : Journal month or year, the single day or full month, and the starting reference number. The report is subtotalled by branch. A single branch can also be specified but be aware of the fact that the interest amount may not be reported - see the description for the heading 'Interest, below.

The information is reported under the following headings:

'Sales' - This is the sales excluding journal entries.

'Adjustmnt' - This is the amount of journal entries.

'Interest' - Computer generated interest (finance charges). Computer generated interest is allocated to the branch recorded in the customer file. If the customer's home branch is undefined, the interest charge will show as a separate figure for branch=blank. If the summary report is selected for one branch at a time, the undefined branch will not be reported.

'Sls.Tax' - VAT or GST. (Sales, Adjustments and Discount will include this tax.)

'CashSlsPmt' - Payments received on same transaction as sale.

'AccountPmt' - Payments received separately to the related sales.

'Discount' - Payments made by discount method.

'b(y salesman' - This versatile report can be selected by the following parameters; month, range of days, range of times, range of reference numbers, range of sale value, customer number, supplier number, salesman code, product group and branch.

This is one of the only reports that filter by time so that you can, for example, see what sales were made during the period from 1 p.m. till 2 p.m., or after 6 p.m. on Saturday. Times must be entered in 24 hour format.

You can also filter the report for date of receipt of the goods that were sold. Buy-outs (non-inventory) sales, including discount to insurance companies generated when doing insurance invoices, are recorded as being received on the date of sale. Service order invoices are recorded as being received on the date that the service order was 'finished'. 'Price lookup' codes are recorded as the date that the lookup code was last received in order to edit the cost unless the lookup code was never received, in which case it is treated the same as a buyout and the date received will be recorded as the same as the date of sale..

Example: If you want to report only sales of items that had been in stock for over 1 year, you would leave the field next to the prompt; 'Only items received from' empty (/ /) and for the 'until' date, enter the end of the moth a year earlier than the month that you are reporting. For the younger than a year report (that will be everything that did not report for the older than a year report), enter the 'from' date as the 1st of the month being reported minus 1 year and the 'until' date can be the date shown on the screen as 'today'.

Three different styles of this report can be selected; S(ummary, G(eneral and D(escriptive). The default is the Descriptive report which shows; Inv.code, Net_Sale, Net_cost, G.P. and MU%

detailed with invoice number, date, customer number and name, and subtotalled by salesman. The sales amounts, like in the sales analysis reports, exclude tax.

The General style shows; Ref.#, InvCode, TagPrice, SoldPrice, Disc%, Net_cost, G.P., MU% and Slmn and is subtotalled by day. With this style, as normal, the 'SoldPrice' includes tax. The general stype is useful to see what discounts have been allowed on merchandise sales.

The Summary style just shows the SoldPrice, Net_cost and G.P., subtotalled by day.

'**p(ayments**' - The detailed payment report can be selected by the following parameters; month, range of days, range of reference numbers, customer number, salesman code, payment method, branch, user profile number, and (Linux version only) customer category.

The report, subtotalled by day, shows Ref., Cust., Method/Ref, Slsm, L(ocation, Amt.Banked, Amt.OnHnd, Total_Money and ContrasEtc. The 'Amt.OnHnd' are cash and cheques that have not yet been deposited. 'ContrasEtc' are payments by discount, voucher and contra.

'**c(ategory**' - (Linux version only) gives a detailed or summary analysis of transactions subtotalled by customer category and branch. Shown on the report are 'B/FWD', 'Sales', 'Adjustment', 'Interest', 'Receipts', 'Discount' and 'Balance'

'**a(d valorem**' - Selected by diamond content and month, this report analyses sales into the following categories: Trade dutyable, Trade non-dutyable, Public dutyable, Public non-dutyable and Export or equivalent for each item sold. Also shown are the invoice number, the inventory code, and Total Sales or Order reference. This report was designed for regulatory duty, but where this is not applicable it can be used for other purposes - see 'Other uses for the duty field' on page 151.

View acc.

With this option, a customers transactions for the month and analysis of balance outstanding can be viewed.

'**Name or a/c**' - enter the customer's account number or the first few letters of the customers name. Press any key to continue when finished viewing.

☺   To view or print a statement of the account showing older transactions, use S(ales, R(eports, R(econ.sttmnt.

Procedures

Banking (Money Menu)

1 - P(etty cash trans. (Petty cash transactions)
Type either a one (1) or the letter 'P' to select this option.

'Paid to' - enter for example "JOE'S CAFE"

'For' - enter for example "MILK"

'Amount' - enter amount from cash slip.

'Purchased by' - enter initials of purchaser or operator.

'Account' - Enter 5<Enter> to view a list of general ledger Expense account codes or enter first few letters of a general ledger account description for example when you enter "REFR" the general ledger codes in alphabetical order will be displayed - choose the correct account using the up and down arrow keys and press <Enter>.

'Vat Code:' - <Enter> to accept default or enter new code.

'Okay? (Yes,No,Cancel)' - "Y" will update the files, "N" will take the cursor back to the 'Paid to' input field and "C" or Escape will cancel the petty cash entry.

2 - L(ist p.c. trans. (List petty cash transactions)
Type either a two (2) or the letter 'L' to select this option.

This option will print petty cash transaction, done since the deposit, to the screen or the printer.

3 - D(eposit to bank (Deposit to bank account)
Type either a three (3) or the letter 'D' to select this option.

The computer then asks for the G.L. bank account. Enter a number from 0 to 9 which represents

the bank account to which the deposit will be made. The default is '0' and unless more than one bank account is being used, this will always be the correct account. You are then asked to enter the Location (branch) that is being deposited; here again the default will be correct unless , for example, the deposit is being processed at head office.

You are then prompted to check the cash in the drawer and print the report to the listing printer, voucher printer or the screen. The report shows petty cash transaction information and deposit slip. You must at least display the report to the screen to have the option to accept the deposit. The deposit must be accepted to update the files and the cash in the cash drawer otherwise the money is simply accumulated for the next deposit.

☺   Check the computer bank deposit against the actual banking before accepting - it is then easier to make corrections. (See Problems, Negative cash float, on page 213)

✎   *The deposit is <u>not</u> related to date change. It can be processed in the middle of a day and the rest of the day's takings will carry forward to the next day.*

✎   *The bank deposit is transparently multi-user. That is, it is not necessary for the other workstations to avoid use of the cash drawer while the deposit is being done.*

4 - O(ld p.c. analysis (Analysis of old petty cash transactions)
Type either a four (4) or the letter 'O' to select this option.

Old petty cash transactions can be printed or displayed for the current accounting month or for any other month in the current financial year.

The general ledger year-end procedure clears petty cash records older that the current financial year - otherwise these too are also available.

5 - C(ash a cust. chq. (Cash a customer's cheque)
Type either a five (5) or the letter 'C' to select this option.

This option is used when you want to give a customer cash from the cash drawer for a cheque. Using this option will ensure that the cash on hand and the banking deposit slip will be accurate. The amount cashed for the customer will be deducted from PAYMENTS RECEIVED and added to CHEQUE DEPOSIT TO BANK on the DEPOSIT SLIP.

6 - G(et cheque cashed
Type either a six (6) or the letter 'G' to select this option.

This option is used to cash a check from your company for cash on hand. The amount cashed will be added to Payments Received and also as a credit under Refund Cheques when the bank deposit is processed.

As with other payments by Refund Cheque, the cheque is posted automatically to the cash book when sales data is posted to the General Ledger.

When the banking is done, this money will be re-deposited if the total cash-on-hand is greater that the set float.

☺   If you want to keep the excess cash - increase the cash float via U(tilities, S(et parameters, T(ill floats. Remember to reduce it again when the float gets back to normal. (See also: Problems, Negative cash float, on page 213)

Control account

This is the same as the one under the reports menu. See 'Control a/c' on page 100.

Debit orders

The Shopkeeper allows fully automatic generation and processing of debit order payments from customers. Menu options are: Edit Check Select List Generate Browse Post to Debtors. Instructions will be written when required. Call support for assistance.

Finance chrgs (Finance charges)

✎   *The interest percentage to be charged can be changed in U(tilities, S(et parameters, S(ystem constants.*
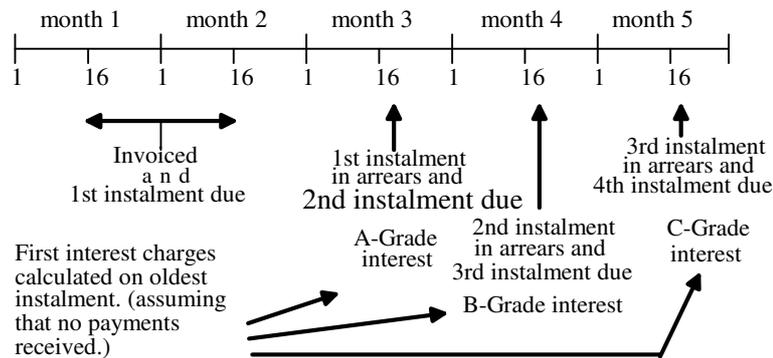
'1 - Calculate'

Choose the option to calculate interest on all overdue accounts by entering a "1" or a "C".

Choose "A", "B" or "C" from the next screen to charged for different days overdue. The percentage that will be used for the calculation is displayed at the top of the screen. Selecting "A" will calculate interest on all amounts outstanding for 30 days or longer, "B" will calculate interest on all

amounts outstanding for 60 days or longer and "C" will calculate interest on all amounts outstanding for 90 days or longer

Revolving Credit Dues and Arrears Timing

'2 - Delete'

Choose the option to calculate interest on all overdue account by entering a "2" or a "D".

Use this option to delete a customer's interest you do not want to accept. Enter record number to delete. The record number will be printed on the left hand side on the report taken from the option below.

'3 - Print/display'

Choose the option to calculate interest on all overdue account by entering a "3" or a "P".

Use this option to print all customer's for which interest were charged.

'4 - Accept'

Choose the option to calculate interest on all overdue account by entering a "4" or an "A".

This option will post all finance charges calculated. The report from above option must be printed to the printer first.

Month end

Make sure all required transactions have been done and that inventory has been received into stock. In the case of a year end month it is also important to print the inventory and work-in-progress cost reports

☞ When doing a month end make sure that you are the only user in the system in other words nobody else should be using any of the other terminals !! If transactions are made after month-end procedures have been started, some of the reports may not be accurate.

When this option is selected a month end check list will be displayed:

☞ Go through this checklist carefully from the top.

R(eceipts

✎ *This is just a reminder that all debtor transactions must be up to date. A customer payment not entered may result in an unwarranted finance charge.*

Q(uit for daily archive/backup (if finance charges are to be processed)

✎ *The 'Finance charge' function, if interrupted by power failure, could require that files be restored from backup. If the finance charge function is not going to be processed then this backup can be skipped.*

F(inance charges (optional)

✎ *This function adds interest charges to debtors that are in arrears.*

B(anking and petty cash (must be done)

✎ *If there is nothing to deposit the computer will tell you so.*

S(tatements (if required)

✎ *Printing of statements must be done after the finance charges but before month end clear. It in*

shown before the 'manthly archive' (backup) because it is important that statements are posted as soon as possible.

Q(uit for monthly archive - IMPORTANT

✎ *This is the most important backup. It must be done before the month end clear because of the large amount of computer processing that will be done. A breakdown during the month end clear process can be difficult to repair.*

C(ontrol account - IMPORTANT

✎ *This is marked as important because the control account shows the debtors aged analysis as at month end. It is useful for checking the integrity of the general ledger as at the month end. The E(xtended control account, in addition gives lay by details and does an integrity check.*

L(edger (detailed debtors ledger) (optional)

✎ *If you feel the need for copies of the statements that you send to customers - print this 'Debtors Ledger'. It gives the exact same details as the statements but in a more convenient and compact report listing that saves statement forms.*

D(ebtors aged analysis (year end and if debtors ledger not printed)

✎ *While not important except at financial year end, the debtors aged analysis may be required by your bank.*

O(verdue report & letters (optional)

✎ *Overdue account reports are best printed just before month end because they then show full details of the current month.*

M(onth-end clear

✎ *This final step does the actual month end process. You will be asked for the 'Month-end date'; normally this is the last day of the calendar month, but any day from the 16th will be allowed. The new month will start from the following day, so if, for example, you are month-ending on the morning of the 26th, and the new month is to start on the same day, you must enter the month-end day as the 25th.*

☛ If, when performing the month end, an alert message is displayed to the effect that a file is not accessible, try to find the guilty workstation. If all efforts to correct the problem fail, select 'Give up' rather that 'Quit' or 'Abort'. If the month-end cannot get started because of an inaccessible file, the easiest solution is to simply reboot the file server - that forces all users off the system!

After the month-end you will be exited out of The Shopkeeper - this is normal. Restart The Shopkeeper to set the date to the new month.

There may be other reports that you require as at month end, but, except for inventory value reports (which are too lengthy to report monthly) all other reports, such as sales analysis and transaction journals, can be printed any time later without losing accuracy.

✎ *Inventory values as at month end are automatically calculated and recorded for the general ledger when Month-End Clear is performed. (See chart on page 235)*

Month end before calendar last day of month

The Shopkeeper allows you to do a month end before calendar month end and start the new month before the calendar month.

Do consider carefully all the implications of this practice. For example - the Ad Valorem sales report will start before the month-end and end before the next calendar month-end - Will the customs allow this or will you need special permission?

An early sales month-end will be echoed in the general ledger; the cash book month-end is always exactly the same as the sales month-end. Creditors postings also obey the month-end date set by the sales ledger. You must also read your bank statement to the same month-end date as your sales.

Financial year end is always at the end of the relevant calendar month. An early month-end is not effective at financial year end. (The computer will point this out to you if you try to month-end early on year-end month.)

☛ Between the early start of the next month, and the beginning of the new calendar month, the computer recognises the current month as being part of the coming calendar month. When requesting searches or reports you must bear this in mind. For example, if the month was ended as at

the 25/05/05 then on the 29/05/05 you ask for a report for May '05 it will only report until the 25th. To get a report that includes the 29th of May, you must ask for the June '05 month.

Std/batchInv.

The Shopkeeper allows fully automatic generation and processing of monthly or yearly invoices to customers. Menu options are: New, Edit, Delete, List, Check, Run batch and Single step. Up to two invoice lines are allowed per invoice with any number of invoices per customer. Instructions will be written when required. Call support for assistance.

Tally cash

This option is used to check cash on hand with amounts entered into the computer. It gives to option to enter the branch/location and user/till number. After all cash on hand is entered the actual cash on hand, computer tally and any errors will be displayed. A printout can be obtained with <Ctrl-P>.

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Valuations

Overview

The Shopkeeper incorporates a powerful and valuable valuation letter writer and database. Making extensive use of existing information, such as customer names and addresses and inventory detailed descriptions, professional quality insurance valuations can be prepared in seconds, stored and printed either on letterheads or sales voucher forms. Valuations may later be recalled and edited to renew the valuations. Old valuations, when printed, show the "as at" date of the valuation. A selection filter allows selection of valuations by date of last update for the purpose of sending letters to customers reminding them to revise their jewellery valuations. Up to 999 items, each with a maximum of about 100 words of description, may be stored for each customer.

Types

Two types of valuation letters are provided.

- A fully automatic valuation generator. This can be printed from the zipsale or normal sale programs. Only inventory items are printed and the valuation is not recorded against the customer's name.

- Semiautomatic valuation system. This is the normal one with full features. Inventory as well as non-inventory items can be described.

These instructions will only cover the semiautomatic valuation system.

Operation

Get to the valuation letter writer from the Outer Menu by selecting S(ales, P(rocedures, V(aluations.

Name

This must be entered if you want the name to appear on the valuation, and to enable the valuation to be stored.

☺ If the valuation is not being stored, you may want to use "TO WHOM IT MAY CONCERN" instead. This customer name is entered for convenience for valuations and quotations.

Enter the last name, or first few letters of the last name. If the customer is not in the file, the new name must be entered now. Use the same format of name - last name first, followed by a comma then title and initials or first name.

You have the choice of the new customer data being "transient" or to add it to the customer file. Transient names will print on the valuation, but the valuation may not be stored.

☺ If you select transient, you may change your mind by going back to the name selection and entering a blank for the name. The computer will allow you to edit the name and again asks if you want the name to be transient or saved. Existing names may also be edited in the same way.

Add/Edit

Add and Edit do the same thing except that Add finds the first available line automatically.

After selecting the desired line, enter the merchandise or standard stock code or enter '99' to appraise a non-inventory stock items. A window will appear with all the stock item's valuation information in. You are allowed to edit this information. Use cursor keys to move inside the information window, <Ctl-Enter> or <Ctl-N> to move cursor to the next line. When your are satisfied with the information <Ctl-W> to save and exit. The value of the inventory stock item may now be entered, or <Enter> to accept displayed value.

☺ A selection list of specialised jewellery words and phrases can be called up with the <Alt-S> or <Ctl-T> surprise keys.

Print (see also Selection printing on page 112)

Allows you to print the valuation letter with only the displayed item(s), all valuations saved on customer's file, or new items only respectively for the prompt: o(nly items displayed or A(ll items stored or n(ew only (o/A/n).

You are then given the following printing options:

's(crn' - may help you to see what the valuation will look like before printing.

'v(oucher' - prints the valuation on a standard "sales voucher" form.

'D(ft' - is the default or draft printout to a letterhead (or custom valuation form if your program has this option)..

'f(inal' - does the same as D(ft but sets the printer (if Epson or IBM compatible 9-pin dot matrix) to NLQ (ner-letter-quality) mode first. Do not use this option for laser or ink-jet printers.

'h(tml' - generates the valuation letter in HTML format and makes an entry for the valuation in the HTML valuation index. View and print the letter from any web browser by opening:

```
file://<server>/<data-path>/<directory>/html/index.htm
```

'e(xport' - creates a text file of the default text version. This can be opened or imported by any text editor.

'a(ddress' - is an easy way to print the customer's name and address on an envelope. It will only print the name and address of the selected customer regardless of whether o(nly, A(ll or n(ew was selected. You have the choice of any of the defined printers (1,2,3 or 4) and can elect to add a 75mm left margin. Finally you can choose between: D(flt, f(inal or w(ide - f(inal does the same as D(ft but sets the printer (if Epson or IBM compatible 9-pin dot matrix) to NLQ (near-letter-quality) mode first, w(ide sets the printer to double-width print.. Do not use the f(inal or w(ide options for laser or ink-jet printers.

Clear

To clear the <u>memory</u> and allow you to start another valuation letter and start from scratch. A warning message will appear if you have not stored new data, or if the valuation was not printed.

Clear must be used if you are editing more than 9 items. The sequence of operations is as follows:

1. Add or edit items 1 to 9

2. Store them (using U(pdate or A(ppend options if appropriate)

3. Clear the letter

4. Recall the customer's name (this was cleared from the screen together with the added/edited items.)

5. Add or edit items 1 to 9 - these will be the next 9 items. (See also 'Get' below.)

6. Store them (using A(ppend)

7. Repeat from paragraph 3. above.

'Clear' is automatically executed when returning to the Sales Menu.

Help

Does the same as pressing F1 key.   In the valuation letter writer, only editing keys and special (extended) character help is provided.)

Get

Enter the range of stored items to retrieve. The default is 1 to 9, but you may enter any starting number, e.g. 3 to 3 will recall the third item only and 10 to 99 will recall items 10 to 18 (only the first nine are valid).

✎ *The numbering of the items are not fixed. For example, if item 3 is deleted, item 4 then becomes item 3. If it is important that the numbering remains fixed, then do not use the delete function. For purposes of printing the updated items only, the 'n(ew' option can be used - see 'Print' above.*

Store

This records additions and changes to file. The computer knows what you have done, and if the mode of storage is not obvious, it will ask you, with the most probable answer being the default. The storage options are: a(ppend all, U(pdate, t(otol replace, c(ancel. The default option will show with a capitalised initial, so if, for example, you add a new item only, the prompt line will read 'A(ppend all, u(pdate, t(otol replace, c(ancel' to show that the default is now 'Append'. Do not use 'T' unless you want to delete every valuation that was previously stored for the selected customer.

Delete

This option displays items from customer's valuation list one at a time and asks if each must be deleted. Be careful because once deleted, an item cannot be recalled.

☺ When removing a customer from your customer file, you are given the option to delete all valuations for the customer - or to abort the removal.

✎ *Deleting valuations does not delete related image files nor printed HTML valuations.*

List

If a customer name has been selected, this option lists all valuated items on customer's valuation list in a abbreviated form, otherwise the computer will ask you for a starting customer account number, and list all valuations that have been stored from that customer on.

☺ Store a "valuation" to account 10001. It can read "Top of file". Give it a value of 0.00. When you ask for List, and enter the account number as 10001, then all valuations will be listed.

Margins

Text/**Printed**

This sets up the positioning of the valuation letter on the form or letterhead. It does not effect the screen or voucher formatting.

'TOP MARGIN' - The gap left for your letterhead. The decimal places are only applicable to dot-matrix printers and should otherwise be left '.00'. A typical setting is 10.00 which will leave a gap of about 70mm.

'ADDRESS MARGIN' - The space between the address and the left side of the page. For a window envelope the setting should be about 10 which will leave a space of about 30mm.

'ADDRESS GUTTER' - This is the space between the bottom of the address and the start of the valuation itself. A value of 2 is usually sufficient. 2 leaves a gap of about 8mm.

'BODY LEFT MARGIN' - The space between the body of the valuation and the left side of the page. A value of 6 will leave a space of about 20mm.

'BODY DEPTH' - The maximum vertical length of the body of the valuation. A value of 36 will keep the length to within 152mm. The body depth must be shortened if your letterhead has a big header or footer.

'BODY WIDTH' - The body width for plain A4 paper is best at about 54, but if the letterhead has a border the width may need to be smaller.

A bit of trial and error will help you to determine the optimum settings.

✎ *These 'Text/printed' margin setting will have no effect on the HTML letters.*

HTML

'Style Number:' - up to 99 different valuation styles can be created. The default style number is always 1. Enter the style that you want to create or edit. If you are creating a new style, the computer will ask you for which style you want to clone as a template.

'Name:' - This name will appear on the list of options when you ask to print the HTML valuation. It will not printed on the output HTML file.

'Letterhead image file:' - This is an optional image file, usually in .GIF format, but could also be .JPG, .PNG or even .BMP. (The .GIF format usually gives the best compression for letterhead artwork.). A typical file name might be: ..\images\letterhd.gif. (The path name is relative to the html directory.)

'L/head height:' - The size if the letterhead image when printed. The original size will have no affect on the final size because it is always scaled before printing. a typical value here is 144 pixels.

'L/head Align:' - you choices here are 'left', 'right' or 'center'

'Hide 'Ref# nnnnn' (y/n):' - The computer includes the customer's account number in the valuation, just next to the date. If you want this to be omitted, enter a 'Y' in here. Normally this should be a 'N'.

'Title, followed by up to 8 lines of header citation text...' - The first line below this is the title line that is printed big and centred. This is followed by 8 lines of header text. The header text is printed in italics (<cite>...</cite>); you can remove the italics by surrounding the text with </cite>...<cite>.

HTML has no regard for spaces, line feeds etcetera. If you want to control the spacing or other formatting you must include HTML elements in the text, for example <br> will make a line break, some text will make 'some text' bold, <ul> will start an underline and will stop an

underline.

A full reference list of HTML elements can be found on the Internet. An example is one published by w3schools.com 'http://www.w3schools.com/html/html_quick.asp'.

'Picture height (pixels):' - The height of the images for the valuations is set here. A typical height is 130 pixels.

'Footer: Align:' - The choices here are 'left', 'center' and 'right'.

'& 7 lines text...' - Here you can enter the footer text. As with the citation text, the notes about HTML elements also apply here.

Selection printing

The instructions below can be rather daunting and are only suitable for up to 9 items. You may be able to do the job easier and better by updating the valuations by using the Edit function (type in the new value even if it is the same as what it was) and then printing N(ew valuations only. Otherwise, read on!

If you want to only print 1 item, or up to 9 consecutively stored items, use Get to load the required range of items into memory and the Print o(nly selected items.

To print up to 9 scattered items on one valuation letter, use a temporary "scratch pad" account to build up the required items one at a time. Proceed as follows:

1. Name - enter the real customer.

2. Get - get the item to be printed (e.g. 3 to 3).

3. Name - enter the "scratch" customer (e.g. TO WHOM)

4. Store - Append all (The first time you can specify Replace to delete everything that was there before.)

Repeat 1. to 4. above until all the items to be printed have been stored against the "scratch" customer, then continue as follows:

(With the "scratch" customer still selected...)

1. Get - all the items to be printed (e.g. 1 to 9)

2. Name - enter the real customer.

3. Print - Only items displayed

Exit or clear the valuation without storing it.

As At dates

Those items which were last edited for value more than 3 months ago will print with the date-of-last-edit just below the value. If you wish to eliminate these dates, edit each item - type in the new value even if it is the same as what it was. This will update the "Last edit" date.

Purchases

File maintenance

Arrange

This option will sort all transactions in the Purchased Journal file into date order. This can take up to 10 minutes, depending on the number of entries in your Purchase Journal file. You will have the option to continue or to return to the menu.

Delete

This option allows you to delete suppliers by account number. You will not be allowed to delete a supplier account with an outstanding balance.

'**Supplier NUMBER**' - enter supplier account number to delete or <Enter> to return to the menu. If the supplier account has a balance "Active" will be displayed on the screen and you will not be allowed to delete it. If a valid supplier account number were entered and the balance is zero, the supplier name will be displayed and you will be prompt '**Okay to delete (y/N)**'. Enter a 'Y' to delete the supplier.

Journal

Use this option for editing the Purchase Journal. '**Supplier number**' - enter required supplier account number or <Enter> to return to the menu. You will be allowed to edit the reference number, the date (within strict limits), the details and the cheque number, payment method, and G.L. account number.

Suppliers

This option allows you to add a new supplier/creditor or edit an existing supplier's information. Supplier account numbers will be assigned to all the supplier accounts automatically.

In new systems, there is already an account for CASH PURCHASES. Use this only for unimportant things that you do not want complete history of. Normally, even small purchases should be processed using an account specifically for that supplier. If payment was made by cash then the Petty Cash transactions should rather be used. If the cash purchases account is too 'busy' it becomes difficult to find specific purchases.

'**Account Number/Name**' - enter the supplier's account number or the first few letters of the supplier name, if the name is not on file, you will be given the option to add it. If you have suppliers with the same name as that which you wish to add, just type 'ZZ' and naturally there is no one with such a name and the computer will allow you to add it.

'**Name**' - type in the supplier's full trading name.

'**Address:/Suburb:/City:/PostCode:**' - Enter the full postal address details. Remember not to leave the 'City:' input field blank, rather leave the 'Suburb:' input field blank if not needed.

'**Contact:**' - Enter the contact name of the supplier. The contact name is normally the name of the person you always speak to when inquiring about your account or ordering goods.

'**Email:**' - Supplier's e-mail address.

'**Telephone:/Fax:/Cell:**' - All the main telephone numbers.

'**Terms**' - terms allowed to you by this supplier (for example '30 days net' or 'C.O.D.'). This is informative, it will print on the purchase voucher and will not effect the supplier's account in any way.

'**Internet URL:**' - Enter the supplier's web site address.

'**Comment:**' - you may type in any bit of personal information. This field will only be displayed on the screen and will not be printed on any documents given to the supplier.

'**Bank:/Branch:/Acc.No:**' - Enter the supplier's bank details for payments.

'**Other notes, discounts, contacts, etc.:**' - Free fields for additional supplier information.

'**Collect At:**' - Physical address for collecting supplies.

'**Okay? ('D'= delete orders)**' - enter "Y" if you are happy with the information entered or "N" to redo it. Typing a "D" in this input field will zero all outstanding on-order quantities (clearing any

back-orders) for that supplier.

Transactions

Journal

'**Creditor Name or Number**' - enter supplier's account number or the first few letter of the supplier's name. If the supplier is on file, the supplier details will be display and the computer will prompt 'Correct account?' - enter "Y" if correct or "N" to re-enter.

'**Comments:**' - change the comments entered originally or <Enter> to leave as is.

'**Terms:**' - change the terms entered originally or <Enter> to leave as is.

'**Date**' - <Enter> to accept the displayed date or change if required. If the date is earlier than the date of the last month end done, a window will be displayed and you will have the option to choose between 'Re-enter' or 'Post-to-LastMonth'. Make your choice by using the left or right arrow keys on your keyboard.

✎   *Journal entries in VAT mode dated earlier than the beginning of the previous month will not be allowed. Either date the entry as the 1st of last month, or enter the amount as a negative payment using T(ransactions P(ayments.*

'**Amount**' - enter the actual cost for this transaction. Enter a negative amount to debit the supplier account (credit note for the supplier).

'**Inv.#**' - enter the invoice number if known for later reference.

'**Details**' - enter details for this transaction for later reference. Do not use a 'generic' description like 'INVOICE' - this will be no better than leaving the field blank. Rather describe the purchase accurately, for example 'METAL HOOKS' or 'OFFICE RENT' (the small extra effort will be well rewarded later when reconciling or querying an account).

'**Acc#**' - enter the General Ledger account number or enter the description of the account for this transaction. The account number entered must be a valid account number. If you are unsure of the name/number of the account, then the first few digits/letters and you will be able to browse through the accounts beginning with your input.

'**Vat code**" - this input field will display the default VAT code as entered in general ledger file maintenance. Press <Enter> to accept the code or type in new code.

'**Amount now paid (0 if nothing) (- for refund)**' - enter the amount now paid if any. If an amount is entered in this input field, '**Method**' of payment will be a required entry. <Enter> to accept method by CHEQUE or type in required method e.g. 'BANK DRAFT'. If the method was done by cheque, you will be prompted to enter the '**Cheque #**' and '**Due date**' of the cheque. If something else was typed in you will be prompted to enter the '**Payment ref.#**' and '**Payment G.L. account**'. This payment general ledger account will default to your bank account number, "10100", change this as required. Payment by CASH, VOUCHER or CONTRA should probably go to account 10900, and payment by DISCOUNT to account 48100. Payment may have been made by a member of the company - in that case the payment can come directly from that person's loan account

'**Okay? y(es, s(afe, N(o, c(ancel**' - enter 'Y' or 'S' to update files, 'N' to re-enter information or 'C' to cancel the transaction. S(afe posting may be a bit slow because it searches for duplicate transactions before posting. If your computer is fast enough, always use the S(afe option.

Order

Use this option to make purchase orders. Order numbers will be allocated automatically for every new order.

'**Supplier**' - enter supplier account number or first few letter of the supplier's name. If the supplier entered is on file, the supplier's details will be displayed, otherwise you are given the option to add a new supplier.

'**Terms**' - enter to accept default or type in new terms.

'**Comment**' - enter to accept comment or change if needed.

'**Okay?**' - enter "Y" to continue or "N" to re-enter supplier.

'**Code**' - enter stock item code and the stock details will be displayed or enter a '?' plus the group code and/or a filter to look up a code.

In the case of The Jewellery Shopkeeper, only merchandise will be searched unless an alphabetic character immediately follows the question mark - for example '? SPRING' will search only the

merchandise codes (from 1000001 to 9Z99999) and not standard stock. To search standard stock, a letter must immediately follow the question mark. The search is insensitive to upper/lower case.

Example: Entering '?A' will list all standard stock. The 'A' can be omitted in the case of The Business Shop-keeper.

Example: If you enter '?C A' all stock codes in groups 'C0' and higher will be displayed. If you enter '?CAROPE' all stock codes in group 'CA' and higher with a the letters 'ROPE' in the description will be displayed.

✎   *If Esc is pressed during entry of code or other data on a line, the entry will be cleared, ready to start again.*

Example: Your stock code is 1200009/A (the break down of the code is 12 = the group code, 00009 = unique stock number and A = material code). All you need to type in the field on the screen is '129' and the computer will do the rest.

✎   *To order a piece of jewellery that has not yet been entered into the stock file and thus has no stock code, you should type in the group code and the material code in which category the piece of jewellery falls (e.g.. 12A), You will be allowed to change the description line, or <ENTER> to move to the next input field.*

✎   *To order a raw material stock item that has not yet been entered into the stock file and thus has no stock code, just type in '*X*'"where "X" is the analysis group code for that raw material.*

✎   *Raw material codes can be entered as well as the other inventory types. You will be prompted for quantity and mass.*

✎   *If at any stage you wish to give further descriptions, enter a '0' in the code input field to get a description line.*

'**Serialize?**' - In the case of standard stock codes, you will be asked if you would like serial number control of the items when they are received.

'**Sup.ref:**' - Enter the supplier's stock code for the item. If space allows, this might be printed on the purchase order. If more than eight items are ordered at once, not all supplier references will print because the voucher allows only 16 lines of text. (This 16-line limitation does not apply to 40-column receipt printers.)

'**qty/ct**' (quantity/carat weight) - Quantity will only be prompted for raw material stock, raw material buy outs, standard stock or standard stock buy outs. Carat weight will only be required for raw material stock items, raw material buy outs or merchandise buy outs.

'**Cost ea**' - Press <Enter> to accept the amount displayed or type in the new cost at which you are ordering the item.

'**-%**' (less discount percentage) - enter to accept the default percentage of discount or enter new discount percentage. The computer will calculate the new cost of the piece of jewellery and display it in the 'COST' column.

At line number 2, enter the next stock code, a '0' to get a comment line (to add more information on the stock item) or press <Enter> to end the order.

If you pressed <Enter> the computer will take you to the bottom of the screen.

'**Line to edit (0 to end)**' - Enter the line number to add or edit, or just press <Enter> (default='0') to end.

A second screen will be displayed.

'**Delivery address:**' - if the delivery address differs from the supplier address use then these fields for delivery address. A delivery note will not be printed.

'**Allow VAT input tax? (Y/n)**' - Press <Enter> to accept default or change field to "Y" or "N".

'**T O T A L**' - Press <Enter> to accept calculated total or change total if not satisfied. If the total was changed, the computer will automatically recalculate VAT and discount to balance with the total entered.

'**O K A Y ? (Y/n/-)**' - Press <Enter> (default='Y') if you are happy with the two pages of information, 'N' if you wish to change only the second page of data or '-' if you wish to go back to the first page of data.

'**Our Ref**' - enter your reference name (or job code) or leave blank.

'Okay ? (Y/N/-)' - enter 'Y' if you are happy with the two pages of information, 'N' if you wish to change only the second page of data or '-' if you wish to go back to the first page of data.

'O K A Y   T O   P R I N T ? (V(oucher, l(ist or c(ancel)' - Pressing <Enter> (default=V(oucher) will print an purchase order voucher for the supplier. L(ist - this will print a purchase voucher on plain listing paper, not be given to the supplier. C(ancel if you wish to cancel the order.

Entering anything other than C(ancel or <Escape> will also post the transaction (update the files).

Payment

This option enables you to process a receipt, reversal, contra payment, discount and ageing adjustment.

'Supplier Name or Number' - Enter the first few letters of the supplier name, or supplier account number, to select the correct account.

'Now paying:' - Enter the amount under the various allocation days (e.g.. 90,60,30, and current) and then the total amount of the payment in the **'Total'** field. To reverse a payment enter a '-' before the amount.

☺   If the total being paid equals the balance on the account, just enter the total amount once, in any one of the amount fields, and the computer will fill in the amounts for you.

'by' - Press <Enter> to accept method by CHEQUE or type in required method, for example 'BANK DRAFT' or 'EFT'. Methods 'CASH', 'CONTRA' and 'DISCOUNT' are also recognised by the computer and automatically assigned G.L. account numbers.

'Date' - Press <Enter> to accept the displayed date or change if required. If the method was done by cheque, you will be prompt to enter the **'Cheque number'**. If something other than 'CHEQUE' was entered as the method, you will be prompt the enter the **'Payment Ref #'** - here you could enter the supplier's receipt number or it may be left at zero.

'Payment G.L. account' - Be sure that this is correct. The computer will try to guess the correct account for you, but it may be wrong.

'Okay? y(es, N(o, c(ancel' - enter "Y" to update files, "N" to re-enter information or "C" to cancel the transaction.

Receive

Use this option to receive inventory items and to update supplier account at the same time.

The advantage is that both the creditor and the inventory are assured of the correct entries if the total amount on the goods received voucher matches the supplier's invoice.

☞   Inventory is received into the active branch. This can be changed from the outer menu by typing 'L' and the branch required, before starting the purchases transaction.

'Voucher date' is the date that appears on the supplier's invoice.

☞   You will not be allowed to enter a date prior to the current financial month. To work around this, either enter the date as the 1st day of the current month or receive the inventory through Inventory Transaction and process the supplier's invoice as a Purchases Journal entry.

'Purchase Voucher #' - Enter the supplier's invoice number.

'Supplier:' - Select the supplier the usual way, by just entering the first few letters of the name and letting the computer find it. If not found you will be given the option to add it. It is important not to enter more of the name than necessary because a typing error can result in duplicate supplier names being added to the supplier file.

'Terms' - Enter the payment terms.

'Comment' - Enter any notes that you wish to keep. These notes MUST NOT relate only to the current purchase only, because the supplier comment field is not related to transactions.

'Okay?' - Type 'Y' to accept.

'Look for transfer data file? (y/n)' - If you type 'Y' the computer will prompt **'Enter path for transfer data file:'**and the default response will be **'./shuttle/'**. The computer then look for a file named 'IXnnnnnn.DBF' where nnnnnn is the supplier's invoice number (as entered next to 'Purchase Voucher #', above) left filled with zeroes. (The voucher number, when used for data transfer, must only use digits 0 to 9.)

☺   If the file is found, not only will the body of the purchase voucher be filled in

automatically, but inventory codes that did not pre-exist will automatically be added to your inventory files. For more details of this feature, see 'intercompany (wholesale/franchise) invoicing' on page 189.

'**Code**' allows the same options as in Sales Transaction Sale.

Inventory can only be received if the description has been added previously (using Inventory, File Maintenance, Merchandise/Std.Stock, Add).

    ☺   Use a '?' (question mark) in the Code field to look up codes. Unlike Sales, using it in Receive only lists those codes which are ready to be received.

Example: If you enter '?12' all stock codes starting from group '12' will be displayed. If you enter '?12RING' all stock codes starting from group '12' with a the letters 'RING' in the description will be displayed.

In the case of The Jewellery Shopkeeper, only merchandise will be searched unless an alphabetic character immediately follows the question mark - for example '? SPRING' will search only the merchandise codes (from 1000001 to 9Z99999) and not standard stock. To search standard stock, a letter must immediately follow the question mark. The search is insensitive to upper/lower case.

✎   *If Esc is pressed during entry of code or other data on a line, the entry will be cleared, ready to start again.*

    ☺   Abbreviated codes can be used. e.g. Your stock code is 1200009/A (the break down of the code is '12' = the group code, '00009' = serial number, '/' = duty prepaid and 'A' = material code). All you need to type in the field on the screen is '129' and the computer will normalise the code.

    ☺   To receive a piece of jewellery that has not yet been entered into the stock file and thus has no stock code, type in the group code and the material code in which category the piece of jewellery falls (e.g.. 12A). You will be allowed you to change the description line, or <Enter> to move to the next input field.   DO NOT FORGET TO ADD AND RECEIVE THE ITEM later, through the Inventory menu.

✎   *Raw material codes can be entered as well as the other inventory types. You will be prompted for quantity and mass.*

✎   *To receive a raw material item that has not yet been entered into the stock file and thus has no stock code, just type in "*X*" where "X" is the analysis code for the raw material.*

    ✹   **If non-inventory codes have been used, do not forget to enter and receive the item later, through the Inventory menu.**

✎   *If at any stage you wish to give further descriptions, enter a '0' in the code input field to get a description line.*

'**Serialize?**' - In the case of standard stock codes, you will be asked if you would like serial number control of the items. If you enter a 'Y', you will be prompted for the serial numbers after the transaction is posted. The serial numbers can then be typed in or scanned in with a bar code scanner.

'**Sup.ref:**' - Enter the supplier's stock code for the item. If space allows, this might be printed on the purchase voucher printout. If more than eight items are received at once, not all supplier references will print because the voucher form only allows only 16 lines of text. (This 16-line limitation does not apply to 40-column receipt printers.)

'**qty/ct**' (quantity/carat weight) - Quantity will only be prompted for raw material stock, raw material buy outs, standard stock or standard stock buy outs. Carat weight will only be required for raw material stock items, raw material buy outs or merchandise buy outs. Observe the prompts to the right of the input field to understand the requirement.

'**Cost ea**' - Enter the unit cost of the item, excluding tax..

✎   *The cost is only multiplied by quantity for standard stock codes. Raw material quantity is not used to calculate the total cost.*

'**-%**' (less discount percentage) - enter any additional discount allowed. The computer will calculate the new cost of the piece of jewellery and display it in the 'COST' column. But not before calculating a suggested retail price and asking for the tag price.

'**TAG PRICE**' - Enter the retail price for the item. Depending on whether a previous price had been entered and whether the material/sub analysis code was preset with a 'Usual profit %', you

may be prompted with different things. Typically, you will be shown 'Margin % xx.xxx Sig.dig. x Ending xx' which is used the usual way (see 'Price-point-calculator' on page 48), 'Suggested: xxx.xx'. If you enter the 'TAG PRICE' as zero, you will be taken to the price-point calculator fields. The next line on the purchase voucher will, unless allowed to change, use the last settings as defaults.

Include VAT in the price if your pricing policy is VAT-inclusive. The price-point-calculator is aware of your VAT-inclusive status and will calculate the price accordingly - do not add the VAT percentage to the required margin.

'**All right?**' - Press <Enter> to accept the default which will be 'Y' if the price is reasonable.

'**Qty Lbls**' - enter the number of labels desired. Enter '0' (zero) if you do not want a label to be automatically printed.

✎   *When receiving stock, a price tag is generated for every item received and it can be printed at any later stage.*

' - enter the number of labels desired. Enter '0' (zero) if you do not want a label to be automatically printed.

✎   *When receiving stock, a price tag is generated for every item received and it can be printed at any later stage.*

At the next line, enter the next stock code, a '0' to get a comment line (to add more information on the stock item) or press <Enter> to end the voucher.

If you pressed <Enter> the computer will take you to the bottom of the screen.

'**Line to edit (0 to end)**' - Enter the line number to add or edit, or just press <Enter> (default='0') to end.

A second screen will be displayed.

'**General ledger account number**' - <Enter> to accept the displayed account number '44100' which is the account for PURCHASES MERCHANDISE, or enter the required account name or number.

'**Allow VAT input tax/GST Registration No.**' - <Enter> to accept default or change field as required.

'**T O T A L**' - MAKE SURE THAT THIS TOTAL MATCHES THE BOTTOM LINE TOTAL THAT APPEARS ON THE SUPPLIERS INVOICE. Press <Enter> to accept calculated total or change total if not satisfied. If the total was changed, the computer will automatically recalculate discount(s) to balance with the total entered.

'**O K A Y ? (Y/n/-)**' - press <Enter> if you are happy with the two pages of information, 'N' if you wish to change only the second page of data or '-' if you wish to go back to the first page of data.

'**Amount now paid**' - enter the amount now paid or leave at zero if no payment was made yet. If an amount was entered, the 'Method' will be required. Use the left and right arrow key to choose a method of payment and then <Enter > to accept it.

'**Our Re**f' - enter your reference number or leave blank.

'**Cheque number**' - if the method of payment was made by cheque you will be prompted to fill in the cheque number.

'**Payment G.L.**' - Enter the general ledger account number for the payment. The computer will make an educated guess as to the correct G.L. account, but you can change it if required.

'**Change G.L.**' - If the payment is greater that the total of the voucher, the difference is reversed, by default into G.L. account 10900 (cash clearing account) but you can change this as required.

'**Balance due (this invoice)**' - the balance due for this invoice will be displayed as well as the 'New bal.' (new balance) for the supplier. Verify that these are correct before pressing <Enter>.

'**O K A Y ? (Y/n/-)**' - press <Enter> if you are happy with the two pages of information, 'N' if you wish to change only the second page of data or '-' if you wish to go back to the first page of data.

'**O K A Y   T O   P R I N T ? (s(kip, h(eaded, V(oucher, l(ist or c(ancel)**'- press <Enter> for the default (usually V), or enter 'H' to print your company name and address details on first form (if the previous printout did not do this). 'V' will print a purchase voucher for your files. 'L' will print the purchase voucher details on plain listing paper. Enter 'C' to cancel the transaction.

Entering anything other than C(ancel or <Escape> will also post the transaction (update the files).

View

> '**Supplier's name or a/c #**' - Enter supplier name, part thereof or supplier account number.
>
> '**Show cleared transactions?**' - enter "Y" to view all transactions for the current financial year or "N" to only view transactions done after the last month end.
>
> If the supplier is on file, the supplier's details and transactions and age analysis will be displayed. Press any key when you wish to return to the menu.
>
> > ☺   If many transactions are to be viewed, and you are only interested in seeing the last screen-full, press AND HOLD the space bar - the last pause requires either <Escape> or <Enter> to be pressed.

Duprnt (Print Duplicate)

> This option will print a duplicate of the last Purchase Order processed. Use this option if the first copy was not printed correctly (paper jammed etc.).
>
> A utility is not provided to reprint a Purchase (Receiving) Voucher, but the details can be viewed or printed via I(nventory, R(eports, J(ournal, G(oods received reports. This report is also useful as a check to see that correct markups have been applied.

History

> Enter the supplier's name and the computer will display details of items received using the Purchases Receive transaction type. Entries are listed in date order - the newest entries on top.

Reports

Control Account

> This option will print the creditors control account to the screen or printer. Balance of outstanding accounts will be printed in the different ages as well as the total and next order number.

Indexes

> This option will print alphabetical, numerical or both supplier lists to the printer

Ledger (Detailed Creditors Ledger List)

> This option will prompt you for the first and last supplier's name to process and will ask if you wish to list redundant transactions to the printer.

Remittance Advices

> This option will prompt you for the first and last supplier's name to print and will ask if you wish to include zero-balance suppliers.
>
> ✎ *Zero-balance remittance advices will only print if non-redundant transactions are present.*
>
> Statement forms must be used, these are the same forms as used for the debtor statements.

Name&Details List

> This option will print supplier's names, addresses phone and fax numbers, comments and terms to the printer

Supplier Labels

> Selecting this option will take you to U(tilities, L(etters - from where you can select L(abels. Use this option to print supplier's mailing labels. You will have the option to enter the starting and ending names, minimum and maximum turnover, and other filter options.

Aged Analysis

> This option will print an aged analysis of supplier balances to the printer.

Monthly Analysis

> This option will print the total purchases and payments by journal date to the screen or printer. You also have the option to list only entries not posted to the General Ledger or to list all entries.

Trans. by Date

> This option will list the schedule of all post dated cheques to the screen or printer. You have the option to report transaction from and to a certain date and to list O(nly payments, A(ll post dated transactions or N(o cheques transactions.
>
> > ☺   Use this report of A(ll p.d. transactions to establish the creditors balance as at a

specified date. Take the balance on the control account and add the credits and sub-tract the debits (this calculation is now done automatically by the 'Balances As At..." report - see below).

Balances As At...

Report creditors' balances as at any specified date. This is useful for checking the creditors balances against the creditors control account (21100) in the general ledger.

VAT Input Detail

This option will list a schedule of transactions constituting the claimable input tax to the screen or printer. You also have the option to list transactions for the current month, the last month or any other past month in detail or summary. You may optionally sort by General Ledger account number.

The same report will also display and analyse output tax and show the net amount payable for any one month, or you can ask for a combined report for two months.

Procedures

Flag Redund. Trans. (Flag Redundant Transactions)

Use this option to mark transactions that are fully paid or otherwise redundant.

✎   *The monthly ageing program, which is performed automatically during the sales month end, will mark all transactions that result in a zero balance on the account - but if the account is used in a way that prevents a zero balance from occurring, then this utility is useful.*

✎   *Transactions that are not marked as redundant will never be deleted from the system.*

☺   If you want to, in effect 'rule off' an account, enter two journal entries - the first for minus the balance described as "closing balance - and the other as plus the same balance and described as "opening balance". The monthly ageing will then mark all except the "opening balance" as redundant.

Monthly Ageing and Year End procedures

The ageing of debtor accounts is done automatically when the sales month-end process is run. The creditors year end is done automatically with the general ledger year end process. You don't need to concern yourself with these processes.

✎   *Transactions that are both redundant and posted to G.L. will be cleared from the purchases journal with the year-end procedure. In some cases, the creditors account as at the year end date will not be zero even though the transactions have been marked as redundant. In these cases the balance as at year end date is recorded as an opening balance. If you view the account and show redundant transactions then the opening balance will be displayed, otherwise the opening balance will show as zero and the other redundant transactions will not be displayed.*

Auto-flag

Each sales month end, the computer searches each creditor account for the most recent zero balance and marks all transactions up to that point as being 'redundant'. This 'Auto-flag' option allows you to repeat the process at any time.

Un-flag Trans.

This option can be used to un-mark transactions that were marked redundant. All transactions for the selected account will be un-flagged. Use this option if you wish to redo the F(lag redundant transactions process manually.

Historical

The following reports can be obtained on historical creditor data valid as at the end of any previous finacial year:

'Indexes', 'Ledger', 'Aged analysis', 'Monthly analys.', 'Trans. by date', 'View account' and 'Balances As At.'

General Ledger

File Maintenance

Chart of Accounts

See: Take on instructions. This guides you on how to initially set up your Chart of Accounts into Categories. You can ADD or EDIT your list of G.L. accounts. You might need to add an account to your list at some stage or change the wording or spelling. The exact name/number of the account is not required, ambiguous entries will cause The Shopkeeper to prompt you with the various accounts that you might be wanting.

Set year

This option is provided for the purpose of displaying to the operator the current financial year being processed. By means of an extra hidden password, the year can be changed - contact support for advice.

> 💣 **Use this option only to correct the current year when first starting the system. Year advancement is automatic with year-end procedure.**

Transactions

Batch Entries

Batch entries are used to enter things like bank interest received or paid, loan account movements and salary totals. An important restriction is that the transactions must all be exempt of value added tax or the VAT must not be claimable as 'Input VAT'. (Transactions with input VAT must be processed through the purchases program.) Batch entries are not normally constant monthly amounts - you should use 'Standard entries' for those (see page 123). You should to edit (browse) and post these entries every month.

Append
This does the same as 'Get' (see below) but without first clearing the existing entries.

Browse
When you use the "browse" option for the first time, your screen will not have anything listed in the 'Account' or 'Details' columns. You will have to edit the columns with the entries you wish to do every month, and fill in the correct amounts accordingly. 'Debits' will (normally) have positive amounts and 'Credits' negative amounts. The total must add up to zero before you will be allowed to post it. Always check that all entries are correct before posting them.

"**error = **" - You will see this at the top right hand corner of your screen. The error amount should read 0.00 after completing your entries. If you have entered anything incorrectly, you will get an error reading, which you can then correct in your debit or credit columns.

Press the Esc key to return to the General Ledger menu.

Get
Get previously saved batch posting file. Current file will be lost, so it may be wise to first select the 'Save' option.

Post
This option will post your batch entries to the general Ledger. This must be done once a month. (at the end of the month when doing the cash book and bank reconciliation.)

When you select the POST option you will be asked:

'**As at**' - Enter the day-month-year. Any date can be entered. If the date falls in the previous financial year you will be asked to confirm that you do in fact wish to post to prior year. Dates after the end of the current financial yearare not allowed. If post-dated cheques are to be entered, they should rather be entered in the purchases program (P(urchases, C(reditors, T(ransactions, P(ayments) because the financial year end will not then be a restriction.

'**Okay to proceed? (y/N)**' - Enter 'Y' to post the batch.

Report
This will print the batch journal. (the entries made in the BROWSE option) This option is only VALID after POSTING your batch entries. If you have not yet posted them, you will not receive a print-out of the entries. You are give a choice in Reports. Either S(creen P(rinter C(ancel.

Save

If you have a set of entries that you may want to use again, but at the same time you need to enter a new set of entries, first select this 'Save' option and then use 'Zap' and/or 'Get' options.

'**Save as (? to list):**' - Enter a name for the saved batch - up to eight characters without spaces or punctuation marks.

Zap

This option will CLEAR your batch entry file, which enables you to start afresh. When you push enter, you will be asked '**Are you sure you want to clear the batch entry file? (y/N)**'. Enter 'Y' to 'Zap' the file.

General Journal

This allows you to enter individual G.L. postings.

Example: POSTINGS TO G.L.

DEBIT ACCOUNT NUMBER **50300**

                    SALARIES AND WAGES   EXPENSES

CREDIT ACCOUNT NUMBER **10100**

                       BANK ACCOUNT   ASSETS

TRANSACTION DATE **31/07/92**

Chq.# **150**   DETAILS   **JOE SOAP - SALARY MARCH**

         AMOUNT   **1220.22**

 In the above example we see that Joe Soap was given a salary cheque of 1220.22 for March. The cheque number used being no. 150. A facility is provided whereby you can look up account numbers that you are unsure of. Simply type the first one or two digits of the account number and a list of accounts will be provided. Select the relevant account from there. The first few letters of the name may also be used in this manner.

Post Ancillaries

This option posts from Sales/Pettycash/Inventory, and Purchases journals, as well as from other general ledgers.

Local - Posts all possible entries from the local computer

Sales only post once a month. The sales month-end routine creates the data file that is required to perform this ancillary posting. This file includes inventory information. (See charts on pages 234 and 2350)

Purchases also get posted every month. However, unlike the Sales, which only post once a month, the Purchases can be posted whenever you have entries to post. The computer checks to see if any transactions dated prior to the specified date have not yet been posted and only does the posting if unposted transactions are found. You might make an alteration to one of your creditor accounts. You will then need to go and post your purchases again.

The first time each month that you post purchases AFTER the sales month-end has been performed, the computer will also post petty cash to the general ledger.

✎   *Input VAT is credited to each of the accounts from which it was obtained, thus showing clearly on a monthly basis the total expense and the allowed input VAT for each of the general ledger accounts.*

         ☺   The computer will tell you if the posting file is not available or if it has already been posted - simply ask the computer to do the posting. (G(eneral, T(ransactions, P(ost ancil., L(ocal)

Sales Ledger posting to General Ledger / Cash Book

1) Each month, after posting ancillaries (Sales/Debtors/Creditors/Purchases), check that account 10900 (PAYMENT CLEARING ACCOUNT) has a zero balance. If not zero it is probably due to unbalanced Contra and Voucher payment(s)

Any transaction that reads "OTHER DEBTOR PAYMENTS" is the unbalanced contras and vouchers from the sales ledger. (If not then it was due to corruption in the sales deposit or receipts journal and you should contact support for advice.)

2) Do required Contra payments. These transactions must be made in the Sales menu for debtors and the Purchases menu for creditors. The Sales transactions will then only be posted to the General Ledger the following month. Suppliers (creditors) can be posted to the General Ledger any time as often as required. Suppliers payments by contra must be posted to account 10900 (not 10100).

3) Do another transaction to zero account 10900. Use General Journal and debit account 10100 (bank) and credit 10900. Describe the transaction so as to be understandable - such as "SUNDRY RECEIPTS".

REMEMBER: Whenever payments are made by "Contra" from one debtor to another, just make the one receiving the debit exactly opposite to the one getting the credit by means of a hyphen, thus making it a debit adjustment rather than a payment. And for a Contra payment between a debtor and a creditor, post the creditor's payment to account 10900.

Example: MR JONES has a balance of R50 and JONES'SHOP has a creditors balance of R50. To zero both accounts, put a payment of R50 to debtors account for MR JONES (in sales menu) by "CONTRA" and a payment of R50 to account JONES'SHOP (in purchases menu) also by "CONTRA" and make sure that G.L. account 10900 is selected (the computer will do this automatically if the payment method is 'CONTRA'). If you wish you can use the other's account number as the payment reference number in both transactions as a cross reference.

✎   *When paying amounts by contra between debtors and creditors, entries must be either both positive or both negative.*

☞   Do not use account 10900 for other purposes other than contras between creditors and debtors because it will make errors more difficult to trace.

Post Affiliate - Consolidating General Ledger Consolidation from stand-alone systems running The Shopkeeper

The Shopkeeper automatically generates a transaction list of all the postings that are send to the general ledger from the sales ledger after each month. The general ledger program also has the ability to post a transaction list generated by another JSK which could be a stand-alone system running in a foreign country. The 10 (260 with the Plus upgrade) general ledger departments are used so that each remote system or 'country' can be allocated a department number and be reported separately. Currency conversion rate can be manually set for each batch.

Even if you use an independent accounting system, the transaction files will still be of assistance to you because it will give your operator a clear and accurate set of monthly data to work from. Just think of the help this will be if the shops are using the petty cash purchases facility.

This enhancement was designed for remote sites that are not networked to head office, and for branches in neighbouring countries where a different currency is being used. Data can be freely transferred between DOS and Unix systems too.

Note that this data transfer is of monthly financial totals only - it cannot be used to update 'master' inventory or customer files. The latter is catered for with the 'grade 3' customer invoicing and data transfer facility described elsewhere.

Standard Entries

Browse

This option is used to enter and edit standard monthly transactions. Standard Entries are usually a constant amount every month. To add/edit your transactions, you go about it the same way as for batch entries. The layout is identical, the procedure is the same.

Post

This option is used to post your Standard Entries at the end of every month. Remember to check that account numbers and amounts are entered correctly before posting.

Report

This option gives you a list of the Standard Entries entered to the screen or printer.

Reports

Audit Trail

Display or print transactions by entry (or transaction batch) reference number.

☺   Reference number '0' (zero) will show the unpaid cheques brought forward from the previous year.

Balance Sheet

This option will print an automatically defined balance sheet for the year to date, or the previous year, to the screen or printer.

✎   *The 'as at' date must be checked before printing. This date is printed on the report BUT DOES NOT determine the cut-off date of the information printed.*

Cash Book

This option will print the selected bank account for a specified month to the screen or printer. You have the option to "A(rrange to date order", which will arrange your cheques in date order. The report can be a great help when you are trying to get your bank reconciliation to tally with the bank statement.

✎   *Arranging into date order affects the whole general ledger, not just the cash book.*

Detailed T.B. (Detailed Trial Balance)

This option will print details of transactions for selected accounts to the screen or printer. You have the option to enter the first, last account number and the department/branch to report on.

Income Statement

This option will print an automatically defined income statement to the screen or printer.

✎   *The 'as at' date must be checked before printing. This date is printed on the report BUT DOES NOT determine the cut-off date of the information printed.*

Mnthly Detail

This option will print details of transactions for selected accounts to the screen or printer for a selected month. You have the option to "A(rrange to date order", which will arrange your cheques in date order and the option to fill in the month number and location/branch.

Quick P&L (Quick Profit and Loss)

This option will print totals of each account type to the screen or printer.

Summary/Month

This option will print totals of each account type to the screen or printer or a selected month or months.

Trial Balance

This option will print the General Ledger trail balance to the screen or printer in detail or summary format. You will have the option to enter first, last account number and location/branch.

Unsorted List

This option will print the General Ledger Journal sorted by date only for a selected month to the screen or printer. You have the option to "A(rrange to date order", which will arrange your cheques in date and then number order.

Verify Jrnl (Verify Journal)

This option will print the General Ledger Journal totalled and sub-totalled to verify the General Ledger integrity.

View account

Display G.L. account details on the screen.

Account List

This option will print the chart of accounts to the printer.

Procedures

Arrange by Date+Chq.No.

Use this option to arrange all transactions in the general ledger by cheque number and date. This is useful if, due to corrections and adjustments made in arrears, the chronological sequence of the detailed trial balance is unacceptable.

Fix headings/balances

Run this to refresh general ledger account balances if you suspect a data corruption.

Reconcile Bank Statement

Step-by-step instructions

Here are step-by-step instructions for the monthly bank reconciliation. The same instructions must be used for each of the controlled bank accounts.

Step 1.

Decide which month you are going to reconcile. This is always the one after the one before - unless this is the first time you are doing a recon., in which case it is the month that you started using the Shopkeeper. I will refer to the month being reconciled as Tmonth from here on.

Step 2.

Complete the sales and perform the sales month-end procedure for Tmonth.

Step 3.

Enter all cheques from the cheque book stubs either into the creditors accounts or directly as GL journal entries at least up to the end of Tmonth.

Step 4.

Locate and photocopy (or look after by not marking in ink) the bank statements covering Tmonth.

Step 5.

Add up and note the total bank charges for Tmonth, as well as interest on overdraft and/or good balance and commission on credit card payments.

Step 6.

Go to G(eneral ledger, T(ransactions, B(atch, B(rowse, and edit the amounts to match those calculated in Step 5. above.

Step 7.

Post batch entries. (Batch entries can only be posted once per month - if a mistake is made, corrections may be done by journal entry G(eneral ledger, T(ransactions, G(eneral journal.)

Step 8.

Standard entries may be posted now; in fact MUST be posted if any bank transactions are included in the standard entries.

Step 9.

Post Ancillaries, Local - Can be posted more than once for the same period and only the new transactions will be posted to the general ledger.

Step 10.

Go to G(eneral ledger, P(rocedures, R(econcile, P(ay cheques. Then enter all the cheque numbers that appear on the bank statements for Tmonth - making note of any cheque numbers that are not found. If doing this step the second time round for Tmonth then you need only enter those cheque numbers that were not cleared the first time round.

Step 11.

Find out why the check numbers noted in step 10. were not found and correct if necessary. Cheques that were paid as refunds to debtors should have been entered as a refund by 'REFUND CHEQUE', together with the cheque number, in the sales ledger. If a different payment method was selected, or if the cheque number was not entered, the amount will be posted to the cash book, either as part of a cash deposit or as a separate entry - but without cheque number. Cheque payments without cheque numbers are treated as being cleared/paid already.

Step 12.

If adjustments were made to the creditors when fixing as instructed in step 11 above or step 18 below, then go to step 9 above. For additions to cheques entered directly into the general ledger, go to step 10 above, otherwise continue with step 13.

Step 13.

Go to G(eneral ledger, P(rocedures, R(econcile, R(eport and enter Tmonth and any late deposit that was "unpaid" at Tmonth. You can find this figure by comparing the computer deposit slips

against the last page of the bank statement for Tmonth. Any deposits that do not appear on the bank statement must be totalled and that is the sum to enter as the "unpaid deposit".

When printing the bank reconciliation report, if an amount was entered for 'Unpaid deposit', a window will appear in which you should enter the details of the transactions that made up the total unpaid deposit. This will help when doing the following month's reconciliation as a reference to see that all the previous month's outstanding amounts are in the bank.

Step 14.

Compare the "Statement balance" on the report with the balance on the bank statement at the end of the last day of Tmonth. If they are identical, print the bank reconciliation report and attach it to the bank statement. File all documents and congratulate yourself on a job well done! Otherwise continue with step 15.

Step 15.

Check account 10900 (G(eneral ledger, T(ransactions, V(iew) for stray payments from sales.

Step 16.

Print the cash book for Tmonth (G(eneral ledger, R(eports, C(ash book).

Step 17.

Check and mark, with pencil, each of the transactions on the statement with the cash book.

Step 18.

Only unpaid cheques and "unpaid" deposit(s) that were recorded on the previous months reconciliation should be remaining unchecked on the Tmonth bank statements. And only cheques listed as unpaid cheques, and "unpaid" deposit(s) reported on the Tmonth reconciliation report should be unchecked on the cash book report.

Step 19.

Correct errors found in step 18 (or 20) and then go to step 12 above.

Step 20.

If no errors were found then check that the month before still balances by repeating the prior month's (Tmonth-1) reconciliation report - making allowance for the lack of unpaid cheques and see that back-dated entries were not made. If no errors are found then go to step 21, else go to step 19. If Tmonth is the first month on the Shopkeeper, then check the opening balance figure that should have been entered as a general journal entry between accounts 10100 and an expense account (usually around 69900).

Step 21.

If no errors were found in step 18 and 20 then repeat from step 13.

Pay Cheques

Use this option to enter all the cheque numbers from your bank statement to mark the cheques as "paid". Any cheque numbers not entered will be listed as "Unpaid Cheques".

☺   This is where most mistakes are discovered - cheques entered twice or not entered at all.

✎   *A common error is to date the cheque incorrectly - thus preventing posting to General Ledger in the desired month.*

Report

Use this option to display or print the bank reconciliation and compare the statement balance on the report with the statement balance on your bank statement.

When printing the bank reconciliation report, if an amount was entered for 'Unpaid deposit', a window will appear in which you should enter the details of the transactions that made up the total unpaid deposit. This will help when doing the following month's reconciliation as a reference to see that all the previous month's outstanding amounts are in the bank.

Year End

Checklist

☞

The following procedures must be followed at financial year end. Many companies have their financial year end at the end of February - if yours is different, these notes still apply - just change the month to suit.

1) A physical stock check must be made before doing the sales month-end.

1.1) Use: Inventory, Reports, Merchandise, Stk. Check list AND Reports, Std. Stock, Stk. Check list (detailed) AND Reports Raw stock, Stock list.

2) Using: Sales, Transactions, Expense, adjust stock errors so that the stock value will be correct.

2.1) When the computer ask for a name, it is best to use an account specifically for the purpose because it puts that account number into its files. So use an account called your company name, or "ADJUSTMENTS", DON'T use "CASH SALES".

2.2) When using Expense transactions, the "price" that comes up on the screen is the COST price - do not adjust it. The total at the bottom represents the cost of the stock shrinkage.

3) Sales month-end, on the year end month (as set up in Utilities, Set parameters), can only be performed as at the last calendar day of the month. If you want to month-end early you may, but the next day will have to be the first of the following month. For example, if you month-end on the 26th, then the 27th through till the end of the month will not be able to be used by the computer.

3.1) If you want to check your year-end month, go to Utilities, Set parameters- you will see it on the left side of the screen - and you can change it if necessary.

4) Adjust stock value to allow for obsolescence. Damaged and obsolete stock should be written down to its true value. Consult your accountants to decide whether or not to depreciate all your old stock. The facility is there to depreciate stock older than a specified date or by individual codes.

4.1) Get to the "Write down" utilities via Inventory, Procedures, Write down, and then choose the type of inventory you wish to work on.

5) Write off unrecoverable bad debts. Do not write off accounts that are "doubtful" or "handed over" because if you do eventually get paid you will have double the amount of work to put the amounts back into the computer.

5.1) Use: Sales, Transactions, Journal - enter the account number or name and put in the amount as a negative amount, adjusted for tax if required.

5.2) In the Details field, type "BAD DEBT W/O".

6) If you normally process FINANCE CHARGES, do that now before continuing with step 7.

At this point you may print the statements and get them posted.

7) Print an overdue account report. (Sales, Reports, Overdue, Bad debtors list).

7.1) Highlight those accounts which you feel should be included in your allowance for bad debts. (The total can simply be accounted for manually when drawing up your final accounts - entering it into the General ledger will be extra work because at the end of the next year it will have to be reversed but it is your choice.)

8) The following reports must be printed, in addition to the usual month-end reports (these are required for audit purposes):

8.1) Sales, Reports, Analysis, Age analysis.

8.2) Sales, Reports, Journal entries - First month of current financial year through to last month of current financial year, TO PRINTER. This report analyses and prints details on all transactions making up the "Cross sales adjustments" figure on the sales figures of the control account.

8.3) Inventory, Reports, Merchandise, Cost report (detailed AND summary)

8.4) Inventory, Reports, Std.Stock, Cost report (detailed and summary)

8.5) Inventory, Reports, Raw stock, Cost-on-hand

8.6) Inventory, Reports, W.I.P. (This reports the unfinished and finished Service Orders - cost and value)

Optionally, in addition to the above, you may also find the following reports useful:

- An ADDITIONAL copy of the Sales, Procedures, Control A/c (normal)

- Inventory, Reports, Std.Stock, Turnover

- Inventory, Reports, Std.Stock, Value summary

- Inventory, Reports, Merchandise, Merch. summary

The above completes the special requirements for Sales year-end - you should continue with the normal month-end checklist as shown on the screen - that is, DO THE MONTH-END BACKUP (very important) and print the control account and debtors ledger. When you select Month-end clear, the computer will tell you that it will also do a year-end clear automatically. (If it doesn't, say No to the "Have you done a backup" question and check step 3.1 above.)

Keep the printouts all together in a file for your auditors. You can now start sales for the new year.

☞ Creditors (Purchases) and General Ledger can be continued for the old year after doing the sales ledger year end, but you may not put any new year's transactions in until the final postings to the GL from Sales and Purchases have been done, the cash book has been reconciled AND the following reports for the General Ledger have been printed:

1. Detailed trial balance

2. Summary trial balance

3. Quick P&L reports

4. and for the Creditors:

5. Full Creditors ledger showing redundant transactions have been printed. Then only Year end both the GL and Purchase ledgers.

If you are not running the Creditors nor the General ledger then the above won't apply.

☞ If you are running the creditors system, but not the General Ledger, then DO post the creditors to the General Ledger anyway as at the last day of the financial year - otherwise the old creditor transactions cannot be cleared by the year end procedure.

Change of Year End month

When it is necessary to change the financial year end month of your company this would be simply a matter of changing the year end month in U(tilities, S(et parameters, S(ystem constants, but a decision must be made as to whether the current year is to be shortened or extended. An extended year will not cause any problem except that the current financial year will also have to be incremented manually in G(eneral ledger, F(ile maintenance, S(et year.

☞ If the new year end month is in the same calendar year as the previous year end, then the result will be a second year end within the same calendar year - and The Shopkeeper will not allow this! If the problem cannot be avoided, rename the following files and the second year-end will be allowed: ('YY' = 2-digit year number and 'YYYY' = 4-digit year number of the year being ended)

cageYYYY.dbp
pjYY.dbf
glYY.dbf
supYY.dbf
gltranYY.dbf
cpettyYY.dbf
oparYYYY.dbf

and

contYYYY.dbf

Do not delete these files! Rename them, preferably to the year number 50 years before now, unless their are already files of that date(!), otherwise change the last digit of the year to 'A' - for example gl0A.dbf. The advantage of keeping the year as a number is that you will be able to report 'Historic' reports for that part-year.

Also, set the year back one year in G.L. file maintenance.

✎ *G(eneral ledger, F(ile maintenance, S(et year will allow the year to be changed if you "ask nicely"!*

Data (search utilities)

This option allows you to search for data for a specified amount or text.

☺   In all searches, keep the specified word short so as to reduce the chance of unexpected mis-match. For example, if searching for a phone number '555-1059', enter '1059' because the number may have been entered initially without the dash.

J(OURNAL) - enter C(ustomer or I(nventory, enter starting and ending month and year of journals (e.g.. 04/92 07/92). Now you may search for a R(ef. #, a P(aid amount, an I(nvoiced amount, a C(ustomer number or M(ethod (method of payment e.g. cheque, visa.)

H(ISTORY) - type in a the description to search. *** EXAMPLE: You wish to view all customers who purchased mabe pearl earrings, then just type 'mabé' and the computer will pull out all customers who purchased anything with a mabé pearl in it.

C(USTOMER - here you may search for a customer with particular B(alance, P(hone number, A(ddress or C(omment.

☺   To search for a specific balance is handy when you receive a cheque in the mail and you do not know who it is for. All you have to do is enter the amount and the computer will check all its opening balances, closing balances etc. to see if it can match the amount you entered.

✎   *The A(ddress search also searches the suburb and city fields.*

✎   *'ESC' will abort a search request.*

Finder

F(INDER - this finder gives you the option to enter search criteria for stock items. Fill in all known or important criteria and the computer will display all stock items that fit the search criteria.

☺   This utility is so versatile and useful that we recommend that you define a function key (<F6> is normally the one) to give you quick access to the "Finder".

S(UPPLIERS - this option allows you to find a particular supplier's details, using the information you have on hand, e.g. N(ame/contact, A(ddress/city, P(hone/fax and C(omment/terms. *** EXAMPLE : If you type in the code for phone/fax, all suppliers with their telephone numbers in the entered code area will be displayed.

P(urchases - 'Search for' - enter a reference number or description (or part of) to search for. The current year's purchases journal is used for the search.

Register

Display or print a detailed movement register for any inventory code. Specify any starting date and the computer will calculate the inventory quantity level at that date. Totals are also shown of the receipts and sales. In the case of raw material, the totals are also shown for mass.

☺   This report, if used for gold, makes a detailed 'Gold Register'. You can use standard stock with the quantity being grammes of gold correct to two decimal places, or you can use the mass field in raw material. Stones, like diamonds, must be stocked in raw material so that both quantity and carat weight can be recorded.

☺   Rather than starting from a known opening balance, the computer calculates the opening balance based on the recorded transactions and the closing balance. This makes it a useful tool for finding the balance on hand of any stock item as at any date required.

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Service Orders

Outline

The Service Order Program is a valuable part of The Shopkeeper. It can be used for the following tasks:

- Repairs control.
  - ✓ Jewellery repairs (on premises and outside workshop)
  - ✓ Watch repairs (on premises and outside workshop)
- Make-up orders
  - ✓ Jewellery make-up (on premises and outside workshop)
  - ✓ Jewellery restoring
- Workshop orders
  - ✓ Workshop make-up orders (manufacturing for stock)
- Sales order entry
  - ✓ Customer order entry for items that must be bought out.
  - ✓ Customer order entry for standard stock items that are temporarily out of stock.

Each order is allocated a unique number to enable efficient cross-referencing.

Preparation

The Orders program can be accessed from the Outer menu or the Sales menu. No preparation of files or data is required. All operations can be performed at point-of-sale or in the back office.

In multi-user networks, users may work on orders together without problems.

Customer accounts (names and addresses) can be added from within the service orders program.

The sequence of operations is normally in the order that the menu options are presented, namely:

New, (Edit,) (Print,) Finish and Invoice.

New (order)

Every order must be created here first.

Enter the last name, or the first letters of the last name.

Choose the correct customer from the list of customers shown. Scroll (or pan) to the right to see more details about each customer if you are not sure of which is the correct customer. Then press <Enter>. If the name is unique, the customer's details will be displayed immediately and you can continue. If the customer is not on the list, or if you wish to open another account for the same customer, press <Esc> - that will take you back to the Orders and Repairs Control System menu.

Adding a new name
If the name you entered was not found the computer will ask if you want to add it, type Y.

> ☺   To add an existing name a second time, enter any nonsense characters, the computer will ask if you want to add it, type Y.

Then add the name, last name first (so that it will be filed in the correct alphabetical order), then a comma, title and initials.

For cash customers, the address is only important if you intend to use the customer file as a mailing list. Usually the telephone number is more important. For account customers the address is also important.

The credit limit is checked every time you enter a sale to the customer, and a warning message appears if the credit limit is exceeded. Leaving the credit limit as zero disables the credit check. If you do not want to allow the customer any credit, set the limit to 1, or .01.

The salesman's initials are useful as a reminder of who the salesperson is, because it keeps it as the default the next time an invoice is entered for that customer.

The terms field is also useful as a reminder to the operator who processes the next invoice, and it prints the terms field on the invoice too.

Press Y when the computer prompts with 'Ok'

Entering the details
> Enter the group code. This is the same as the group codes that are used to categorise inventory. Typically one might use 'SR' for (Service) Repair, or 'SE' for Engraving.
>
> In the next field (under the 'Pt' symbol) the computer will enter a 'Y', or 'N' if the group code default setting dictates, and skip to the next field. This field is the "prepaid tax" marker if ad valorem duty is to be controlled. (see notes on other uses for the duty feature on page 151.)
>
> In the field under Tx the computer will enter an 'S', or other tax code if the group code default setting dictates, and skip to the next field. This refers to the sales tax code. Other codes than S will be applicable only if your tax system is not "standard". Allowable codes are E Z S A B and C.
>
> > *The previous two fields can only be edited in a new order by pressing the up-arrow cursor key.*
>
> The next field is the short (brief) description. This description is the only one, apart from details of parts used, that is printed on the final sales invoice and recorded on the customer history. Therefor you should make it as meaningful as possible in the space provided.
>
> The Pt, Tx and Brief description fields are predefined in the Group Code file. (Inventory, File maintenance, Group codes). You can add or edit these codes as required.

Additional details
> After entering the brief description, the cursor finds an empty window. Here you type all the details that you need to record. Keep typing without pressing <Enter>. The computer will automatically move words to a new line if they cannot fit where typed.
>
> To manually start a new line, or leave an empty line, type Ctrl-N or Ctrl-<Enter>.
>
> Pressing <Enter> alone will leave the edit window unless the Insert Mode is set, in which case you can exit by pressing Ctrl-W.

Auto-Prompting
> A user-programmable option allows predefined prompts to help data entry. Prompt records can be added by U(tilities, X(pand, I(ndex, O(ld and enter 10 records (or more) at a time to the file 'rprompts'. The records can be edited by U(tilities, A(mend, L(ock file 'rprompts'. The behaviour of this editor will appear strange and unfriendly due to the fact that the rprompts file is indexed on RP_GROUP and RP_SEQNO whenever one of these fields is edited and the sequence in the file changes, the table becomes unstable and will rearrange to correct the sequence. The following fields may be edited:
>
> 'RP_GROUP' - The group code that will be given the prompt.
>
> 'RP_SEQNO' - The program sequence number. It is suggested that you start at 100 and go up in steps of 50 so that prompts may be inserted before and in between existing prompts.. The maximum number is 999.
>
> 'RP_PROMPT' - This is the message that apears on the screen and optionally remains on the order details permanently.
>
> 'RP_LEN' - The allowed length of the user's reply to the prompt.
>
> 'RP_PICT' - The template controlling the user's input. Use Clipper syntax.
>
> 'RP_DFLT' - The default reply to the prompt.
>
> 'RP_PRNHIDE' - A logical field. If T(rue the prompt will never stay on the order.
>
> 'RP_IFYGOTO' - If the user reply to the prompt is 'Y' then the next prompt will be the prompt sequence number entered here. Enter 999 if this is to be the last prompt. You may enter an earlier sequence number if multiple choices are allowed.
>
> 'RP_IFNGOTO' - If the user reply to the prompt is 'N' then the next prompt will be the prompt sequence number entered here. Enter 999 if this is to be the last prompt. You may enter an earlier sequence number if multiple choices are allowed.
>
> 'RP_PRNBLNK' - A logical field. If T(rue the prompt will print on the order even if the user input is a blank.
>
> 'RP_PRNDFLT' - A logical field. If T(rue the prompt will print on the order even with the default reply. If F(alse the prompt will only print on the order if changed.
>
> 'RP_MANDTRY' - A logical field. If T(rue then the user may not leave the prompt without a reply.
>
> 'RP_CHOICES' - Allows a lookup table of predefined choices. To use, leave RP_LEN=0, RP_PICT=blank, RP_DFLT=blank and enter the RP_CHOICES in the format {"Reply one","Reply

two",....,"Last reply"}. 250 characters are available for RP_CHOICES, enough for about 20 choices.

For a better understanding, examine the example that has been provided for watch repairs.

✎ *After replying to the defined prompts, the cursor will be positioned on the top left-hand corner, and from there the details field can be edited as required. If you would like to use the predefined prompts again for the same order, you must clear the old text from the details window first (<Ctrl-Y> for each line to be deleted), save and exit (<Ctrl-W> or <Enter>) and then edit the D(etails again.*

Parts/Raw materials

The codes for parts and raw materials are entered almost exactly the same as is sales invoices. Any of the inventory types can be used except a '0'.

Prices entered will be charged to the customer when the service order is invoiced. The total (estimated) price for the order will be increased to match the total of the parts listed, but will not be decreased if it already higher than the total of the prices of the parts. See also 'Quoted/Estimated Price', below133.

Press <Enter> on a blank code field to exit.

✎ *Parts can be removed by entering a '0' (zero) in the code field.*

Entering the status fields

The 'Customer Order' field is very useful because the datum is recorded in the customer's financial records (cjournal) as well as in the service order file. That means that it will print on the customer's statement as well as the invoice.

'Workdays to finish' is a simple calculator that works out the date from today, skipping weekends.

Quoted/Estimated Price

'Est. Price' is the minimum total price that will be charged, including parts and tax. In other words, the computer first adds up the parts/materials prices and then subtracts that total from the 'Estimated Price', if there is a remainder then that amount is invoiced as the price for the job, using the group code first entered in the details fields.

✎ *Whenever prices are entered, the computer will also ask for costs. Enter the costs (excluding VAT or GST if registered as a dealer), if you wish the computer to keep accurate accounting records. The cost prices effect the sales analysis as well as the W.I.P. (Work In Progress) value in the general ledger.*

'Current Location' is a field which can easily be edited at any time. It is designed to show where you will find the item. Some jewellers are using this field to record the goldsmith who is responsible for the job.

'Deposit now paid' is a short cut to enter a payment on the account. If it is not left as zero, the computer will ask for the payment method.

✎ *After entering the deposit, a receipt will only be printed on the service order voucher as long as you do not exit the service order menu. A duplicate receipt can be printed using 'Sales, Transactions, Duplicate, No' and enter the service order number and customer numbers where requested.*

'Total mass of item...'

When entering a new service order, the computer will ask for the total mass of the item. This is for security purposes and although it will be displayed whenever you view the order, you will not be able to edit it after the new order is recorded. If you made a mistake, type N to the next prompt.

Accepting the data

After entering the total mass, the computer will prompt 'Ok? (y/n/q)'

- Y will accept the data and record it.

- N will allow you to amend the data without having to retype everything.

- Q cancels the order without recording anything.

✎ *The service order number is allocated as soon as you enter the customer's account details. That means that if you start a service order and then cancel it, the number will be skipped.*

Print

>   This option allows you to print a customer copy, a workshop copy or a detailed job packet of the service order. The 'Detailed J.P.' is the same as the workshop copy but also shows the customer details.

Edit

>   This useful utility provides a powerful 'find' facility as well as allowing one to edit an existing order.

>   Find customer's order
>   1. Enter the first letters of the customer's last name.
>   2. Select the correct customer if a list of customers is shown.
>   3. Type the desired service order number if a list of orders is presented.
>
>   or, if the order number is known:
>   1. Leave the customer field blank and enter the order number in the 'Ref #' field

>   Edit commands
>   Once the order has been selected in edit mode, several options are offered. Type one of the following letters:

>   Y(es   Accept the data as is and return to top menu.
>
>   N(o   Start full edit
>
>   D(etails   Edit 'detail' window only
>
>   S(tatus   Edit 'status' window only
>
>   C(ustomer   Edit 'customer' window
>
>   T(rack   Display order tracking data (Plus version only)
>
>   Q(uit   Cancel any changes and return to top menu.

>   Depending on the 'Status' of the order (i.e. open/finished/invoiced), some of the fields may not permit editing.

>   Customer edit allows you to choose a different customer account or to change minor details. For full customer editing abilities, use Sales, File maintenance, Customers instead.

>   >   ☺   You could use the edit facility in the details window to add comments about the status of the order but it is better and more efficient to use comments in the tracking facility. For example when you telephone the workshop enter the event under the 'Track' option and enter what they said in the comment field. The date and time is automatically recorded. In this way sales staff can look at the order using the Edit option, press T(rack and tell the customer exactly what is happening.

Finish

>   This option must be used to change that status of the order from 'Open' to 'Finished'.

>   You will be asked to input the finished (or final) price and location. Remember the real price is the higher of the 'Fin' price and the sum of the parts/raw materials prices.

>   ✎   *The parts and raw materials are taken out of their respective inventory files at this time and the movement is recorded in the inventory movement journal (ijournal).*

>   >   ☺   The same option will also change a 'Finished' order to 'Open' status. Doing this returns the parts and raw materials back into inventory.

Invoice

>   This option is one of three ways to complete the service order cycle. When the customer comes to collect the jewellery, use this method to generate the invoice as well as changing the status of the order to 'Invoiced'.

>   ☞   Do not process the sale as a normal sale or a 'Zipsale' because, apart from the extra work required, it will leave the service order 'In Stock'. This in turn leaves a false value to your assets.

>   You can cancel an order without invoicing it. See 'Cancel' below.

Cancel

>   This option is normally used to clear out abandoned service orders or to correct mistakes.

A service order cannot be deleted unless it is either invoiced, cancelled or merchandised.

☺   A cancelled order can be restored by selecting cancel a second time.

Delete

This is a data purge function. You are asked for a date and then the computer will find all invoiced, cancelled or merchandised orders older than the date specified.

💣☀   **The delete option cannot be reversed.**

Report

Use this option to display or print a list of selected orders. First choose whether to report by D(ate promised or date P(roposed.

The Date promised report can be used daily to either chase the workshop (unfinished) or to remind customers to fetch their orders. Enter the most recent promised date and elect whether to show names & phone numbers. Select whether to report U(nfinished, F(inished or H(istoric orders, and then filter the report by customer branch, order location and product group code. Various sort orders can be chosen.

The date Proposed report allows you to display/print full list of service orders by date created/proposed. Enter the proposed date range and elect whether to show names & phone numbers. You can filter the report by customer branch, order location and product group code.

Search

This option is useful if you need to list all orders in a certain location, or with a certain goldsmith, etc.

Enter a word or part of a word and the computer will search for a match in the customer's order, brief description and location fields. The matching records will be displayed on the screen together with the order status.

☺   To search for a particular order it is usually quicker to go to Edit and enter the customer's name.

Merch.

This function converts a finished service order to normal merchandise or standard stock.

First enter the service order number of the 'Finished' job to be converted.

You will be asked for a group code. The computer then, in the case of a merchandise group, allocates the next serial number in that group or, in the case of a standard stock group, asks for a new code of up to 5 characters. If an existing standard stock code is entered, you will be given the option to add to the existing code.

Then enter the applicable material code to identify the gold or other material type or sub-analysis code.

Follow the screen prompts to fill in the required data. In the case of standard stock you will also be asked for the quantity produced. You will be taken to the file maintenance program to allow you to edit the details that have been automatically generated.

An entry is automatically inserted in the 'All Rcvd' label file so that label(s) will be printed with the next label run.

✎   *The merchandising procedure cannot be reversed, but the merchandise or standard stock can be unreceived if required.*

Loc. (not in Plus version)

This simple utility is used to keep an accurate record of where the order is physically located.

Track (Plus version only)

'Order #' - Enter the order number that is to be tracked. The brief details and the existing location will be displayed for verification.

'New Loc. =' - Defaults to the old location and allows you to keep it by just pressing <Enter> or to change it.

'Due date =' - This can mean the date that it is due back from the new location. The field defaults to today's date and allows you to keep it by just pressing <Enter> or to change it.

'Del.Ref. =' - This can be a parcel tracking number or delivery note number or any other reference.

'Operator =' - Here the operator can enter identification.

'Comment:' - This is where you can freely type notes as to the status of the order or messages to sales staff regarding the order.

✎   *If no data is entered or no changes are made the tracking record will not be saved.*

The normal operations of adding, finishing, changing a location, cancelling, recalling and invoicing or merchandising are all automatically recorded in the tracking data.

Backups

Backups secure your data against all possible causes of loss. It is so important that we've put full details near the front of this manual. (See page 13)

The 'Backup' option from the menu will only work if it has been set up correctly. Since this is so important, the setup instructions are repeated below.

Data Backup setup

The activation of the backup program from The Shopkeeper menus is controlled by a user-modifiable program script. In the case of the DOS/Windows versions, it is a batch file called BACKUPDB.BAT in the C:\JEWEL (or alternative default) directory. And in the case of Linux, the script file is called "backupdb" (without the quotation marks). The command(s) executed by this script/batch file will depend on your unique requirements. By default the script is designed to make a compressed backup of only the data files (not images) onto the A: drive. A common change is to make the backup onto a different drive letter - such as a flash drive.

In the case of Linux, while native methods are available and may be used (a sample script 'backupdb' is supplied), these are not well known. An easy method is with a Windows XP workstation using the Task Scheduler and backing up onto CD. The BACKUPDB.BAT script can be adapted for this purpose.

For backup of images, an example script file is supplied, called BACKUPIM.BAT. This must also be modified as required so as to make the backup onto mass storage media, because only a limited number of images can be saved on each floppy disk.

Read more about backups from page 13.

Notes:

Notes:

Inventory code types

The Twelve Inventory Code Types

The following are the different types of codes that can be used when selling. Each is treated differently by the computer but the difference may be transparent to the user. The first 8 types can be scanned in from bar coded labels. Types 1, 3, 6 and 7 are only applicable to The Jewellery Shopkeeper. Only the last four types are allowed in The Accounting Shopkeeper.

There is a lot of overlapping of the usage of the various code types. The examples below will help you to see the applicability of the different types.

1. **Merchandise** - 7-character codes starting with a number from 1 to 9. The first two characters are the group code followed by a 5-digit serial number. The automatic fill character if less that 7 characters are entered is a zero. (This code type is valid for The Jewellery Shopkeeper only.) Merchandise is for unique jewellery, or anything else that is tightly controlled and/or requires lengthy description. No quantity is controlled, a merchandise code is either in stock or not. Merchandise can be returned by using S(ales, T(ransactions, R(eturn or by using the sold item's code and responding 'Y' to the computer's prompt asking if you want to return the item.

Example: Jewellery made with precious metals, hand crafted goods, investment diamonds. Any high value, slow moving, inventory or items that require more than one line of description. This is the preferred inventory type for most jewellers. The ability to use raw material (inventory type 3) in the manufacture of merchandise makes it invaluable to manufacturing jewellers. Merchandise should not be used for fast-moving items that require frequent reordering.

2. **Standard stock** - 7-character codes starting with a letter from A to Z. The first two characters are the group code followed by an alphanumeric code of up to 5 characters. The automatic fill character if less that 7 characters are entered is a minus sign (-). Standard stock is for bulk-jewellery, or anything else that not uniquely described each time a new one is received although serial numbers can be allocated. The same code is used repeatedly and quantity with up to two decimal places can be controlled. Negative quantity (with positive price) may be entered to reverse a sale, or use S(ales, T(ransactions, R(eturn.

Example: This is the conventional inventory type as used by general dealers. In The Jewellery Shopkeeper standard stock can also describe precious metal, total diamond weight and other stones, and is the preferred inventory type for those jewellers selling standard jewellery styles, rather than unique items. Many jewellers supplement the merchandise with standard stock. Standard stock cannot directly use raw material but service/make-up orders can be used for this purpose.

3. **Raw material** - 5-character codes starting with a letter from A to Z. The letter is followed by a 4-digit serial number. You may not abbreviate the code when entering it into The Shopkeeper. (This code type is valid for The Jewellery Shopkeeper only.) Raw material is for loose stones, findings, gold or anything else that is not usually sold directly to the customer but is instead used in-house for the manufacture of jewellery. Raw material is entered and receive in 'Packets', 'Parcels' or 'Shipments'. Each code is only used for one of these receipts, but can have any amount of quantity and mass. Raw material is unique in that it controls quantity and/or mass, and costing and pricing can be related to either quantity or mass. By not entering the supplier's name when receiving the raw material, the same code can be reused repeatedly - in that way the raw material can be used to control the gold used by each goldsmith. Negative quantity and mass as well as negative price must be entered to reverse a sale , or use S(ales, T(ransactions, R(eturn.

Example: Use raw material codes in the manufacture of merchandise or as parts used in service/make-up orders. Best used to control stock of items that are kept as irregular-sized objects that are priced by weight.

4. **Standard lookup code** - This is an otherwise normal standard stock code, but with the 'Flag' field set to 'L' and zero quantity in stock. To set the cost and the price, receive a quantity of zero. Lookup codes work in every way except the quantity on hand never changes from zero. Most useful for invoicing services where stock control is not required.

Example: Create lookup codes for engraving, appraisals, jewellery polishing and rhodium plating, packing & postage and other sundries.

5. **Quiet standard/lookup code** - This is an otherwise normal standard stock code, but with the 'Flag' field set to 'Q' the linked code will be invisibly posted. If the stock on hand is zero then a quiet code also acts as a lookup code. The 'Quiet' lookup code differs from the normal code in that a linked code will be processed invisibly (hence 'Quiet') when the sale is posted. The linked code(s) will not appear on the customer's invoice or history. The linked code will be processed regardless of the 'Mandatory' status unless chained - in which case only mandatory

links will be included. If used as a normal code with quantity, it will stop recording the quantity on hand if at any time the quantity on hand goes to exactly zero. Can be used instead of a normal standard stock code - but in addition can link to another code (or codes) without showing on the customer's invoice.

✎ *Quiet lookup codes use the code's cost for sales analysis gross profit calculation. In the inventory movement journal, the selling price only is recorded, and the cost is recorded as zero. The quietly linked code(s), on the other hand, post their cost, but not their price, to the inventory movement journal.*

Example: If you sell one thing but need to update another code. Create a code for 25-metre rolls of chain priced at a bulk price for a whole roll. Also create a 'Quiet' lookup code for a metre length of chain priced at the higher price. Link the per metre code to the 25m roll code with a link ratio of 0.04. In that way, regardless of which code is sold, it is only the bulk code that is actually controlled and that will need to be reordered and received. In this example, full accuracy will be maintained if the chain is sold in multiples of 0.25 metres - other fractions will not calculate with perfect accuracy but on average the resulting error will be small.

Example: If you sell the same product to different types of customers and the use of customer grade does not give the required versatility, create different 'Quiet' codes for each of the types of customer, each code can have its own description and price. Link all the codes to the same normal standard stock code.

Example: Sell the same product in more than one way. A 15 cm chain has one code, a charm has another. Create a 'Quiet' lookup code for a charm bracelet that consists of one chain and five charms. Link the code to the chain with a ratio of 1, and have the chain mandatory-linked with a ratio of 5 to the code for the charms.

6. **Merchandise lookup code** - This is an otherwise normal merchandise code, but with the 'LOC' (branch) field set to 'L' and not in stock. To set the cost and the price, 'receive' the item through I(nventory, T(ransactions. Lookup codes work in every way except the 'in stock' status never changes from 'No'.

Example: Fast-moving handmade jewellery, or jewellery that is bought out, that is never put into stock.

7. **Quiet merchandise lookup code** - This is an otherwise normal merchandise code, but with the 'LOC' (branch) field set to 'Q' and not in stock. To set the cost and the price, receive the item through I(nventory, T(ransactions. Lookup codes work in every way except the 'in stock' status never changes from 'No'. The 'Quiet' lookup code differs from the normal lookup code in that a linked code will be processed invisibly (hence 'Quiet') when the sale is posted. The linked code(s) will not appear on the customer's invoice or history. The linked code will be processed regardless of the 'Mandatory' status unless chained - in which case only mandatory links will be included. Can be used instead of a normal merchandise code with fully detailed description but using the link to a standard stock code (or codes) will update the inventory is those codes instead.

✎ *Quiet lookup codes use the code's for sales analysis gross profit calculation. In the inventory movement journal, the selling price only is recorded, and the cost is recorded as zero. The quietly linked code(s), on the other hand, post their cost, but not their price, to the inventory movement journal.*

Example: When the item of jewellery being sold is made up of a part that is owned and part(s) that are on consignment, enter the complete detailed description and price as a 'Quiet' merchandise lookup code. Link it with a ratio of 1 to a standard stock code that has the part that is owned (perhaps it is a gold ring without a diamond) and link that with a mandatory link, also with a ratio of 1 (but it could be more if it is a cluster ring) to another standard stock code that described the consignment diamond(s). The customer will only see the single complete description, but inventory control will be exercised by the linked codes.

8. **Comment code** - 7-character codes starting with double zero (00). The first two zeros are followed by an alphanumeric code of up to 5 characters. The automatic fill character if less that 7 characters are entered is a minus sign (-). Comment codes have neither quantities nor values, the only use is to put a predefined comment line onto a sales voucher. It is the only way to put a comment in a zip-sale. Comment codes can be linked to other codes as with merchandise and standard stock. Use I(nventory, F(ile maintenance, S(tandard stock to add or maintain comment codes.

Example: Create a comment code that says "Water resistance not tested nor guaranteed" and link it to the code that you use for watch battery replacement. Or "Return ring every 3 months to check mounts" and link it to a delicate clister ring.

Example: A long message may be created by linking together several different comment codes and the comment code and link to any other stock code. In that way you can describe a service and then charge for it just by entering one code.

    9. **Casual comment** - The number zero, entered on its own allows you to manually enter a comment line.

Example: Use this if you want to say something as a note on the invoice, that will also record on the customer's history, that is unique for this occasion and therefore a predefined message is inappropriate. The comment may be a reason for passing a credit, such as; "Not the correct size". Or a parcel tracking number.

    10.**Non-inventory merchandise** - A 3-character code starting with a number from 1 to 9 and ending with a letter from A to Z. The first 2 characters represent the product group code and the last character the material type. Non-inventory merchandise can only be returned by using S(ales, T(ransactions, R(eturn.

Example: Use this for ad-hoc sales of jewellery or other items that are not recorded as inventory where the product group code needs to be analysed together with the usual merchandise. If you normally stock rings in group '10', then a non-inventory ring would also be sold as group '10', the 3rd character being the appropriate material type code. If the material type code has a defined 'usual profit percentage', then the cost for the non-inventory sale will be automatically calculated.

    11.**Non-inventory standard stock** - A 3-character code starting with a letter from A to Z and ending with a letter from A to Z. The first 2 characters represent the product group code and the last character the material type. Negative quantity (with positive price) may be entered to reverse a sale , or use S(ales, T(ransactions, R(eturn.

Example: Use this for ad-hoc sales of goods or services that are not recorded as inventory. If you have a group 'WR' for watch repairs, then a while-you-wait watch repair could be invoiced using code 'WR-'. The dash (-) works as an undefined material type (or sub-analysis) code. If a valid material type (sub analysis) code is used, and that code has a defined 'usual profit percentage', then the cost for the non-inventory sale will be automatically calculated, thus keeping the sales analysis gross profit figure more accurate.

    12.**Non-inventory raw material** - A 3-character code starting with an asterisk (*), followed by a letter from A to Z and ending with another asterisk. (This code type is valid for The Jewellery Shopkeeper only.)   Negative quantity and mass as well as negative price must be entered to reverse a sale, or use S(ales, T(ransactions, R(eturn.

Example: Ad-hoc sales of loose stones or findings that need to be described by both quantity and mass.

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VAT Operation

VAT is the difference between your output tax that you charge your customers, and the input tax that you pay to your suppliers.

Output tax is only registered in The Shopkeeper through sales transactions. And input tax is only registered through purchases transactions.

Input tax on petty cash purchases is fully accounted for through the sales banking, or the P(urchases P(etty menus.

In addition, payments by DISCOUNT is included in the VAT controls. The VAT rate for debtors and creditors discounts is controlled by the General Ledger accounts 40400 and 48100 respectively. The VAT rate for automatic interest on arrears debtors (finance charges) is controlled by G.L. account 47100.

VAT Set-up

Go to U(tilities, S(et param, V(at Control, and check that the percentages are correct. Normally all account numbers should be set to 22600. Only change this if you wish to separate the different tax groups in the Balance Sheet.

VAT and the General Ledger

✎ *The General Ledger chart of accounts plays a major role in helping you to keep accurate VAT records. This is because each account is coded with a default VAT code.*

Whenever a transaction is entered into purchases journal entry or a petty cash purchase is entered, The Shopkeeper looks up the correct VAT code and prompts this as your VAT code. (In the case of payments by discount, and monthly finance charges, the lookup is made without option to change it.)

Edit the General Ledger chart of accounts under G(eneral F(ile maint. C(hart of accounts.

VAT and Sales

Sales entry VAT codes are tied to the product group codes. Each product group can be coded individually. The VAT code is used both for stock items and non-inventory codes - e.g.. "JR-".

Edit Product Group VAT codes under I(nventory F(ile maint P(roduct group.

When posting ancillaries, almost all VAT entries to the General Ledger are automatic. Only the cheque that you send to the Receiver of Revenue every two months must still be processed.

☺ Enter the cheque directly to the General Ledger by G(eneral T(ransactions G(eneral journal. Debit account 22600 and credit 10100. Entering the amount of the cheque and the cheque number. Describe the entry as "VAT PAYMENT".

VAT 201 Return Form

Currently a form printout is not provided. To get the figures for the return, go to P(urchases C(reditors R(eports V(at O(ld and enter the month before last. Print it. Then do the same for L(ast month and print it too. Then manually add the figures for the two months. Or, select option "2" which gives you the above total without having to add them manually

Enter the total computer-calculated Output Tax onto the VAT201 form and use a calculator to find the "turnover" figure. This is because the computer adds each individual invoice line to obtain it's figures and accumulated rounding to the nearest cent results in a small error. Putting the error into the turnover figure will keep your own VAT records accurate to the cent.

Manual VAT entry

Sometimes, like when goods are cleared through customs, the VAT is calculated on a special formulae and the VAT paid is shown on the documentation. This is not equal to a standard percentage of the total paid.

In these cases, the easiest way to enter VAT correct to the cent is as follows:

1. Enter the full purchase, including VAT, as VAT code E. This records the input tax as zero. Use Purchases Transaction Journal OR Receive for this transaction.

2. Enter the amount of [VAT divided by n times 100+n], where n is your standard VAT percentage, as a Purchases Transaction Journal entry described as "VAT ADJUSTMENT" to the same G.L. account as the original purchase and using the required VAT code (S, A, B or C).

3. Enter the SAME amount again, but with a minus sign, with the same date, description as "VAT ADJUSTMENT" again and the same G.L. account, but this time with VAT code E.

That completes the processing.

Instead of going through the detail above, if you enter the full purchase, including VAT, as VAT code S, and if customs did their job correctly, the resulting VAT claim will match the amount paid to within about 1%. This will be insignificant for smaller purchases. If necessary you can adjust the small difference afterwards.

Year End Duties

Housekeeping before Purchases & G.L. Year Ends

Apart from posting ancillaries up until the year end date, these are the things to do before it's "too late"

Sales

- Nothing to do - The General Ledger Year End will have no effect on the debtors or inventory.

✎ *Debtors & Inventory are best kept up-to-date and free of errors IN REAL TIME.*

See also 'Essential year end checks and print jobs' on page 147.

Purchases

Purchases year end happens automatically when doing the G.L. year end.

Monthly bank reconciliations must be done to ensure that all mistakes have been corrected in the creditors entries.

☞ Where required, flag redundant transactions. This is especially important with very active accounts where the balance never reduces to zero.

    ☺ Where an account is difficult to reconcile due to payments not matching invoices, add two payment entries to artificially create a zero reference point. The first payment will equal the account balance as at a chosen date - usually the last day of the previous financial year (or the first day of the current financial year if a year-end has already been done) - and the second payment must be the opposite amount with the same date. Describe the first payment as 'BALANCE C/FWD' and the second one as 'BALANCE B/FWD'. With both transactions enter the reference as zero and the G.L. account as '10900'. Then you can sort the purchases journal by date by P(urchases, C(reditors, F(ile maintenance, A(rrange, followed by automatically (or manually) flagging the resultant redundant transactions - P(urchases, C(reditors, P(ocedures, A(uto-flag. View the account asking <u>not</u> to display redundant transactions. See that the transactions that you wish to carry forward to the new year are the only ones that display.

☞ Remember - only redundant transactions which have also been posted to the General Ledger are removed by the year-end process.

Do an integrity check as follows: Display the total balances of the creditors as at the last date that was posted to the general ledger - P(urchases, C(reditors, R(eports, B(alances As At - and see that the 'Total balance' matches that in G.L. accounr 21100.

☞ Report any corruption to Support for repairs before doing year end.

☞ Reconcile the bank in the General Ledger for the year-end date.

See also 'Essential year end checks and print jobs' on page 147.

Before General Ledger Year End

General Ledger

Do a quick integrity check by G(eneral R(eports Q(uick summary as at <blank> to S(creen, and see that the figure in the bottom right-hand corner is zero.

☞ If any corruption is detected contact support for assistance with repairs before doing year end.

Reconcile the bank for the year-end date.

See 'Essential year end checks and print jobs' on page 147.

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Essential year end checks and print jobs
Sales year end

These are the only reports that should be printed for the **auditors**. (Any additional reports will add to the time taken by the auditors to do your audit.) Only supply additional information, such as copies of invoices and other working documents or reports, on request.

IMPORTANT: Be sure that all control totals balance correctly before printing the reports. Errors will waste time and increase the cost of the audit.

Inventory

- Merchandise   (1)

   Cost report (all groups - summary only)

- Standard Stock   (2)

   Cost report (all groups - detailed)

   Turnover (for management - optional)*

- Raw Materials   (3)

   Cost on hand (all codes - detailed)

- W.i.p. (Service orders)   (4)

   Value list

Debtors

- Control account   (5)

   Normal & Extended

- Age Analysis   (6)

- Journal Entries (first to last month of financial year to printer (screen version is not analysed)

- Overdue letters

   Bad debtors list, Over 90 only: Yes, No payment this month: Yes, Details: List

* Some reports, such as the Standard Stock turnover report, are only available in real time - that is, you cannot reprint them after the computer has been year-ended. Most other reports do have a starting and ending date selection so that they may be printed, or reprinted, at a later date.

Accounting year end

These are the only reports that should be printed for the **auditors**. (Any additional reports will add to the time taken by the auditors to do your audit.) Only supply additional information, such as copies of purchase vouchers and other working documents or reports, on request. Any monthly reports that you may have printed are redundant (because the single year-end report includes all the data) and will only confuse and must not be included in the reports that you supply to the audi-tors.

IMPORTANT: Be sure that all control totals balance correctly before printing the reports. Errors will waste time and increase the cost of the audit. Known errors can be pointed out and explained to the auditors if they cannot be easily corrected.

Creditors

- Balances as at year end date   (11)
- Control account   (12)
- Monthly analysis (Only entries not posted to G.L.)(13)
- Ledger (List redundant: Yes)   (14)
- Index, Numeric only

General Ledger

- Quick BS/P&L
- Cash books (10100-10109)
- Trial balance (Summary and Detailed)   (15)
- Income statement
- Balance sheet

MOST IMPORTANT: Check the following before handing over to auditors:

- ✓ Bank accounts (10100-10109) must reconcile to the bank statements
- ✓ Accounts 12100, 12200, 12300 & 12400 in G.L. (15) must equal totals of inventory cost reports (1), (2), (3) & (4) respectively.
- ✓ Control account (5) must equal the Aged analysis (6)
- ✓ Control account & Aged analysis (5) & (6) must equal G.L. Account 11100 (15)
- ✓ Account 21100 in (15) must equal total of balances-as-at-yearend report (11)
- ✓ Control account (12) must equal the Ledger total (14)
- ✓ Control account and Ledger totals (12) & (14), less the total unposted transactions (13) must also equal the Balances as at Year End and G.L. Account 21100 (11) & (15)
- ✓ Examine all other G.L. accounts for abnormal balances and correct any posting errors.

Receiving New Merchandise

This is a minimum effort method of updating all necessary files on the computer in the case of receiving a batch of goods from your supplier.

1. Go to I(nventory, F(ileMaint., M(erchandise, A(dd. Enter the full description and any other relevent details.

2. When you are asked: "Receive now?" answer Y(es), enter the supplier's name and all other details for that one item.

3. When you are asked: "Update Purchases Ledger?" answer Y(es) - <u>edit the invoice amount so as to match the supplier's invoice</u> to the cent.

✎ *You will only be asked if you wish to update the Creditors Ledger if you have entered the suppliers name when receiving the goods.*

1. Type "N" to leave the Purchases Journal entry screen.

2. Type "R" to repeat the entry and enter the next item on the same invoice.

3. When you are asked: "Receive now?" answer Y(es), enter the CHANGED details for that one item.

4. Repeat again until batch is complete. <u>Do not elect to update purchases ledger again</u> for the same batch.

☺ You can verify that you have entered all the goods on that invoice correctly by going to: I(inventory, R(eports, J(ournal, G(oods received reports. Enter the suppliers number and the supplier's invoice number. The program will report all the items that have been entered with that invoice number.

💣 **The inventory journal records the cost EXcluding tax. You will have to make allowance for the tax when reconciling to the supplier's invoice.**

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Other Uses for the Duty Field

- Flag & have the computer calculate items on which sales commission must be paid.

- Flag imported items.

- Flag items you would like to reorder, then use the Finder to report a reorder list.

- Flag items manufactured in-house.

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Image Instructions

Introduction

By providing attractive valuation certificates, complete with images of the jewellery that helps to positively identify the item, can give the jeweller a competitive advantage or an additional revenue source. The Shopkeeper offers a viable solution for both inventory items and the clients own jewellery. In order to be of real benefit to the jeweller, however, the cost of the service must not exceed its value. Detailed catalogues, complete with pictures, viewed on-screen, can provide sales staff with a safe and effective way to find the right items for the client.

Capturing images

The valuation certificate is not intended to be a promotional brochure. The purpose of the image is to provide an additional, simple, way to identify the article. Successful photography of jewellery for promotional purposes is an art that requires exceptional skill. However, for the purpose of identification, it is acceptable even if a lot of the detail, sparkle and colour is lost, provided that the image is clear and neat. Black & white images are also all right if the description includes the colour where important. Size, if important, should be described in the text.

Artistic background, whether it is a human model or just a texture, is not only unnecessary but actually detracts from the usefulness of the image. The only exception to this is when the background provides a reference as to the size of the subject. An extra benefit resulting from a simplified the image is that the recorded size of the image will also be smaller.

To be cost-effective, all three aspects that effect cost must be addressed. These are:

1. Equipment (cameras, lighting, computer, consumables)

2. Skills (must not require a specialist skilled operator)

3. Time (capturing and processing must be quick)

Equipment

Five types of photographic systems can be used.

1. Normal film camera. Requires that the film be developed then scanned. Does a good job but takes much too long and the camera and film cost is high.

2. Digital camera. Almost immediate transfer of image to the computer. Does a good job. High resolution of image is a disadvantage because the image size must be reduced in order to make the file size practical. Special close-up adapter may be required.

3. Web camera (or video camera with special computer interface). Image recorded directly on computer. Does a good job but requires careful composition and focussing. Optimum resolution. Most web cameras have adjustable focus that allows extreme close-ups. Some web cams give better focus, colour and tonal depth than others but the camera software and lighting also makes a big difference.

4. Flatbed scanner. Image recorded directly to computer. Extreme ease of use. Does a good job for smaller items or items that can be laid out flat.

With all of the above, a good light box with variable-intensity is required.

Recommendations:

Light box, flat-bed scanner and web cam. The combination of these three items will cope with all imaging requirements for valuations. In fact, if you already have a more expensive camera, keep it for other jobs and spend the bit extra on the scanner and web cam.

For higher quality:

A commercial light box and a digital camera. The digital camera must have good close-up capabilities as well as a direct cable interface to your computer.

Software required

Choose easy-to-use image processing software. Fancy modern image processing software as supplied with many digital cameras are much to complex for the average computer operator. There are, however, much simpler and less complicated programs available that do a good job and are fast and easy to use. Just be sure that the following functions are provided:

▪ To crop the excess areas off the composition.

- To automatically - or quickly - adjust the brightness and contrast.

- To size the image to a reasonable size, such as 320 x 240 pixels.

- To save the image in JPEG (.jpg) format compressed to the required target file size (less than 16KB).

- Memory of where to find new images.

- Memory of where to store processed images (without forgetting where the new images were found!).

- Easy saved file naming.

    ☺ A suitable Windows 'shareware' program is available from the Shopkeeper Solutions web site.

It is recommended that you set up Windows so that you can easily switch back and forth between The Shopkeeper and the image processor so that inventory can be checked against the related image. Also, the use of The Shopkeeper data displayer program, JskDPlay, (free to Plus version licensees of The Shopkeeper) will allow the continuous monitoring of the data to ensure that descriptions match the image and that the image is stored correctly.

Format

Images can be in .JPG, .GIF, .PNG or .BMP formats.

The image must be named the same as it's stock code. e.g. 1100034.jpg. Abbreviations are not allowed. If more than one code requires the exact same image, that image must be duplicated (you may not use the same image file for more than one code).

    ☺ Choose a size of image, after cropping, about 200 to 480 pixels high and compression factor such that the final size is less than 16KB. Disk space is usually used in increments of 16KB so making the image any smaller will not save disk space. Larger files can improve the image quality when printed but will also increase network traffic and backup time. For valuation certificate purposes, a 10KB .JPG image is quite satisfactory. If more detail is required, the image should be closely cropped.

Filing the images:

☞ Images may be captured and filed before, during or after taking on the text description of the item. The essential requirement is that the file name of the item matches its inventory code.

Image directory

✎ *The following examples show Windows or DOS path and file names. In the case of Linux, the back-slashes (\) are slashes (/) and all file names are in lower case, except for the group code directory and inventory code name which should always be in upper case - for example //linuxserver/home/jewel/images/2T/2T00054.jpg.*

To allow quick viewing (with Alt-F10), and automatic generation of valuations and catalogues with the correct images, the image files must be stored in the correct directory.

- The first place that the image will be sought is the IMAGES' sub-directory of the default data directory being used by The Shopkeeper - this is usually C:\JEWEL\IMAGES, but it may be E:\JEWEL\IMAGES or even \\MYCOMPUTER\MYSTUFF\DATA\IMAGES. It is vital that you know what this directory name is. The smartest way to discover the default directory is to examine the 'Working' folder in The Shopkeeper short-cut properties. This will work for up to about 2000 images - after that some operating systems may report "directory full", or just crash.

- The second place is in a sub-directory of \IMAGES\ named equal to the 2-character group code, (or the 1-character raw material group, in the case of raw material) of the inventory code file name. For example: C:\JEWEL\IMAGES\21\2100045.JPG.

Customer's non-inventory images directory

- Non-inventory items (client's own jewellery) must be stored in sub-directory .\IMAGES\CUST. Further sub-directories of .\CUST\ should be created for each customer. To prevent ambiguity use the customer's account number for this. For example: C:\JEWEL\IMAGES\CUST\12121\RING1.JPG, where the customer account number is 12121 and 'RING1' is an arbitrary name given to the particular image.

Image file formats

Four image file formats are supported by The Shopkeeper. Bitmap (BMP) images are simply written to storage without compression. Almost all programs can display them, but the file size is about 10 times larger that the equivalent compressed file type JPG, PNG or GIF.

JPG format is best for colour or monochrome images that have much tonal detail like a photograph. This is the recommended format.

PNG format is a good second-choice to JPG for The Shopkeeper.

GIF format is best for colour or monochrome images that have little tonal detail - such as line drawings and images with mostly solid colour areas. This is probably the best choice for the valuation letterhead file.

Resolution and capture

The resolution is always a trade-off between image quality and file size. Modern cameras and scanners are all capable of a much higher resolution that necessary. In the case of a camera, a 320x240 or even 160x120 pixel image is quite suitable.

With a scanner the choice is simpler. With small items set the scanner to 150 to 300 d.p.i. And scan larger items at 75 d.p.i.

Background

For most jewellery, a white background will be best. Do this as follows:

1) With the scanner positioned with it's cover open, inside the light box, lay several items of jewellery to be scanned on the scanner glass, set the light box dimmer to a mid position.

2) Do a "Preview scan"

3) If the images are being washed away, dim the light and try again.

4) If the background is not white, set the light a little brighter and try again.

5) Select the area of the preview image to be scanned

6) Set the resolution (Very small item 300 dpi, small 150 dpi, medium and larger 75 dpi.)

7) Scan the selected item

8) Retouch the image if required, or repeat from step 3 above. (Another preview scan is only required if you reposition the item on the scanner bed.)

9) Save the image to disk. (See image directory, above). Name the file the exact same 7-character name as the item's inventory code. (In the case of Linux or Unix operating system, use only lower case letters.). For example, the image name for merchandise code 2100045 must be 2100045.jpg - you may NOT abbreviate the code like you can in The Shopkeeper code entry screens.

10) Delete the temporary image from the scanner program

11) Go back to step 5) above to do the next item

If you have got it right, the image size will be between 4000 and 40000 bytes.

Cropping

The more you crop - the bigger the image. That's because what is left is enlarged to fill the allowed height.

Repeating patterns, as in a beaded necklace or gold chain, need have only a few beads or links, and perhaps the clasp, in the picture. Fitting a whole necklace or chain into the picture means that the real image has to be smaller and detail is lost.

Effective image size

In the catalogue and valuation certificate, the height of the image is always constant. Therefor, if you want a large image, orient it in landscape (i.e. Horizontal) format, and to make the image smaller, orient it in portrait (vertical) format. The more eccentric the shape is, the more the size will be exaggerated.

Recalling images

When Adding (Inventory, File maintenance, Merch/StdStk, Add), enter the merchandise group code or the standard stock code for the item you are entering into the file. At the field for the material code, type a '?' (question mark). The computer will check for a picture and display it if

one is found.

The image of the item will also be displayed when you press 'V' after recalling the item description in Inventory, File maintenance, View - or at any time that the inventory code is active by pressing <F10>.

The use of The Shopkeeper data displayer program, JskDPlay, (free to Plus version licensees of The Shopkeeper) will allow the continuous monitoring of the data.

Printing Images

The Shopkeeper prints images in catalogues (price lists) and valuations. If you need to print a image on its own you can use the price list and select the single stock code, or any of the many commercial image printing programs. Microsoft Word is an example of such software.   Images can be e-mailed simply by attaching the required image to the e-mail.

Backups

Just like your other data, images must be copied to backup media at regular intervals. JPG files are already compressed, and a 1000 images will require 20 to 50 3 ½ inch disks to store one copy. Therefore a larger capacity storage media, such as CD-R or tape is essential. As a temporary backup measure, or in addition to the off-site backup, copy the files across your LAN to another computer's hard disk. Provided that old backups are kept safely and not overwritten, you only need to back up the new images.

Dual Mode Login for The Shopkeeper

Password protection and user profile switching

Locking the workstation, and selection between two pre-set user profiles, is as easy as pressing the space bar while at any highlight-bar menu.

Preparation:

Add and/or edit the user password file (Utilities, Passwords, User) and make at least one of the users an "Administrator" (full access user) by putting the code *ADMIN* into the Programs field of the user password.

Edit the properties of the "Shortcut" icon (Right-click, Properties, Program) and change the Cmd Line. Look for the number after the "JSK.EXE" and make it a two-digit number. The first digit is the Administrator profile number (1 to 3), and the second digit is the P.O.S. (Point Of Sale) profile number (4 to 9). (The second digit can also be 1 to 3 if all users are to have full access. In that case only screen locking is provided.)

For example: If the Cmd Line was: C:\JEWEL\JSK.EXE 1 a w

Change it to: C:\JEWEL\JSK.EXE 14 a w

Usage:

When started, and every time the screen-save is activated by means of the spacebar, the computer will ask for the user name and password. Depending on the user name entered, the computer will select either the first digit or the second digit of the two-digit profile number.

User password disabling:

If the licence option; PassKeys=Off is entered (in Utilities, Set parameters, Licence - Opts), then the user login password is only required when first starting the program. At other times the user password is not required. After initial login, the program stays in the user password selected profile until the program is Quit completely.

Barcode Pass Keys

The Shopkeeper is designed to allow quick entry of User Passwords by means of a bar coded jewellery tag that can be worn on a string or attached to a key ring. The tag has the salesman/supervisor's name (in full) and a bar code. The bar code consists only of the 4-character user code.

In most places in the program, when the user/operator name & password is called for, the password will only be required if the code is entered manually. This saves time and increases security, because the holder of the key tag need not know his own password.

Key tags can be printed using Inventory, Procedures, Labels, UserDefined. The setup codes for this option depend on the make & model of bar code printer. Shopkeeper Solutions offer a service to print the key tags for you. You must supply the name (two words of up to 10 characters each) and four-character alphanumeric code for each key tag, and the quantity of each that you require.

Gift Voucher control

Three types of gift vouchers can be controlled.

1. Vouchers given away as promotional gifts or prizes

2. Vouchers which are similar to money in that they can be redeemed from an outside company. (Often sold by the shopping centre management or a large supplier.)

3. Gift vouchers sold by yourselves and given face value.

All of them are treated as cash by the salesperson with the method of payment being entered as 'Voucher'. If the voucher has a serial number, enter this in the 'Reference' or 'Order' field.

If the value of the voucher exceeds the amount of the sale, the computer will refund the change in cash.

☺   Voucher payments can also be used to pay off the balance of a debtor's account if your company policy allows.

Redeeming the voucher

After processing the payment or sale, the voucher payment must be accounted for. The accounting procedure will depend on the voucher type.

Type 1. (Promotional vouchers)

1. Collect them, and once a month enter the total value directly to the General Ledger, Debiting Advertising Expense (or other account of your choice) and crediting the cash clearing account - 10900. And that is all!

☺   The 'Data search' utility - from Outer menu: Data, J(ournal, C(ustomer, from & to month/year, M(ethod, 'VOU' - will list all voucher payments for verification purposes.

☛   The Banking Deposit list also shows details (in List format) or total (in Voucher format) and should be checked for errors before accepting the deposit.

Type 2. (redeemable vouchers)

1. Create a customer account for the place where the voucher will be redeemed.

2. Make the sale as normal and enter the payment method as 'VOUCHER'. Change, if any, will be given as 'CASH'.

3. Immediately after the sale enter the voucher as a negative payment to this account by VOUCHER. (Ref. = Voucher number.)

4. When payment is received in exchange for the voucher, enter the payment as usual (e.g. by cheque or cash) to the account referred to in steps 1. and 2. above.

5. If a commission is deducted from the payment, enter this as a payment by discount.

☺   If you like, you can print statements for this account and in that way help you to chase the funds.

☺   This same method will also work well for 'buying associations'.

Type 3. (In-house gift vouchers)

These are the old instructions for in-house gift vouchers - the new method is much easier and more automated. See 'Gift vchrs' on page 82. However, if you want a background on how the program was developed, read on...

These vouchers are basically different to the above two in that cash is received before any real sale is made.

1. Create a customer called "GIFT VOUCHERS".

2. When the voucher is sold, enter the payment only onto the Gift Voucher account method = actual payment method. (Ref. = Voucher number.)

☛   Do not process it as a a sale, because this will incorrectly incur sales tax and inflate your sales figures.

3. Make the sale as normal and enter the payment method as 'VOUCHER'. Change, if any, will be given as 'CASH'.

4. Immediately after the sale enter the voucher as a negative payment to the Gift Voucher account by VOUCHER. (Ref. = Voucher number.)

☛ Payments by Voucher are done in pairs - positive and negative - the total voucher payments must equal zero.

☺ The 'Gift Voucher' account will normally have a negative balance. This is correct and indicates the liability that your company has to honour gift vouchers.

☺ By accurately recording voucher numbers, the account can be audited and expired vouchers can be periodically debited to the Gift Voucher account as sales.

NOTES ABOUT VOUCHERS

▪ The lump sum entry for Type 1 vouchers should be done via Purchases so as to properly account for Input Tax.

▪ Since the above instructions were written, a Gift Voucher program has been added to the Sales Transactions menu. This helps to make the "Type 3" vouchers easier to process, with the same result as described above. It is important that you practice with the gift voucher options so that you can fully understand the procedure and the logic behind it.

▪ In the case where credit voucher was given to the customer before computerising, or was given away as a prize - treat it as a "Type 1" voucher. In either case you may want to account for the cost in a way that will reverse output tax that may have been incorrectly charged. You can instead treat this kind of voucher as a Discount voucher and use DISCOUNT as the payment method, thus reversing the output tax automatically.

▪ Remember, any payments received by voucher must be entered as a payment by VOUCHER. Not CASH or CHEQUE or anything else. (The exception is DISCOUNT - the voucher can be a Discount voucher. A discount voucher must always given away for free otherwise it is not a discount voucher but rather a normal voucher.)

▪ It will be illegal to enter the payment method as DISCOUNT if the voucher was actually paid for!

▪ IMPORTANT: The full face value of that voucher must be entered as the amount. You can decide whether to give change by cash **or** a new voucher **or** to leave a credit balance on his account.

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Filing

Types of files available and their uses

"Press board Binders"

These consist of two sheets of cardboard or plastic with reinforcing strips at the top end. Flexible "knitting needles" thread through the reinforced end of the sheets at each corner.   Fan-folded continuous paper, with the printed sides towards the free end are threaded between the two cardboard sheets and the ends of the needles are folded over and held down with clips that are provided. These binders can each hold between 1 and about 500 sheets. They work best if the sheets are NOT burst apart, but rather kept as a fan-folded pile of paper. That way you never see the backs of the pages.
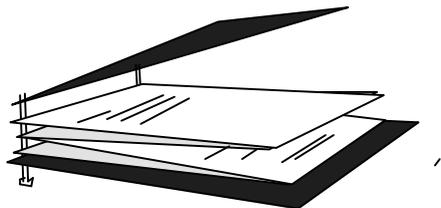
It is difficult to add or remove pages from any place other than the top of the pile - and even then it can take a minute. The pressboard binders should thus be used when batches of reports must be filed.

Uses:

- ✓ Inventory check lists
- ✓ Price lists
- ✓ Debtors ledger and monthly reports
- ✓ Creditors annual ledgers
- ✓ General Ledger annual reports

"Printout Binders"

These are 300mm x 270 mm x 50mm files with specially made square-shaped ring mechanisms that fit the sprocket holes on continuous computer stationery. These binders are ideal for all types of computer forms as well as one-page reports that need to be filed daily. In addition it is quick and easy to insert or remove pages from anywhere in the file.
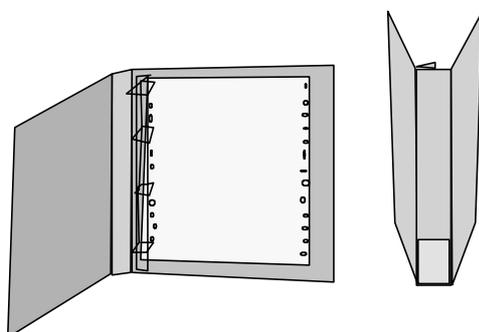
Another feature of this file is that it fits neatly on a shelf, with a clear pocket on the spine to fit a label.

As is the case with the press board binders, but maybe not so obvious, it is essential that the sprocket holes on the stationery remains in place. Most computer stationery is manufactured with "down-perfs"; these invite the user to "tear me off" and the result is a form that cannot be easily filed. For the printout binders, only the left hand sprocket holes are required.

Paper punches that will enable you to file pages without sprocket holes are not readily available, but it is easy to force the ends of the mechanism to make their own holes in paper due to the fact that the holes required are very small.

Each printout binder will hold up to 250 pages. A neat way to double this to 500 pages is possible when the forms are 152mm high - then two stacks of forms can fit one below the other.

Uses:

- ✓ Invoices - 1 file per month

- ✓ Service Orders
- ✓ Goods transfer vouchers
- ✓ Daily banking reports, petty cash expense lists and monthly bank statements and reconciliation reports.
- ✓ Inventory "Expense" vouchers
- ✓ Appro notes
- ✓ Quotations
- ✓ Purchase orders
- ✓ Goods received notes ("Purchase vouchers")

Lever-Arch Files

These are the most common files found in offices today. They require that the pages to be filed are punched with the regular two-hole punch. While this is the best option when you have a lot of odd sized and shaped papers to file - it is not the tidiest way to file computer printouts and it does require a manual punching operation.

Uses:

- ✓ Purchase vouchers from creditors and cash purchases
- ✓ Documents received which are not purchase vouchers

Concertina files

These are usually cardboard files with a pocket for each letter of the alphabet.

Uses:

- ✓ Purchase vouchers awaiting attention
- ✓ Salary and wages documents

Box Files

Usually made from stiff cardboard, this is just an empty box with a lid. Some of them have a clip to hold papers down.

Uses:

- ✓ Any documents awaiting attention or filing

Paper bags

These are large and strong paper bags designed for cheap archiving of any documents.

Uses:

- ✓ Documents older than about 3 years that were filed in lever arch files or printout binders.

✎ *Pressboard binders are cheap themselves and usually look pretty ragged after a few years and so would go into archive without reusing them.*

Down perfs

As all computer reports and vouchers can be filed using the sprocket holes that come with the product. What a pity that it has become normal practice to remove these parts of the forms. The only time it is still all right to use "down perfs" is when the stationery is being sent out - as is the case with continuous letterheads. Statements and invoices look neater without the sprocket holes too - but even these are becoming acceptable now that all bigger companies are computerised.

But plain listing paper? Who needs to remove the sprocket holes on computer listings?

You can buy plain listing paper without down perfs, you just have to ask for it when you place your order.

If your stationery has down perfs, it becomes a compulsion to finish the job and tear off those sides. I have seen many cases where this has been done - only to be regretted later when filing became difficult.

The only valid reason that I have come across in support of down perfs is so that you can make the report small enough to fit through a fax machine. The easiest way to work around that is to fold back the sides of the form. It will run through the fax machine perfectly and afterwards you can straighten out the form and file it without a problem.

File Sets

Shopkeeper Solutions sell sets of files suitable for Point-of-Sale invoicing and accounting. The set consists of:

- ✓ 4 x pressboard binders, labelled "General Ledger", "Inventory", "Creditors" and "Debtors".

- ✓ 12 x gray printout binders, labelled "Sales Vouchers - January" to "Sales Vouchers - December".

- ✓ 8 x green or burgundy printout binders labelled "Expense Vouchers", "Service Orders", "Purchase Orders", "Appros", "Quotations", "Goods Receiving/Purchase Vouchers", "Banking/Petty Cash" and "Transfers" or a blank label.

- ✓ 2 x burgundy or green printout binders, each with 12 dual floppy/stiffy disk holders labelled "Daily Backup" and "Monthly Backup", plus diskettes or stiffies individually labelled "Mon-Wed #01" to "Mon-Wed #08", "Thur-Sun #01" to "Thur-Sun #08", "Odd Month #01" to "Odd Month #12" and "Even Month #01" to "Even Month #12"

This stationery will last for the first year of operation. Additional sets must be purchased for the next two years. After that many of the 3-year-old printout binders can be reused by emptying their contents into paper storage bags.

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Comm. Port Control

Serial Cash Drawer control

The 16-bit version of The Shopkeeper will control a serial cash drawer without any difficulties or problems. Simply add a 4th parameter in the startup command line. For example:

```
jsk.exe 1 a c7 t1
```

The 't1' ('T'-one) in this example sets the program to control a cash drawer on COM1. Use 't2' for COM2, etc.

The 32-bit version will work with a special user profile setting. Go to U(tilities, S(et parameters, S(ystem constants, and select the User Profile number (U.Pr.#) to be used on the workstation with the cash drawer. Then set Printer 3 (Vouchers) to 'LPT/1' or 'LPT/2' - where 'LPT1' is the printer port and '/1' and '/2' is the cash drawer on COM1 or COM2 respectively. Care should be taken when using this method because if nothing is attached to the COMM port, the computer may hang or crash - this could happen if another user starts The Shopkeeper with the same profile number as the cash drawer user. The 16-bit solution does not suffer from this limitation.

The Linux version of The Shopkeeper can also control a serial cash drawer, but the exact method will depend on the terminal or terminal emulation software being used.

See also 'Receipt printer operation' on page 167.

Serial Port Printer Setup for The Shopkeeper on Windows 98

First create a .BAT file as follows:

1) Go to a command prompt: Start, Programs, MS-DOS Prompt

2) Change directory to the shared JSK data directory: (Usually)

```
C:\WINDOWS>cd \jewel
```

3) At the new (usually C:\JEWEL>) prompt, type:

```
@echo off
mode com1:9600,n,8,1
jsk.exe %1 %2 %3 %4 %5
```

Press <Enter> after each line and then press the F6 key (this will display ^Z) and press Enter again. The computer will respond with "1 file(s) copied".

4) Type the word EXIT and press Enter. That will close the MS-DOS window.

5) Edit the Short-Cut that you use to start The Shopkeeper:

   5a)   Right-Click the Short-Cut

   5b)   Click on Properties

   5c)   Click on Program

   5d)   Edit the command line, changing JSK.**EXE** to JSK.**BAT** (everything else stays as it was.)

   5e)   Close the Properties window by clicking on Close (NOT Cancel)

6) Start The Shopkeeper by Double-Clicking the newly edited Short-Cut.

7) Go to U(tilities, S(et parameters, S(ystem constants. (Just press Enter when prompted for the U/Pr #)

8) Set Printer 2 (Labels), or any other printer that is connected with a serial cable, to **COM1**

9) Press Enter until the computer prompts "All right:" and type **Y**.

Notes:

▪ You can use COM2/3 or 4 instead of COM1 if you modify steps 3) and 8) above.

Windows XP may work correctly without the .BAT file - just go straight to step 8

Wiring for 9-pin Connector for Cash Drawer

Pins 3 and 5
To Cash Drawer

Connect:
Pin 4 to pin 6
Pin 7 to pin 8

DB-9 Female

(Viewed from solder terminal side)
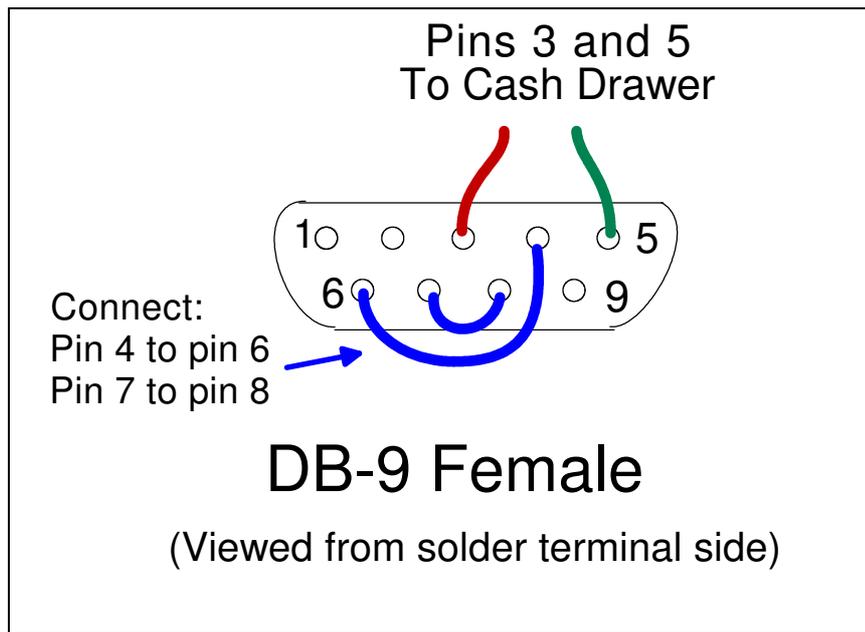
Try this to fix COM port problems:

Edit C:\WINDOWS\SYSTEM.INI & insert these lines in the [386Enh] section:

```
Com1AutoAssign=2
Com2AutoAssign=2
```

Save & reboot.

Receipt printer setup

Receipt printers are designed for point-of-sale use and always include a 'kick' system that will directly control a low cost cash drawer. The better models also include a cutter that separates consecutive voucher printouts.

Most makes of receipt printer require the following settings in the Shopkeeper:

Basic 40-column voucher format

Go to U(tilities, S(et parameters, S(ystem constants and select the User Profile number (U.Pr.#) to be used on the workstation with the receipt printer. Set the 'Printer 3 (Vouchers)' to 'LPT1/4. The '/4' (slash four) is the parameter that makes the difference between the usual 80-column voucher form and the 40-column receipt printer. We'll refer to this as the 'slash parameter'.

The 'LPT1' in the above example assumes that the receipt printer is connected to that port. Any other port may be used. All voucher printing and receipt printer cash drawer options are controlled by the 'Printer 3 slash parameter'.

Address details

Go to U(tilities, S(et parameters, A(ddress details.

'Loc:' - Enter the branch (usually 'A')

'Type:' - Enter '4'

If the settings do not already exits, you will be asked to clone the settings - enter Loc: 'A' and Type: blank. This will copy the default setting into the 40-column setting (Type=4).

'Left margin (vouchers only):' - Leave zero.

You are then presented with seven lines of heading text. Edit the text so as to fit neatly within a 40-column layout. Lines longer than 40 (or sometimes 42) columns will wrap around to the next line, so, in effect you can enter up to 14 lines.

'Statement/remittance header:' - Ignore this section - it will not be used for style 4.

Bitmap logo image

A suitable image print file can be printed above the address header. The specially generated image file, if saved in the users temporary directory and given the name 'logo4.prn', will be automatically printed on each receipt. The file name will be, for example:

```
c:\jewel\temp\myname\logo4.prn
```

Shopkeeper Solutions offer an image generation service, simply Email your logo and the make and model of the receipt printer.

Auto Cutter and Cash Drawer control

Most receipt printer auto-cutters will work with the printer 3 slash parameter set to '4' or 'D', and to operate the 'kick' device, set the printer 3 slash parameter to 'D', some makes of printer will only work if the slash parameter is set to 'F'. 'G', 'H', 'I', 'J' or 'K'. (All these slash parameter values also translate to 40-column format and will use address header type '4'.)

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Bar Code Labels

The Shopkeeper supports the printing and reading of bar coded jewellery and other price tags. Both Intermec & Zebra printers have predefined print layouts provided. Two more styles allow user definition of the layout.

Bar Code Scanners

The "keyboard wedge" type of scanner will return a character, or group of characters, after the scanned characters. This is called a postamble code.

Post amble codes

The Shopkeeper code entry interface is designed to ignore scanner postamble codes. The 'Mode' parameter in U(tilities, S(et parameters, S(ystem constants, allows various code input options.

User-defined programming for bar code printing

Two label types are user definable. "Bob's own" and "David's own". To program these styles, proceed as follows.

☛ Be sure to have a backup, or carefully record the existing program before you make any changes.

1. In The Shopkeeper go to Inventory, Procedures, Labels, Barcode, Bob's own (or Davids own).

2. Go to Setup. Your name is Bob (or David) .

3. Fill in, between the quote marks, the codes required. If there is a syntax error, pressing enter will not move the cursor to the next line. Check for correct pairing of quotation marks.

4. Somewhere, (usually in the post amble codes) enter the code to tell the printer how many labels to print (without the actual number) and follow it with +cq (plus cq).

The Shopkeeper is endowed with special features to help with the programming for certain brands of printer. These are variables for control characters as well as automatic closing quotation marks or other characters. Specifically, the following ending codes are automatic:

If the setup line ends with ^FD" or ^FD' then the computer will append ^FS after the printable data. (This is to assist with Zebra printer programming.)

If the setup line ends with (1," or (1,' then the computer will append a) after the printable data. (This is to assist with Austik printer programming.)

If the setup line ends with ' " or " ' then the computer will append ' or " respectively after the printable data. (This is to assist with Eltron printer programming.)

Instructions for using the P460 Memory Scanner with The Shopkeeper

Installation of the RS232 Cable assembly (DOS/16-bit version)

1. Find a spare serial port, either COM1 or COM2, and make sure that no other peripheral device (such as a modem, mouse or cash drawer) is using it. If no suitable COM port is available, a keyboard wedge "Synapse" cable assembly can be used instead, although the reliability and speed of data transfer will be compromised. (The UNIX and LINUX versions of The Shopkeeper will not accept the RS232 cable.)

2. Plug the 9-pin female connector into the COM1 (or COM2) socket. If only a 25-pin male socket is provided on the computer, an adapter plug can be obtained.

3. Plug the DC power adapter into the back of the 9-pin female connector, and plug the adapter into the 230 volt mains.

4. Plug the cord into the P460 scanner and secure it with a 1/8 turn clockwise of the thumb screw.

5. In the Properties, Program dialogue window for the short cut that you use to start The Shopkeeper, add the number of the COM port that you have found above as the fourth parameter of the command line. For example, if you are using COM2 for the P460, then the command line might read: `C:\JEWEL\JSK.EXE 1 a wo 2`

6. Test that the setup is working by starting The Shopkeeper using the newly modified short cut, going to zipsale and scanning an actual stock item label, or typing a stock number on the number pad of the P460 and pressing the red, ENTER, button. If nothing happens, check through the "Fault-finding Checklist", below.

Point-of-Sale Scanning modes (Settings in The Shopkeeper)

Four different modes are selectable for scanner operation. See details on page 31.

Data collection

1. Disconnect the scanner from the computer cable by giving the thumb screw on the cable an 1/8th of a turn counter-clockwise to release the cable. The scanner automatically changes to memory mode.

2. Switch the scanner on by pressing the trigger momentarily.

3. Check that the memory is clear by pressing the "*" button or the Func->2 sequence. If you hear 4 short beeps, the memory is empty, otherwise the number of records are displayed on the screen. (See "Advanced options" below for instructions on how to clear the memory without downloading. The memory can also be cleared by pressing enter twice after transferring the data to the computer - see "Transferring data from P460 to computer" below.)

4. Scan each of the items once. Limit the scanning to one shop only, since the location code is only entered once when transferring the data to the computer. Clear the memory before scanning the next shop.

5. If a bar code is unreadable, the code can be entered by means of the keypad. The MODE button toggles the keypad from numeric to alphabetic and back again. Enter the full 7-character code exactly as it would appear on the label. The BK button will delete the last character entered. A dash (the fill character for standard stock codes) can be entered by pressing the .0 button twice in alphabetic mode. When you are satisfied with the code, submit it to memory with the ENTER button.

6. View the number of codes, and the last codes that have been entered by:

- Old P360/P460: - pressing the asterisk (*) button and using the up and down arrow buttons (allows viewing of entries only). Press BK to go back to scan mode.

- New P460: - Pressing FUNC+2 buttons and using the up and down arrow buttons. Pressing BK gives the option to delete the displayed entry. Press FUNC+BK to go back to scan mode.

Transferring data from P460 to computer

1. Plug cable from computer into P460.

2. Secure connector by turning thumb screw 1/8th turn clockwise

3. Go to Inventory, Stocktake, Blind and follow screen prompts carefully. (Be sure to enter the correct location letter.)

4. When the cursor is in the code field, press the "FUNC" button and then the "1" button. This will start the download and you will see the codes scrolling up window on the screen.

5. If you are happy with the download you can press the ENTER button on the P460 twice to clear the memory, or you can keep the memory with the BK button and clear it later using the method described under "Advanced options" below.

Advanced Options

Be careful when using these options, as it is possible to set or reset our pre-delivery setting so as to make the scanner unusable. The only setting that the user may require is the one that clears the memory of old scanned codes. Do this as follows:

1. Switch the scanner on by pressing the trigger momentarily.

2. Press the FUNC button, then the asterisk (*) button and as soon as you hear the beeps, press the FUNC button again and then the BK button

3. Watch the screen and press the down-arrow button 4 times so that the screen reads: Erase File.

4. Press the ENTER button

5. Press MODE and then ABC7 buttons so as to display an A after the line (A - H).

6. Press ENTER button to erase the memory.

7. Press FUNC, then BK and then ENTER buttons to get back to the ready state.

8. Check that memory is clear by pressing the asterisk (*) button. Four short beeps should be heard.

Important: For new version model P460: Set scan data suffix to code 7013.

Fault-finding Checklist

If the display on the scanner does not come on:

- Check that the DC Power Adapter is plugged in and that the power is on at the wall. When the scanner is unplugged from the cable, then the self-contained battery supply the power. The battery is charged while connected to the cable. A full charge may take several hours.

If the display in on, but the label won't scan a bar code. (Note: A good scan is indicated by a short beep) :

- Note regarding Symbol brand scanners: The scanner is supplied for The Shopkeeper with code 93 being enabled. This may have been reset to factory defaults. Re-enable code 93 with the programming sheet supplied by Shopkeeper Solutions.

- Also, shiny labels might not read if the scanner faces exactly perpendicular to the surface of the label or a bright display light reflects into the scanner. Try adjusting the distance and angle to the label to find the optimum range of positions.

The scan is good (with short beep), but the data does not get sent to the computer (while connected by cable):

- The Shopkeeper only "listens" to the COM port selected by the fourth parameter at certain places in the program. These are: when waiting for a stock code in a sale/return/appro etc, stock transfers, purchase receive and stock take "Blind" capture - any other times, the scanner will be ignored.

- The P460 is supplied with the baud rate set to 9600 - this will not change on its own, and if it did, some "garbage" would probably still be read by the computer.

- The most likely cause of failure, is that the COM port is not free due to the computer CMOS configuration or a conflict in the operating system (e.g. Windows) or other software (e.g. PcAnywhere). Rebooting the computer may also correct the access to the COM port if connections to the COM ports have been changed since the last time Windows was started.

- If the scanner is supplied with a "Synapse" (keyboard wedge) cable, make sure that is is connected between the keyboard and the computer (and not between the mouse and the computer). It will not work together with a 'USB' keyboard.

Linked inventory codes

See also: 'The twelve code types' on page 139.

Link codes can be entered under Inventory, File maintenance, Merchandise or Standard stock, Add or Edit. And any code can be used - even raw material or non-inventory codes. If a valid standard stock code is used, the description of the item will appear under the code, otherwise a simple message will appear to say that it is not in the standard stock file. Only the code is stored as the link code, so if the linked item is added or edited later, the new description or price will be effective.

The linked code can be mandatory or voluntary, and the link ratio can be controlled. See Inventory, File maintenance Merchandise (or Standard stock) for instructions.

The effect of the Mandatory option varies with the type of code used - for example a standard stock linked code will stop at the quantity field even if mandatory is set to Y.

Link ratio, if zero, always specifies that one, or minus one in the case of a credit note, of the items of the linked code will be entered on the sales invoice. If non-zero, then the quantity sold will be in direct proportion to the parent code's quantity sold. The link ratio does not apply to raw material, in which case the computer will always ask the operator for both quantity and mass. A Merchandise link code requires a link ratio of zero, and can only be used once.

Discount allocated to the parent item WILL NOT automatically reflect on the linked item. If it is required that the same discount is applied to a mandatory linked item then both items must be entered with no discount and the total price edited to force the discount equally on both items.

☺　　Linked codes can be searched for via I(nventory, P(rocedures, T(race.

Ideas for the use of linked codes:

- If you wish to give a free gift item whenever a certain item is sold, link the gift to the main item. Many items can be linked to the same gift.

- A comment code (a standard stock code starting with the special group double-zero (00)) can be linked to a normal merchandise or standard stock code to automatically extend the description, or give a special message, when selling the item.

- Make a multi-line comment. Add the first line into standard stock using the double-zero group code and set a mandatory link to the second line code which should also use the double-zero group code. Link as many lines as you need.

- If you are using consignment stock, and, for example, you have a consignment diamond mounted in your own ring, you can label the ring with just one code and when selling it have the computer automatically call up the code for the diamond as well.

- Have a separate service charge and guarantee message for watch batteries.

- Sell a gold coin with zero VAT and a coin frame (standard VAT) as separate items - automatically.

☺　　See also more details of 'Quiet' lookup codes and examples for linking in the chapter on 'The Twelve Inventory Code Types' on page 139.

Linked codes are designed as a sales control system. The linked codes are not active in other inventory procedures.

Serial numbers for standard stock

One of the features of The Shopkeeper is the recording and control of serial numbers.

To use

When describing or receiving standard stock, a question asks; "Serials:", answer Y(es. Then when receiving the items a data entry box will appear asking for the serial numbers. Press "Enter" after entering each one and use up-down arrows to edit or choose a blank line. It is best to use a bar code scanner for this. (The 32-bit version does not work as well as the DOS or Unix versions which are more automated.) When all the serial numbers have been entered press Escape and you will be asked if you are finished editing the numbers. Even though we call them serial numbers, any alphanumeric characters can be entered.

Whenever a serialised item is sold the computer will prompt the operator with a list of available serial numbers. Select the correct one using the up-down cursor keys and press Enter. The computer prints the number on the invoice an records it in the customer's history as well as in the serial number data base.

Serial number data base

Get there via Inventory, File maintenance, serial Numbers.

In the serial number data base you can enter a serial number and see when and to whom it was sold, as well as when it was received and the salesman's code. In the case of a Zipsale or a sale to the Cash Sale account, the customer's name (if entered at time of sale) is recorded in the serial number file.

You can also add, list and delete records if required.

Applications

New abilities beg for uses, and we found one that is applicable for jewellers: Receive standard style watches into standard stock and enter their unique case numbers as the serial numbers.

- Jewellers who also sell other goods, such as radios and cameras, will have the biggest benefit

Notes:

Notes:

The Shopkeeper (Plus)

Consignment Stock, Dollars Etc.

✎   *(In addition to Consignment Stock, Dollars Etc., the 'Plus' version also adds Service Order Tracking and The Shopkeeper Data Displayer (JskDPlay)).*

Instructions

Overview

In addition to all the features which are built into the standard version of The Shopkeeper, this version gives the following enhancements:

- Merchandise, Standard Stock and Raw Material can all be received on consignment.

- Consignment stock can, at any time, be converted to "own stock".

- Selling prices can be recorded in Dollars. Dollar price prints on price label if applicable.

- Consignment stock cost can be recorded in dollars.

- The dollar costs are converted to local currency at time of use, sale or conversion to own stock.

- The dollar prices are converted to local currency at time of use or sale.

- Consignment merchandise, standard stock and raw material can all be used in service orders as well as sold with all sales types and zipsale.

- Consignment stock can be reported, but are not included as assets in the balance sheet. **Periodic reports list the consignment items that have been bought (converted from consignment at time of sale), together with the cost prices, for reconciliation with the supplier.**

- The raw material database now records parcel location and allows interbranch transfers.

- All consignment reports are sorted by supplier and the stock-on-hand report can be filtered by supplier.

Adding new consignment stock - Raw Material

This is a two step process after initial set-up has been done.

Initial Set-up:

First add or edit the raw material group codes via Inventory, File maintenance, Group codes, Add or Edit. This is done in order to set default VAT and duty codes, the above letters must be added to the group code file (Inventory, File maintenance, Group codes, Add), *preceded with an asterisk*. For example:

*B Brooch/Bangle/Pendant

*C Chain/Charm

*D Diamond

etc.

Some valid codes are:

D (loose diamonds)

F (findings)

G (gold)

L (labour/goldsmith hours)

P (platinum)

The above codes (D,F,G,L and P) are reserved for the stated materials and are also used for non-consignment raw materials. For consignment stock, you may want to record made-up jewellery as well. For this you should use codes *other than the above*.

Examples are:

B (brooches/bangles/pendants)

C (chains/charms)

R (rings)

N (necklaces/pearls)

W (watches/clocks)

Note: The material type analysis file is not used for raw materials and thus cannot be used to analyse consignment raw materials.

Step 1 - describing

Enter the description of the goods you are receiving on consignment into the raw material file. Do this via Inventory, File maintenance, Raw material, Add or Edit. Type the letter of the raw material group that you need to use. A unique serial number is generated. (The Letter+Serial number is the new stock code.) Add a detailed description of the item. The only things that are defined elsewhere are the prices and quantity and mass on hand. With a diamond, for example, you should include the cut, clarity, colour and size in the description field. When more than one stone is received together, omit the quantity and weight because these details are kept separately.

Leave the duty prepaid field as 'Y', unless you are using this field. And finally enter the unit definition. The should be 'Each' in the case of jewellery, 'Carat' in the case of diamonds, 'Gramme' in the case of gold, etc.) The program does not respond the unit description, it is purely for you own assistance.)

Finally tell the computer if you wish to edit the default label. If you type 'Y', the computer will display a typical dumbbell shaped label and allow you to edit the wording to optimum layout.

You may edit the description and label at any time via Inventory, File maintenance, Raw material, Edit. If the supplier code is undefined, the computer will prompt you for one, but you can leave it as zero until you receive the item.

Step 2 - receiving

Do this via Inventory, Transactions, Raw material, Receive. First enter the code that was generated in step one above.

Then enter the supplier name or number. This is essential if you wish to define the item as consignment stock.) If the supplier is not listed, add it via Purchases, Creditors, File maintenance, Suppliers.)

After selecting the supplier, the computer will as if this is on consignment. Answer 'Y' for consignment and 'N' for normal.

If you have answered 'Y' for consignment, the computer will then ask if you want to use Dollars. Answer 'Y' to cost the item in dollars, or 'N' to use local currency.

If you then answer 'Y' for dollars, the computer will ask you if you want to also fix the selling price in dollars. Confirm the above before proceeding.

Enter the reference number or letters for the parcel, the date received, the quantity of stones or items.

Important: For gold, or other material that can't be counted, the quantity field must be zero (0).

The 'Cost each' field must only be used when the items are costed per unit of quantity. Watch the screen for dollar signs wich indicate that cost price must be in dollars. Remember, whether prices are entered in local or dollar currency, VAT must be Excluded from cost. (In the case of selling price, the VAT or GST requirement will be displayed on the screen.)

Important: Do not enter anything in this field if the material is costed per unit of mass such as carat, gramme or millilitre. In such cases you must just press Enter to advance to the next field.

If the 'cost each' field is not used, the 'Total mass' field should be filled in. If left zero, the costing will be calculated on quantity rather than mass.

The 'Total cost' will be requested if the 'Cost each' was left zero. Remember that the cost must exclude tax.

Watch the next prompt which is for selling price per unit. The computer will tell you what the cost price per unit (including tax if applicable) is, and ask for the retail price per unit. Be careful with this. A fact to watch is that if the material is costed per carat, and the stones are each about 0.10 carat, the price per unit will be about 10 times the selling price of each stone. Obviously this is correct, because when you sell 0.10 carat, the price will be one tenth of a unit.

- Note: If you simply mark up from the total cost per unit as displayed, you won't go wrong.
- Tip: You can use the pop-up adder (Alt-A) to calculate a price.

Converting Consignment Raw material to Owned Raw material.

Select Inventory, Transactions, Raw material, Receive, and enter the raw material consignment stock code. The computer will ask you if you want to 'Purchase the Balance' of the parcel. Selecting 'Yes' will convert the item to normal raw material stock. If the cost price was in dollars, you will be asked to confirm the exchange rate and converted cost. If either the exchange rate, the dollar cost, or the local currency amount requires changing, type 'N' and you will be allowed to edit any of the figures. If the material is costed per unit of weight, the $/unit-of-weight figure can also be edited.

- Note: If retail price is in dollars, this will remain in dollars.

Adding new consignment stock - Standard Stock and Merchandise

Enter the description of the item under Inventory, File maintenance, Std.stock/Merchandise as normal. When receiving through the file maintenance 'Add' option, or the Inventory, Transactions, Merch/Std.Stk, Receive option, and provided that a supplier account has been specified, the computer will ask if it is to be received on consignment. Cost price of consignment stock can optionally be entered in US Dollars.

Note: Goods received through Purchases, Transactions, Receive cannot be recorded as consignment stock.

Converting Consignment Merchandise/Std.Stock to Owned inventory.

Select Inventory, Transactions, Merch/Std.Stk, Receive, and enter the consignment merch/stock code. The computer will ask you if you want to convert the item. With Standard Stock, as with Raw Material, the total quantity on hand is converted. If the cost price was in dollars, you will be asked to confirm the exchange rate and converted cost. If either the exchange rate, the dollar cost, or the local currency amount requires changing, type 'N' and you will be allowed to edit any of the figures.

- Note: If retail price is in dollars, this will remain in dollars.

Selling consignment stock

Through Sales, Transactions, Sale or Sales, Zipsale

Raw Material
In earlier versions of The Shopkeeper, you had to precede the raw material code with an asterisk - now this is optional. After you enter the raw material code in full (abbreviations are not recognized), an asterisk will automatically be included. For example:

*D0012

Enter the weight and quantity. Depending on whether the raw material was on consignment and costed in dollars, conversion confirmation window will appear, first for cost price and then again for selling price. The computer will calculate the total price for the weight and quantity entered, based on the unit used when the item was received. If no price was entered when the item was received, the total cost, excluding tax, is calculated and displayed on the bottom line of the screen so that the operator can manually calculate the total selling price.

If you wish to reverse a sale through Sales, Transaction, Sale, **enter negatives for all three of the weight, the quantity and price**! Refunded cash must also be entered as a negative amount when it asks for the amount now paid.

- Tip: The advantage of using the normal Sale, Transaction, Sale rather than the Sale, Transaction, Return, is that you can combine items which are being sold with items that are being

returned in the same transaction.

Returns through Sales, Transactions, Return are entered the same way as described above, except that **all figures are entered as positive amounts**. The computer reverses the sign when calculating the final amount. Cash refunds must also be entered as a positive amount as is normal with this transaction type.

Merchandise & Standard Stock

Enter the codes (and quantity in the case of standard stock) as would be done with normal inventory. Codes may be abbreviated and the computer will normalise the code to seven characters by filling the number with zeroes and dashes (--) for merchandise and standard stock codes respectively. Depending on whether the item was on consignment and costed in dollars, conversion confirmation window will appear, first for cost price and then again for selling price. The computer will calculate the cost and price for each item before multiplying by quantity (in the case of standard stock).

Returns

Returns are handled normally. Inventory will be returned back into consignment stock. Except if the balance of a Standard Stock or Raw Material code had, in the mean time, been converted to normal stock then the return will also be treated as normal stock.

Using consignment stock in service/make-up orders

Raw materials, Merchandise and Standard Stock items that are on consignment can be used in service/make-up orders in exactly the same way as normal inventory. As with sales, if the item is priced in dollars, the selling price conversion will need to be verified. (See note below regarding service/make-up order prices.) Dollar cost prices are converted to local currency at the time the material is entered into the service order. This cost price is not fixed because the service order may not be finished for some time. When the order is Finished, and the cost price was in dollars, the computer will again prompt for verification of the cost price. Consignment raw parts/materials is considered bought when the order is **Finished**, rather that when the order is Invoiced or 'Merchandized', but the time between entering the materials and finishing the order is allocated a temporary local value for purposes of value estimation in the W.I.P. Value report.

Unfinishing a service order will return the raw material to stock, if the raw material is still recorded as being on consignment, then it will be journalised and kept at such. On the other hand, if the raw material had in the mean time been converted to own stock, the returned raw material will be recorded as normal raw stock.

Note: As has always been the case, prices of parts/materials in the service order are invoiced as separate line items. The total price of parts/materials is deducted from the 'Estimated/Final Price'. The minimum price is limited to the total of the parts/materials.

Inventory value

Inventory values in cost reports and automatic postings to the General Ledger **exclude** consignment stock. Special reports are provided for unsold value of consignment stock. All sales reports, including inventory movement journal and sales analysis, do include consignment stock sales. Stock check lists do include consignment stock (See also Stock Take, below).

Consignment stock reports

Inventory, Reports, On consignment reports are provided for the following:

- Raw Material value - summary & detail
- Merchandise value - summary & detail
- Standard Stock value - summary & detail
- Consignment stock used/sold/converted.

All the above reports are sorted and subtotalled by supplier code and show cost & selling prices in dollars and local currency

Stock take

The stock take capture lists and reports treat consignment stock transparently as own stock. Therefore consignment stock shortages are reported together with own stock shortages.

Converting selling price currency

Tag prices can be changed from local to dollar and vice versa. This is done through Inventory, Procedures, Markup. The three consignment or normal inventory types can be converted. Prices can only be converted by individual selection - not automatically by range.

Inventory Labels

The currency of the tag price on labels is automatically assigned by the computer.

Raw material labels can also be printed by selecting Individual labels in any of the bar code styles

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The Shopkeeper Data Displayer (JskDPlay)

WHAT JskDplay CAN DO FOR YOU

The JskDplay program is like a pole display for a point-of-sale system. It will display, suitable for customer viewing, the full details of an inventory item as if described for a valuation letter, as well as a picture of the item, if recorded.

If a picture is not available, a company logo or advert is displayed instead.

The display is automatically updated to show the inventory that is being worked on in The Shopkeeper program whether it is a sale, a transfer, a stock-take capture, goods receiving etc. And the JskDplay can be set up to monitor any user in a multi-user environment. Better yet, it can display details and images at high speed on a wide area network without using excessive bandwidth.

Now in a second or two you can show your customers images and descriptions of items that are available from head office or other branches of your company. Give your staff a visual confirmation that the item they are looking at matches a stock code. And, like with a security camera, it will show you what items are being sold or worked with at a remote location.

The ability to display a 'slide show' will allow your prospective customers to see not only what items you have to offer in the shop, but also items that are located in other branches or even items that were already sold.

Run the 'Slide Show' in your shop window at night to replace the items that have been locked in the safe.

Instructions for setting up

In all cases, the JskDplay program must be installed on the computer that you want to run it on. You can run multiple profiles simultaneously on one machine without re-installing the program on that machine.

Local Area Network or Stand Alone

After running the setup (install) program, the JskDplay program will send you to the Settings page. Here you must enter the paths for the data files.

The first (top) path is to a file name 'image.tmp'. Each user of The Shopkeeper has his own 'image.tmp file that is created in the user's temp directory. The default path to this file is, for DOS/Windows:

`D:\JEWEL\TEMP\<user's-computer-name>\image.tmp`

Where D: is the DOS drive specification or network name in the form '\\<server-name>'

And for Linux/Unix:

`\\<server-ip-address>\jewel\jtemp\<user's-login-name>\image.tmp`

The second (lower) path is to the inventory data and image files. The browser will help you find one of the files in the root of that file structure, any one of istock.dbf, imerch.dbf or isub.dbf can be selected and the directory that one of those files are found in will be returned. The default path to this file is, for DOS/Windows:

`D:\JEWEL`

Where D: is the DOS drive specification or network name in the form '\\<server-name>'

And for Linux/Unix:

`\\<server-ip-address>\jewel`

Wide Area Network

If your workstation is on the Local Are Network, and you wish to view the data being worked on by a remote workstation, use the above instructions. However, if you wish to run the JskDplay program at the remote location, where the link to the server computer is via a modem or other restricted speed network, then the following instructions must be followed:

After running the setup (install) program, the JskDplay program will send you to the Settings page. Here you must enter the paths for the live data and the off-line data.

Requirements:

The server network must be routed to the remote site. This means that a dial-up or modem pcAnywhere connection cannot be used. If you have routers that extent your local area network (LAN) to a wide area network (WAN) and you are using DOS/Windows with pcAnywhere, or

Linux/Unix terminals, then the following instructions must be followed:

After running the setup (install) program, the JskDplay program will send you to the Settings page. Here you must enter the paths for the live data and the off-line data.

The first (top) path is to a file name 'image.tmp'. Each user of The Shopkeeper has his own 'image.tmp. File that is created in the user's temp directory. The default path to this file is, for DOS/Windows:

`\\<servername>\JEWEL\TEMP\<user's-computer-name>\image.tmp`

Where <servername> can be either the network name or the IP address of the server.

And for Linux/Unix (Linux must have Samba and Unix must have AFPS installed):

`\\<server-ip-address>\jewel\jtemp\<user's-login-name>\image.tmp`

The second (lower) path is to the inventory data and image files. These must be copied from the server onto a hard disk or CD local to the remote computer. The browser will help you find one of the files in the root of that file structure, any one of istock.dbf, imerch.dbf or isub.dbf can be selected and the directory that one of those files are found in will be returned. The default path to this file is, for DOS/Windows:

`D:\JEWEL`

Where D: is the DOS drive specification or network name in the form '\\<server-name>'

And for Linux/Unix:

`\\<server-ip-address>\jewel`

Note: in all the above examples, the server name could be used instead of its IP address if a name server is correctly set up. However for a small network this is unnecessary

Shortcut startup parameters

Multiple JskDPlay instances on one computer
You can set up any number of unique profiles without reinstalling JskDplay by simply dragging - with the Ctrl key depressed - the JskDplay icon that you want to duplicate, to a new spot on the 'desktop'. This will make a "Copy of..(the icon)".

Right-Click on the new icon and click on 'properties'. In the Target field, after jskdplay.EXE, add a space and a one-word name for the new profile. For example:

`"C:\Program files\JSK32\Jskdplay.EXE"  pro200`

(Note that Windows needs quotation marks around the program path name in order to allow the space in the name 'Program files')

Save the properties and then right-click the icon again and select Rename and type in a name of your choice, for example 'JskDplay Pro200'.

The unique profile will also store its own unique 'slide show' image list.

By default, the normal Data monitor is displayed. If you would like to have the program start up automatically in the 'slide show' mode, then you must add a second parameter to the command line, with the word SLIDE, SLIDES or SHOW, or any one or more of the letters in those words. For example:

`"C:\Program files\JSK32\Jskdplay.EXE"  pro200  Slide`

To get maximum sized display, set the screen resolution to 640x480. With Windows XP you can set the shortcut 'Compatibility' tab to run the program in 640 by 480 screen resolution. Alternatively, for a full screen display regardless of screen resolution, mark the "Maximize & centre" check box at the bottom of the Settings page, click on "Apply/Save" and restart JskDPlay.

Changing the company logo
Simply replace the file 'C:\Program files\JSK32\LOGO.BMP' with your own.

.

Bar Code Label Price Encryption

If price is in dollars

And if ALT-250 (CHR(250)) is included in the "Identity" field in Utilities, Set parameters, System constants, then the price will be coded as follows:

n + 9-n + price + 9-n

A second, sale, price will print the same way but with n incremented by 1.

For example, $5555.25 and a sale price of R44443.50 may print as follows:

6355553

27444442

Or

0955559

81444448

If the price is in Rands

And if ALT-249 (CHR(249)) is included in the "Identity" field in Utilities, Set parameters, System constants, then the price will be coded as follows:

9-n + n + price + 9-n

A second, sale, price will print the same way but with n incremented by 1.

For example, R5555.25 and a sale price of R4443.50 may print as follows:

3655553

2744442

or

9055559

8144448

Notice that in all cases, cents are rounded to the nearest whole currency unit.

When printing labels, the number n increments from 0 to 9 continuously.

Notes:

Options for 2nd shop

(Up to 50km distant)

Option 1) On-line continuous; Use 2-wire normal grade analogue leased line with a pair of 2-wire L/L modems and a Linux, pcAnywhere or Windows XP Pro. host computer @ head office. (Connection speed 24-36kb/s) - or - using modern Internet connections (such as 3G wireless or aDSL) 24/7 connectivity is now most economical.

Option 2) On-demand ISDN dial-up; Use one dedicated ISDN digital channel (two are provided as standard, but with only one telephone number - a second number can be requested if you require a second workstation or if you want to share it with something else), a pair of ISDN TAs, and a Linux, pcAnywhere or Windows XP Pro. host computer @ head office. (The system must be set to automatically disconnect after 2 minutes with no activity to prevent a very high Telkom bill!) (Connection speed 64kb/s)

Option 3) Operate manually at the remote shop; Send (fax) sales information to head office for daily processing.

Option 4) Run a stand-alone computer system at the remote shop.

Options 1) and 2) will cost about the same initially. Option 2) will be more expensive to run and should only be considered if low cost 24/7 Internet connection is not possible.

Option 4) will require the most management skills and will be difficult to re-integrate to a central host.

If initial cost, as well as running cost is to be strictly limited, then option 3) is the best choice. It is simple to later upgrade this to options 1) or 2).

Multi-branch vs Multi-system operation of The Shopkeeper

Definitions:

- **Branch** - A department, store, shop, kiosk or sales representative carrying inventory.
- **Multi-branch** - Single set of data files (or 'data base') divided, by identity data, into multiple branches.
- **Multi-system** - Fully separated sets of data files ('data bases'). Each data base dedicated to one branch.
- **Combination system** - It is also possible that multi-systems include multi-branch branches in a sort of tree structure..

Applications suited to multi-branch operation:

- When one company has multiple branches and each branch shares the same VAT registration number, a single buying department, the company has a single owner or joint owners and the database is located on a central server computer.

Applications NOT suited to multi-branch operation:

- When more than one company owns the branches OR each branch does not share the same VAT registration number OR the branches are not equally owned by joint owners OR the database is split between computers.

Advantages of multi-branch:

- Single system to administer. Unix/Linux operating systems enable up to 200 branches to be connected to a single server. With the development of the Internet, their is the prospect of low cost networking in the near future.

Disadvantages of multi-branch:

- All branches must either be networked together on a wide area network, or the remote branches must operate manually with data entered, off-line, at head office. (This can be overcome by treating the remote branch as a stand-alone part of a combination system.)

Advantages of multi-system:

- Each branch is completely independent. Wide area networking is not required

Utilities provided to help with multi-system operations:

- **Inter-system invoicing** that automatically carries inventory descriptions to the recipient system at the same time as the financial data. This eliminates errors as well as allowing the same price tags to be reused.
- **Inter-system data grafting** for general ledger data so that you can easily put together a consolidated trial balance, income statement and balance sheet.

Notes:

- A licensed copy of The Shopkeeper is required for each system. Shopkeeper Solutions offer discounts for multiple licences. However, multi-branch licensing does work out cheaper than multi-system licensing.
- Multi-systems can be installed on a single computer but it can become confusing to administer and so is not recommended. A better way would be to install each branch's system on a separate computer, even if they are networked together for convenience of multi-user operations such as data entry, data interchange, printer sharing and central data backup.

Instructions for intercompany (wholesale/franchise) invoicing with automatic inventory grafting.

Introduction

This facility in The Shopkeeper is designed to automate an otherwise tedious and error-prone aspect of bookkeeping and inventory control. It not just computerises, but actually fully automates the customer's inventory maintenance and creditors control. Whether you are selling jewellery or services to another company, or buying from the other company, you will appreciate this addition to The Shopkeeper. A nice touch is that the jewellery keeps the original price tags. No re-coding and remarking is required.

Requirements

Three preconditions must be met in order for the system to work:

1. Both the buyer and the seller must be users of The Shopkeeper.

2. The analysis group coding used by both companies must be similar. Or, the buyer must be willing to inherit the analysis codes of the goods supplied by the seller.

3. Some means must be available to copy computer files from the seller to the buyer.

Specifications

Any customer can be used provided that the account is marked as a grade 3 account. Grade 3 accounts use the cost price plus a pre-set margin instead of tag price or sale price. Separate margins are provided for each product group code.

All inventory codes can be sold and transferred, not just merchandise and standard stock. That includes non-inventory items and parts used on service orders. Raw material codes are converted to non-inventory and are not added to the buyers stock.

Code clashes are accepted, in the case of merchandise, only if the item is not in stock, and in the case of standard stock, only if one of the cost, selling price, or description are the same. In other cases, a warning message is given and the item is converted to a non-inventory code.

Transfer file size is only a few kilobytes, so several hundred files could fit onto one 1.44MB diskette..

Setting up

- Decide on what file path you will use for the shuttle data files. The default for Unix/Linux is ./shuttle/ and for DOS/Windows it is C:. For DOS/Windows you will not need to prepare the drive, except perhaps to have a formatted diskette available, but with Unix/Linux you must make the ./shuttle/ directory, and give it full user access rights, before you can use it.

- Check that buyer and seller product group and material analysis codes are compatible.

Seller's (Supplier/Franchisor) side
- Prepare the required margin percentages in the file igroup. This can be done quickly by using Utilities, Amend, igroup, and editing MARGIN.

- Set your selected customers grade to 3 using Sales, File maintenance, Customers.. At the same time, set the selected customers' "VAT modification code" to "N" (see notes). In the Unix/Linux version of The Shopkeeper, you must set the category code of your wholesale customers to F(ranchise or W(holesale as applicable.

- Have file transfer media such as a floppy disk available, unless files are going to be transferred by e-mail.

Buyer's (Customer/Franchisee) side
- No computer preparation is required. Just get the transfer files, together with the jewellery, from the seller.

Operation

Seller's side
- Process as a normal sale. Up to 15 inventory codes per invoice. If the Margin (in group

codes) was not set, or is set to a negative percentage, an alert window will warn that the price is at or below cost. You are free to overwrite the price as required. The program will display the net price, excluding VAT (provided that the VAT option was entered as "N"). When the alert dialogue asks if you wish to show discount, keep the default (just press Enter).

- Print and post the invoice . After the transaction has posted, you will be prompted for the drive letter (DOS) or path (Unix/Linux) of the transfer data file. Be sure that your entry is valid and that the drive media (e.g. floppy disk) is inserted into the drive. A single file will be created with the name "ixnnnnnn.dbf" where nnnnnn represents the invoice number left-filled with zeroes.

- Should an invalid drive/path be entered for the transfer file, the creation of the file will be unsuccessful. In such a case it will be necessary to do a sales "Return" to reverse the invoice, (being careful to enter the same prices as before) and then process the invoice from the beginning again.

- Remember that data is valuable. It is therefor strongly advisable for you to record the transfer files initially onto your hard disk, and then to copy the files to floppy disk or e-mail for transport so that you have a backup copy of the files.

- Regarding financial accounting: Your buyer is treated as a normal debtor.

- If you wish to keep a separate sales analysis for your wholesale customers, you can first transfer standard stock to a branch/location code) specially reserved for the purpose, and then do all the wholesale invoicing while active in that location. Alternatively, if only a few wholesale customers are active, you can report the sales analysis for one customer at a time.

- Output VAT is charged and recorded as normal, your buyer receives a tax invoice.

- In the Unix/Linux version of The Shopkeeper, you can set the category code of your wholesale customers to F(ranchise or W(holesale - in that way separate transaction and account balance age analysis reports can be obtained.

- Grade 3 accounts can, as with normal accounts, also use revolving credit or HP instalments, be debited with interest on arrears, etc.

- For general ledger accounting with the Unix/Linux version, print the Sales, Report, Transaction, Category for each month and enter the Sales figure from there into the wholesales sales account with the contra entry to the normal sales account. As an alternative method (the only method for the DOS version), you can process all wholesale sales from the head office branch/location (retail sales will all be done from other branches) and then simply use the head office sales figure for the general ledger. Both methods can be used at once as a cross-check of the data.

- Cost-of-sales figures for the wholesale sales are a bit more difficult to obtain if only the customer category is being used because it is only available one customer at a time. On the other hand, if a specific branch code is being used, then any one of several reports either show the cost-of-sales or the gross-profit (which is sales-cost-of-sales). The sales, report, Transaction, By-salesman, summary report will probably be most useful.

Buyer's side
- First the operator must check his goods received against the seller's invoices to ensure that the inventory is correct.

- Then it must be established that the inventory transfer files are available. The files are named "ixnnnnnn.dbf" where nnnnnn is the same as the seller's invoice numbers, left-filled with zeroes.

- Then go to Purchases Creditors Transactions Receive. Enter the date (it must be within the current financial month - preferably, but not essentially, it should match the date on the sellers invoice. It can happen that the goods are sold to the buyer at the end of the month, and only received at the beginning of the next month - in that case just enter the date as the 1st of the current month. The reason for this restriction is because inventory value is recorded when the month-end procedure runs and back dating the receipt would make the previously recorded data inaccurate.

- Enter the reference number to match the tax invoice number on the sellers invoice. Do not enter any prefix letters. If you like, you may enter letters after the number if there is room.

- Enter the name of the seller (Supplier), edit the supplier file and add it if it is not in file.

- Where it asks; "Look for transfer data file?" Type "Y", and then "Y" again to accept the information that has been entered thus far.

- Enter the drive letter (or path with Unix/Linux) for the transfer data file. If all is well, the screen

will show a form filled in which matches the seller's invoice except that net prices are shown instead of gross prices less discount percentage.

- *At this stage in the program the inventory transfer file is read for the first time. Inventory codes are checked and added if non-existent. Existing standard stock codes are compared for compatibility and all fields, except quantities, such as description, price, diamond weight, sub-descriptions, etc., are updated to agree with the seller's inventory description. Non-inventory items are ignored at this stage.. Should a merchandise code be found that already is in stock, or a standard stock code be found that has a different description, cost and selling price, an alert message will warn of the occurrence and the new code will be degraded to a non-inventory code.*

- *The program then immediately propagates the body of the goods received form and at the same time marks inventory codes on the transfer data file to indicate that the transfer has been done, thus preventing duplicate transfers*

- *You are still able to manually edit or add to the screen at this point, but manual changes are not recommended unless you really know what you're doing.*

- Press enter to accept the screen. The screen will change and prompt for a general ledger account number. 44100 is the default account for purchases - merchandise, you can, if you wish to be more exact, change this to a different account if the invoice being entered is not for merchandise..

- If you are not happy with the account number selected, press the up-arrow key to re-enter the general ledger code. Entering a letter will find or list the accounts alphabetically, and a number with list the accounts numerically.

- Press enter to allow input tax (unless of course the seller is not giving you a tax invoice.)

- Check that the Total on the bottom line matches the total on the seller's invoice. Small adjustments to correct rounding errors may be made by simply editing the total to make it match. (See note below.)

- General Ledger and VAT: The seller is treated as any other creditor and should present no difficulties. Input VAT is recorded in the VAT control file and will be calculated in accordance with the percentages that are recorded in the VAT control file. These VAT percentages must, of course, be the same as the seller's VAT percentages.

- Press Enter to print a goods-receiving purchase voucher, or press the letter "S" to skip the printout. (A duplicate printout is not available, but an inventory report will detail the transaction. See notes below.)

- Type "Y" to update the files.

Notes:

- The Shopkeeper allows either tax-inclusive or exclusive prices when invoicing. Normal retail sales use the inclusive tax . However all cost prices in The Shopkeeper are recorded excluding VAT. And when receiving goods, only net prices are allowed. When converting from an exclusive price to an inclusive price, and vice versa, prices are adjusted to the nearest whole cent. In doing this, up to half a cent error can occur. Multiplied by 100 items, this can accumulate to 50 cents. In order for the seller's invoicing program to calculate the net figures without any rounding errors, it is advisable to invoice the buyer in the tax Not included mode. This is set by changing the VAT modification code in the customer's (buyer's) account to the letter "N" using Sales File maintenance, Customers.

- When exporting goods to another country, VAT will be zero. In this case set the VAT modification code to "Z". This will behave the same as code "N" except that just before asking for the total, it will prompt the operator for the Zero VAT option.

- *Reports of both the invoiced (seller side) and received sides of the transaction is available at Inventory, Reports, Journal, All inv.movement. Transaction types are S for the sale, and VR for voucher received. Select the exact voucher by specifying the invoice number by reference, and/or the customer/supplier number.*

The Case for Linux for The Shopkeeper

Requirements

Speed performance, and dependability, of The Shopkeeper on a network, especially a wide area network (WAN), is of primary concern. Expandability becomes important especially after the former requirements are met. Unfortunately, speed and dependability are often inversely proportional to the size of the network.

Cost per workstation also depends on the operating system in use, as well as the number of remote workstations in each location and the monthly rental of leased data circuits. Other costs to consider are initial software and installation costs, as well as the ongoing cost of maintaining and administering the system.

Speed

The problem of speed is critical at month ends when printing reports and also when posting the purchases information to the general ledger etc. Speed is also vital for the job of 'mining' for historic data as well as the frequent searches for inventory meeting entered requirements.

Windows and DOS workstations

Shopkeeper Solutions have done a considerable amount of testing, with sample data in the laboratory as well as with live data in user's shops, and found that, in spite of the fact that even with the most sophisticated server hardware and software, the speed was in fact limited by network speed and the speed of the computer acting as the workstation.

If the server computer was shared as a workstation or print server, severe performance degradation was sometimes experienced.

Even if the server was not shared as a print server or workstation, performance soon deteriorates when several workstations are used at once. The reasons for the slow speed is because The Shopkeeper is data-intensive. It handles all of the data processing itself without a third party 'Data Server' and because of that a lot of network traffic is required every time anything is done with the data. Even just opening a file to make it ready for reading or writing data may require a hundred thousand bits of information to be sent between the server and the workstation. The effective speed on the local area network is thus limited by, amongst other things, the Ethernet interfaces. The server's hard disk drive and the software protocols used for controlling the data traffic, and the user's workstations all add to the performance limitations so that upgrading the file server's processor to the latest pentium 4 will not make a significant difference to the overall performance. In addition, workstations at remote shops are further burdened by the relatively slow modems, network 'latency' (delayed response) and remote-control software that is slow in itself.

Linux and Unix

With the Linux version, as with the Unix version of The Shopkeeper, all processing is done on the server, with only keyboard and screen data being sent between the server and the workstation. Thus the network will not affect processing speed. The multi-user qualities of this operating system efficiently allows more than one process to run at a time. Thus things like printing do not slow down other users processes significantly. Additionally, the Linux/Unix version of The Shopkeeper is compiled to low level C object codes which gives it a further speed improvement..

Tests comparing the speed for a data-intensive job such as searching through several years of journals showed that the Linux version could offer a speed improvement of about 60 times. In practice this means that more data becomes reachable and/or greater efficiency is achieved.

Hardware Complexity

In addition to performance, the complexity of the hardware and software required to implement a WAN must also be considered.

Windows and DOS workstations

Just for a second point-of-sale workstation at a remote shop would require doubling the equipment that was used for the first workstation.

Linux and Unix

With Linux, point-to-point protocol (PPP) links can be configured without additional hardware routers. This means that a single leased line can connect any number of workstations to the main computer without multiplexers, separate routers, or hassles. Because the workstations only send keyboard data and receive screen and printer data, the network traffic is very low.

Printing

Windows and DOS workstations
Remote control programs either do not offer remote printing at all, or at best will direct the printing to one remote printer only. The latest networking techniques can allow you to extend the Windows network to the remote site and in that way allow other remote printers to be used. These solutions are impractical with the latest Windows printers because the network traffic is too high for a slow modem connection but it is practical solution for invoice and label printing on printers that accept text-based commands and ASCII data.

Linux and Unix
Because remote control software is never used, this reduces the level of complexity of the system. Depending on the terminals used, printing is very versatile and relatively simple to set up. Therefore, even at a remote shop you can have different printers shared between the workstations for different jobs - such as vouchers, listings, letters and labels. Cash drawers can also be addressed individually.

✎   *Shopkeeper Solutions now offer a software solution to remote printing to Windows-only printers that will work for both Windows and Linux networks. At time of writing, only the Linux version of The Shopkeeper supports this feature.*

Security

Security on a Linux system can be better than on a typical Windows network. The first point of entry into the system is a login name and password. That login name is granted limited file access privileges. Automatic login scripts direct that user straight into The Shopkeeper as point-of-sale (or dual-mode) for the programmed branch. Quitting the Shopkeeper will automatically log the user out of Linux so that the system remains secure.

In addition, the relative novelty of Linux as compared to Windows, means that fewer people will have the know-how to crack the security features.

Running Costs

When planning a computer system for a remote shop, the cost of administering the system must be considered together with the fixed running costs such as the cost of the leased data lines and the capital cost of the hardware and software..

Administration costs
Administration costs include the responsibility, time and expertise required to do daily backups, maintain the inventory data, check and chase debtors accounts, prepare inventory reorder lists (or buy direct from reps), prepare daily reports of sales for management, and to process month-end reports and clearing. As well as general 'housekeeping'.

A stand-alone computer, or a local area network (LAN) of computers, may be cheapest solution initially, but if it is at a remote location, it is also the most expensive to administer.

Having a single server on a WAN (wide area network) or VPN (virtual private network) keeps administration costs to a minimum.

Network costs
If the distance is very short, say less than 100m, low cost wireless networking will work if a physical network cable is not possible. Leased analogue 2-wire data lines are reasonably priced if the distance is not very great. Within a city, this is the best choice. Distances up to 100km or even 150km are affordable on a 2-wire analogue circuit. For longer distances, the current service provider's offers are rather pricey. The best solution to long distance data connection is to use a virtual private network (VPN) sharing someone else's network or using the Internet. With modern high speed 24/7 Internet connections, and the low data volume required for The Shopkeeper on Linux,, costs of networking are easily affordable.

Technical support

Technical support is one factor that has inhibited the proliferation of Linux systems. Linux is a few years behind Microsoft Windows with regard to ease of installation, plug-and-play compatibility, and availability of cutting-edge peripheral support and so on.

On the other hand, Linux has proven to be a very stable operating system. It is not uncommon to have Linux servers running for years without a shutdown. In addition, support for Linux can be done almost entirely by modem. It is only hardware problems that require the services of an on-sight engineer.

Speed and reliability

Performance of The Shopkeeper on your local area network (LAN) can be expected to be 10 to 100 times better than with the DOS/Windows version. The apparent speed at remote shops will be only slightly better than when using Terminal Server or Remote Desktop Connection under Windows except when doing data-intensive tasks such as data searches where the Linux version is much faster. With less third-party software layers, the Linux workstations have less to go wrong.

Linux workstations and servers already have a good reputation for stability and reliability. For example, at the time of writing at least one of the Linux servers running The Shopkeeper has been running non-stop (i.e. without a reboot) for over a year.

Summary

Linux, as is Unix, is a true multi-user and multi-tasking operating system. More than 60% of the computers that serve the Internet world-wide-web are running Linux.

A Linux server is like a "mainframe" or "minicomputer". Any number of users can connect to and use the one computer at the same time. Linux not only divides it's processor time between the users as required, but also shares programs in memory. The user's workstations can be dumb terminals, Windows computers running a terminal emulation program, or another Linux computer. In addition, each user has its own security parameters for programs, directories and files. Linux has better security and is not plagued by viruses.

Linux is distributed under the GNU General Public Licence, and may be copied and used without restriction or limitation. Only installation and support is charged for.

Alternative methods of networking are possible but not recommended due to the amount of additional hardware and extra software utilities that are required.

From the first remote shop, the Linux version is easier to use and maintain than any DOS or Windows based alternative.

Any existing investment in Windows computers at you head office will not be wasted because in addition to any other tasks they can also be used as Linux terminals.

Notes:

Program updates

In order to gain the most benefit from The Shopkeeper, updates must be done on a regular basis. Say once a month. Shopkeeper Solutions can only efficiently support your program if it is up-to-date.

Updates must be downloaded from www.shopkeeper.co.za

Visit the web site regularly to keep informed of the latest news regarding The Shopkeeper.

The 16-bit version will fit onto a 1.4MB floppy disk.

If you have no way of downloading the updates, call Shopkeeper Solutions for an update CD.

Reverting to the previous version of the program

Reverting to an older version is strongly discouraged.

It may happen that you install an update and then find that a change is unacceptable. In this case call support and to learn what needs to be done in order to make the program behave to your satisfaction. Usually a small parameter change will put the behaviour back to the way it was before the update.

The only way to revert to an older version is to reinstall the older program from the old installation program. If after reverting to the older program you see a message that "the program in use is an older version" you may also need to restore your data files to what they were before you did the update.

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Trade-ins and second-hand purchases

In the simplest form, all you need to do is treat the traded-in item as a negative sale. In other words pass a credit note or even put it on the same invoice as the new item, with a quantity of '-1' (minus one).

This has the following weaknesses:

- It reduces your turnover figures.

- It will not automatically add the item into stock. (Unless it was a previously sold item being returned to stock.)

- No good audit records are kept.

Therefore the following method is recommended:

1. Photocopy the seller's identity document together with the item of second-hand jewellery being purchased. Identify the photocopy with a unique number.

2. Open a customer account for the seller with full details. Note the customer number.

3. Open a supplier's account for the seller - or use 'CASH PURCHASES' if you do not expect to buy from the same seller in the future. Note the supplier number.

4. Add the description of the second-hand item being purchased. DO NOT 'RECEIVE' IT. Note the stock code.

5. Use Purchases, Creditors, Transactions, Receive, and enter:

- Date:-   today

- Voucher #:-   Photocopy number (from step 1)

- Supplier:-   Account created in step 3

- Code:-   Code created in step 4

- Sup.Ref:-   Customer number from step 2, a '/' (slash) and the photocopy number from step 1. Do not leave spaces before and after the slash.

- Cost ea:-   Price offered to seller, including OR excluding VAT. (You can correct the total on the bottom line.)

- Tag price:-   Your new retail price.

- Add comment line(s), if required on printed purchase voucher

- on the second screen...

- G.L. a/c:-   44100, or as required.

- Adjust final price to equal the price offered to the seller. The VAT will be calculated automatically.

- Enter the amount now paid equal to the total price offered, unless mixed payment methods are being used.

- Enter the method of payment as 'CONTRA' if the seller is buying something in exchange, or if you wish to leave a balance on the customer's account.

- Our Ref:-   Same as Sup.Ref. above.

6. Use Sales, Transactions, Sale to enter the new item being purchased in exchange, as any other sale except for the payment. Enter the total amount that was paid by 'CONTRA' in the purchase voucher above.

7. The balance on the account can be paid as any normal account. If the contra payment exceeds the total of the invoice, the difference is refunded in cash. Be sure to refund all the change.

✎ *Alternatively, to leave a credit balance on the account, enter the payment by contra as a separate transaction.*

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Customer account types

Operation of HP accounts vs. Revolving Credit accounts

For each customer, the type of account can be specified.

If the account type is set to anything other than 'L', 'H' or 'O' then it is a normal revolving credit account. 'L', 'H' and 'O' (that is the letter oh, not a zero) accounts each treat the account differently for purpose of automatic calculation of arrears and interest (finance charges).

Revolving Credit accounts (normal)

This is the usual account type. (Types can be blank, '-', 'S' or 'Q' The full balance is due to be paid between 15 and 45 days after the sale unless instalments are offered, in which case the instalment amount is the monthly payment due. If the instalment amount is zero then the account is referred to as a '30-day account'.

Whenever a sale (other than a fully-paid cash sale), credit note or journal adjustment is made to the account, the NEW TOTAL balance is displayed and the operator is prompted to enter the months over which this balance is to be paid - a zero or one leaves the account as a normal 30-day account.

If this monthly instalment determination is made after the 16th of a month, the account is put into negative arrears by one instalment. The account falls into arrears only when a "due" instalment is not paid by the end of the month.

Interest on instalments are only charged on arrears. Interest charges can be calculated on all arrears, or all arrears minus one or two instalments - thus optionally giving the customers an extra one or two months' grace. Interest on 30-day accounts is calculated on the balance over 30 days or optionally 60 or 90 days.

Payments on the account, other than payments made as part of a sale (cash sale or deposit payment), are accumulated each month and are automatically allocated, first against the arrears, then against the instalment due, and any remaining payment is carried forward as negative arrears. Payment on all accounts are manually allocated against the customer's aged analysis (current/30/60/90+).

Any account which falls totally into arrears is then automatically converted to a 30-day account with the aged analysis showing on the statement.

Revolving Credit accounts (Quiet)

This is an account marked as type 'Q'. This type of account is exactly the same as a normal revolving credit account except that statements will not normally be printed.

Revolving Credit accounts (Other)

This is an account marked as type 'O'. This type of account is exactly the same as a normal revolving credit account except for one important difference: The interest charge is calculated as if it were a 30-day account and the instalment and arrears figures are disregarded.

☺   This means that you can offer your customers to pay on instalments, but not interest-free.

Lay by accounts (Type=L)

This is an account marked as type 'L' or Branch 'L'. This type of account is exactly the same as a normal revolving credit account except for two important differences:

1. The words 'Lay By' will appear on invoices and statements.

2. Interest charges are never calculated for lay by accounts.

☺   Lay by accounts can also be marked as 'Q(uiet. Set the branch to 'L' and the 'Type' to 'Q'.

☺   If you do not want the words 'Lay by' to appear, but just want there never to be interest charged, then leave the account type blank (or '-' or 'S') and set the 'Allow finance charges (Y/n)' field, in S(ales, F(ile maintenance, C(ustomers, to 'N'. No interest will be charged regardless of account type and arrears if this field is set to N(o.

HP accounts

Account can be changed to HP accounts in S(ales, F(ile Maintenance, C(ustomer - change the type of account to "H" or a account can be changed to HP while doing a invoice. Specify the months to pay and the instalments will automatically be calculated for the months entered.

When converting an existing account to type 'H', either when prompted by the computer after a

sale, or through customer file maintenance, if the balance on the account was zero, as with a new account, nothing will change immediately. However, should the account already have a balance, this balance will be posted as instalments into the instalments file spread out as determined by the revolving credit data (the 'Mnthly Pmt' and 'Arrears'). Due dates will be set to the 16th of each month with arrears being allocated to the month gone past, and negative arrears being deducted from the current month's allocation.

Changing an account from "H" to anything else when a balance is present, will warn the operator of impending loss of instalment detail and ask for confirmation before deleting all instalment details. The account will be converted to a normal 30 day or revolving credit account, depending on the 'Months to pay' specified, or the 'Mnthly Pmt' and 'Arrears' is entered manually.

The instalment and arrears figures displayed when viewing the account are irrelevant in the case of an HP account because the values are calculated from the HP instalment data. A file maintenance utility enables the operator to view, and, if desired, edit the HP instalments. If mistakes are made when editing, and instalments total up to less than the full balance, the difference will be interpreted as being due immediately.

Payment entries on an HP account will be automatically allocated against the oldest instalments. That means that all arrears are paid off before current month transactions are effected. Parallel dated instalments are paid in random sequence.

Payment adjustment entries (negative payments) as well as credit notes on HP accounts will be allocated to instalments in exactly the same way as invoices. It is the arithmetic sum of the instalments that will appear on the customer's statement.

The month end routine does 'housekeeping' on the accounts and zero-balance HP accounts are reverted back to standard type.

With this account type, interest is only calculated on instalments that are in arrears; the ageing of the account balance is disregarded.

☺   If you do not want to charge interest, even if the account is in arrears, then either neglect to generate any finance charges (this will affect all accounts) or set the individual account's 'Allow finance charges (Y/n)' field, in S(ales, F(ile maintenance, C(ustomers, to 'N'. (See Customer file maintenance on page 76.)

Using Windows-only printers

Linux/Unix

Instructions HowTo: Windows print spooling from The Shopkeeper running under Linux or Unix.

The instructions below asume that Samba (SMB protocol file sharing) has been installed on the Linux server. On SCO Unix, the Advanced File and Print Server must be used.

Step 1: Install prfile32.exe onto the Windows printer server, and configure it to enable the spooler function. A pre-configured installation wizard can be downloaded from www.shopkeeper.co.za/download/WinL32.exe which must be installed on the Windows printer server. (The Windows printer server is the workstation that is going to be used as a print server.) If you want to configure it yourself, see 'Notes' below.

Step 2: On the Windows printer server, execute the following command (this should be executed by means of a .BAT file called from the Startup menu folder):

prfile32.exe /s:\\ServerName\home\jewel\spool\A\WIN-*.*

The \A\ in the command line above is the branch (location) of the user that is performing the printing. Separate 'WIN' printers can thus be configured for multiple branches.

Step 3: In JSK, go to Utilities, Set param., System const. for the user profile you are targeting, and set the printer destination of the required printer to WIN.

Advanced notes:

Different printers can be specified by adding a letter or number after 'WIN' and match that letter or number in the command line in step 2 above. For example:

prfile32.exe /s:\\ServerName\home\jewel\spool\A\WINX-*.*

If you leave out the dash, all variations of 'WINx' will print to the same printer. For example:

prfile32.exe /s:\\ServerName\home\jewel\spool\A\WIN*.*

If you require that the raw print data is sent to the printer, as for example for voucher or bar code printers, set the printer port to 'WINR'.

Notes: The pre-configured settings format the printer output except when the port in U(tilities, S(et parameters, S(ystem constants is set to 'WINR'.

To set the "Printfile Settings". (On the Windows printer server go to Start->Run->prfile32).

- The 'Default settings' must point to the required printer and format text to 80 columns by 60 lines. The field labelled 'Mandatory for file types:' must be left blank.

- The 'Condensed' setting must point to the required printer and format text to 132 columns by 60 lines. And in the field labelled 'Mandatory for file types:', enter '.132'.

- The 'Raw' setting must pass the raw data through to the printer without formatting. Set 'Text File...->Send to printer'. And in the field labelled 'Mandatory for file types:', enter '.raw'.

  - ☺ To save printing costs, you can select 2 pages to one A4 page (landscape) or even 4 pages on one A4 page (portrait) by setting N-Up... options. On the print server computer go to Start->Run and enter the command 'prfile32'.

16-bit and 32-bit DOS/Windows

Instructions HowTo: Windows print spooling from The Shopkeeper running under Windows.

- On each computer that is to use the Windows printer, install WinP32.exe - available for free download from The Shopkeeper website.

- Set the printer port in U(tilities, S(et parameters, S(ystem constants to WINP.

  - ☺ To save printing costs, you can select 2 pages to one A4 page (landscape) or even 4 pages on one A4 page (portrait) by setting N-Up... options. On each computer go to Start->Run and enter the command 'prfile32'.

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PcAnywhere remote printing HOWTO

Printing via pcAnywhere32 version: 8/9

Introduction

If remote printing is not happening or is slow then the following instructions should be followed. Printouts will be sent to the default printer at the remote computer.

Step 1

DO THIS ONLY ON THE HOST SIDE ONLY.

Add, or edit, the **default** local printer, and under *Details, Print to the following port*, set it to: **pcaw.prn   (Unknown local port)**

Step 2

From an MS-DOS prompt, change to the default directory for The Shopkeeper, usually C:\JEWEL, and create the file, named JSKR.BAT, by typing as follows:

```
copy con jskr.bat

@echo off

echo ^A>lpt1

jsk.exe %1 %2 %3

^Z
```

The computer will respond with "1 file(s) copied".

(The ^A above is CTRL-A, or ALT-1, and the ^Z is CTRL-Z or F6. Do not type the carets. Normal word processors or text editors won't allow all special characters, that's why you need to copy it straight from the console to the file.)

Step 3

Edit the properties of the shortcut that you use to start The Shopkeeper on the host computer - the one that will be used for remote access - and change the Cmd line to read, for example:

C:\JEWEL\JSKR.BAT 3 a w

The only change here is the JSK.EXE has changed to JSKR.BAT. Leave the path (C:\JEWEL\) and the parameters (3 a w) the same as they were..

Step 4

Set the printers in The Shopkeeper to LPT1 (if they were PCAW, change them back to LPT1)

Printing via pcAnywhere32 Versions 10 up

This should work with all older versions as well.

Note regarding pcAnywhere version 11

This version of pcAnywhere has, it seems, been optimised for graphics only. Text interface programs, such as The Shopkeeper, are treated as if they were graphics only and this completely negates the speed advantages of the text interface. Please try to avoid this version. Later versions may or may not have been corrected.

Requirements:

pcAnywhere version 8.0 or higher

The Shopkeeper build 43... or higher

Windows-only printer for Listing and letters: (see next section for raw text printers for vouchers or labels)

Do the following on the HOST machine (you can use pcAnywhere to do this).

1) Copy the file C:\Windows\WINP.BAT to C:\Windows\WIN1.BAT

2) Edit C:\Windows\WIN1.BAT and change the words "Default settings" to "Remote1"

3) Copy the file C:\Windows\WINP_132.BAT to C:\Windows\WIN1_132.BAT

4) Edit C:\Windows\WIN1_132.BAT and change the word Condensed to RemoteCond1

5) Go to Start/Settings(or Control Panel)/Printers, click on Add printer and install a local printer with the same make and model specified as the printer that you will be printing to at the remote computer. Set the Port to PCAW: (If you can't find it in the list of available ports, then pcAnywhere is not installed yet.)

6) Go to Start/Run and enter the word prfile32 and press Enter. This should call up the PrintFile dialog box.

7) Click on Settings and type Remote1 to overwrite the words Default settings

8) Pull down the arrow next to Printer and select the PCAW printer that was set up in step 5) above.

8a) If the printer is "text only", set Text file to "Send to printer" (This sends the raw data to the printer without any page formatting or ejecting.)

9) Click on Save

10) Pull down the arrow next to "Current settings" and select the name Condensed.

11) Type in the new name RemoteCond1

12) Pull down the arrow next to Printer and select the PCAW printer that was set up in step 5) above.

13) Click on Save

Dot matrix or barcode printer for vouchers and labels: (see above section for Windows printers for listings or letters)

Do the following on the HOST machine (you can use pcAnywhere to do this).

21) Copy the file C:\Windows\WINP.BAT to C:\Windows\WIN2.BAT

22) Edit C:\Windows\WIN2.BAT and change the words "Default settings" to "Remote2"

23) Go to Start/Settings(or Control Panel)/Printers, click on Add printer and install a local printer with the make="Generic" and model="Text Only". Set the Port to PCAW: (If you can't find it in the list of available ports, then pcAnywhere is not installed yet.)

24) Go to Start/Run and enter the word prfile32 and press Enter. This should call up the PrintFile dialog box.

25) Click on Settings and type Remote2 to overwrite the words Default settings

26) Pull down the arrow next to Printer and select the PCAW printer that was set up in step 3) above.

26a) If the printer is "text only", set Text file to "Send to printer" (This sends the raw data to the printer without any page formatting or ejecting.)

27) Click on Save

31) Run The Shopkeeper on the host computer via pcAnywhere. Go to Utilities, Set parameters, System constants and set the printers to WIN1, WIN2, WIN2 and WIN1 respectively.

Do the following on the REMOTE machine (that's the pc that you want to print from).

41) In the printer folder (Start/Settings/Printers), set the printer that you want pcAnywhere to print to as the 'Default' printer.

42) If required, repeat step 41).

✎   *NOTE: Windows printing is not suitable for all reports. Some jobs print one line for each item processed as for example the inventory graft program. In such cases you should set the printer to FILE. After processing is finished, print the file by going to Sales, Transactions, Duplicate, NYprntfile.*

Transaction vs Category control of location. And Zip sales.

UNIX VERSION ONLY

The reports: S(ales, R(eports, T(ransactions, T(ransactions with Location specified and S(ales, R(eports, T(ransactions, C(ategory with same Location specified will not necessarily match. The reason is that the first uses the Location where the transaction was done, and the second uses the location that is coded into the customer's file.

The problem may be especially aggravated if zip sales are used and separate zip sale accounts have not been created for each branch. This part of the difference can be eliminated by following the instructions below.

Lay by, staff and insurance company accounts also allow use in a location (branch) other than the coded location (home branch). When doing a sale to any account, a warning is clearly shown on the screen to the effect that the customer's home branch is different. If the warning is disregarded then the above reports won't match.

More discrepancies arise from journal entries and account payments in branches other than the home branch. No warning messages appear for these.

- Cross-location transactions can be browsed on the screen. Go to U(tilities, A(mend, file name cjournal (for current month, or cj00 and then enter month/year) filter jbranch#cbranch. (Field "cbranch" is only recorded since May 1998).

Zip sale locations

The default zip sale account is named ZIP SALE. This account will be used if localised zip sale accounts are not found. (See localising zip sale accounts, below.)

The location recorded for the sale, as used in the transaction-transaction report and the transaction summary report, will always be equal to the location where the transaction was made. But the invoice number sequence and the transaction-category report will use the location code set in the zip sale file. An exception to this is when the location code is set to blank - in that case the invoice number follows the local branch sequence and the category report will only include the amounts if location is not specified.

Localising zip sale accounts

Create a separate zip sale account for each branch (using S(ales, File maint., C(ustomers). Identify each by following the name ZIP SALE with the location code. eg. ZIP SALE A, ZIP SALE B, ZIP SALE D1 or ZIP SALE W3. You can create 80 different zip sale accounts this way. If a location is missing, the zip sale account at the beginning of the alphabetic order will be used - i.e. ZIP SALE (with no location code) and failing that, ZIP SALE A followed by ZIP SALE A1 etc.

- ✓ IMPORTANT! Set the location code of each zip sale account to match the code used after ZIP SALE. This is necessary to make the invoice number series correct as well as the validity of the category report by location. If the computer will not allow you to enter the same location code it is because you have chosen an invalid location code (eg. L or L1). The location code of the default zip sale account (i.e. no location code) should be left blank so that it will default to it's own invoice number series.

Summary

1. Sales location and sales category location are not always the same because of the fact that the first uses physical transaction location and the second uses customer 'home' location..

2. Differences in sales figures can be reduced by setting up a zip sale account for each branch.

3. Payments are not possible to keep matched between banking (sales) branch and customer home.

Notes:

The Shopkeeper

Technical Reference Manual - (a short introduction)

Foreword

The Shopkeeper is user friendly and easy to use. But the very fact that it is designed to be just that means that the program has many highly technical components that are hidden, intentionally, from the user. This manual is designed to reveal those parts to the technically minded user or support person.

System installation and related settings

Hardware requirements

Apart from printers, which must be suitable for the various tasks (see full details under the heading 'Printer requirements' below), any computer which is capable of running the chosen operating system, and has about 100MB of free space. The space requirement could be higher if many images, or many years if history, are to be kept. But by that time the computers would probably be replaced by much larger ones anyway.

Being predominantly text-only, the program runs very fast even on slow computers and relatively slow networks. However, except with Linux/Unix, a large abount of data does need to flow between the server and the workstations, so modern network components, such as 'switches' instead of hubs, will improve performance.

For wide area networking, the DOS/Windows will only work satisfactorily with application servers on the local area network, controlled via pcAnywhere, or other remote control software. Printing options are limited and slow when using remote control software and each remote workstation must have it's own server on the LAN. For this reason Shopkeeper Solutions recommends Linux for all installations that include remote workstations.

Program and data directories

DOS/16-bit version

The install program creates the following directory structure:

```
C:\JEWEL\
C:\JEWEL\TEMP
C:\JEWEL\PRNFILES
C:\JEWEL\IMAGES
C:\JEWEL\IMAGES\CUST
C:\JEWEL\HTML
```

However the user is able to choose a different root drive and directory, and the name 'JEWEL' can also be different.

The DOS/16-bit version can only be run in a drive letter such as 'C:' or 'E:', and not in a network path such as '`\\SERVER\C`'. That means that a network drive must be mapped to a drive letter.

The Windows/32-bit version can use exactly the same drive and directory structures, and can also use the unmapped network path such as '`\\SERVER\C\JEWEL\...`'.

The Unix and Linux versions use the following directory structure:

```
//home/jewel
//home/jewel/jtemp
//home/jewel/prnfiles
```

```
//home/jewel/images
//home/jewel/images/cust
//home/jewel/html
```

However the user is able to choose a different directory than '//home/jewel'.

In the case of DOS and Windows, the program will automatically create a directory off the temp directory (eg. 'C:\JEWEL\TEMP\ACCNTS1') for each computer that uses the program. This sub-derectory has the network name of the computer that uses it. This name is set in each computer's network properties, and must be a valid 8.3 style DOS name - spaces will cause a problem and longer names will be abbreviated to 8 characters.

Linux and Unix administrators must make a subdirectory off jtemp for each different user. And this name is the login name of that user. Linux/Unix file names are case sensitive. If the user logs in as fredD then his directory must be '/home/jewel/jtemp/fredD'.

File locations

DOS/16-bit version: All program and data files are installed once only in the shared \JEWEL directory.

32-bit Windows version: Data and report form files are installed in the shared \JEWEL directory and the executable program and related .DLL files are installed in each workstation's \Program Files\JSK32 directory.

Linux/Unix version: Data and report form files are installed in the shared \JEWEL directory and the executable program is installed in the server's /usr/bin directory.

Linux/Unix access security modes

All directories used for data a temporary files must be given all access rights. For example:

Chmod 777 jtemp/fredD

All data files must me set to read and write for everyone. For example:

Chmod 666 *.db*

All report form files must be marked read only for everyone. For example:

Chmod 644 *.frm

Executable files, program code and scripts, must be marked as read and execute only. For example:

Chmod 755 jtemp/fred/till

Security conscious administrators may prefer to flag the files 770, 660, 640 and 750 respectively and only give those users who have the right to use The Shopkeeper membership to that group. That way the files will be invisible and safe from other users of the Linux/Unix server. However it makes more sense to dedicate the server to users of The Shopkeeper. Of course user passwords should be used and these must be changed periodically - at least with any change in staff. See also the operator-passkey login protection options detailed below under the heading 'Dual-mode login'.

DOS/Windows access security

Windows NT/2000/XP allows the administrator to allow no access, read-only access or full access to selected directories. All users authorised to use The Shopkeeper must be given full access to the \JEWEL directory.

Remote users who access the system using remote control software such as pcAnywhere have a further layer of security that is provided by the remote control software itself.

See also the operator-passkey login protection options detailed below under the heading 'Dual-mode login'.

Differences between the 16-bit DOS and the 32-bit Windows versions

The DOS version, as with the Linux version, uses one copy of the program installed on the file server.

In the case of the DOS version, it is possible to improve network performance a little by putting copies of the executable program and overlay file onto each workstation. In this case it is important to remove the program overlay file (XMENU.OVL) from the shared \JEWEL directory. The small benefit may be outweighed by the difficulty of installing multiple copies of the program whenever a program update is performed.

The 32-bit Windows executable program file together with the required dynamically linked libraries is much larger and by default these files are installed in each workstation's local hard disk drive. Every program update must be performed on all workstations on the local area network.

Program update procedure

With the DOS 16-bit version of the program, it is essential to have no users running the program before the update is installed. In the case of the Windows 32-bit version, only the workstation being updated must quit The Shopkeeper before the update is installed. And in the case of Linux/Unix, the update can be performed without disturbing any of the users.

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Problem and solutions

General

With any complex system, things can go wrong. Below are listed all the known possible problems. It is hoped that you never experience any of them, although very seldom is any data lost, and most problems do not cause more than a short delay.

Data Search

Many problems are associated with information incorrectly entered. For this reason, a number of utilities are provided under D(ata from the main menu. These utilities are basically self-explanatory, and enable you to search for any data or combination of data. Should a problem which you believe to be a data entry fault persist, contact support for assistance.

Causes of problems

Problems fall into two categories: Operator error and computer failure

Operator errors

Most operator errors are caused by mistake. A measure of care in reading screen prompts will prevent most mistakes. Most mistakes can be corrected (in theory) by doing the exact same thing again - with amounts as negative. However, in practice this is sometimes not practical. If in doubt, call support for advice.

Computer failure

Most computer failures are caused by network problems. Networking is getting easier and more user-friendly - but all other parts of computer systems are also improving - and networking remains the weakest link. Proper selection, installation, and careful maintenance of all network components is essential to ensure acceptable reliability.

The latest high speed networking components should only be used if all parts of the system are compatible with the new technology. A slow reliable network is preferable to a fast, unreliable, one.

Operator Alerts

Unless the computer "freezes" (becomes unresponsive) or switches off suddenly, The Shop-keeper will alert the operator to any problem with a large red window (16-bit and Linux versions) or a Windows alert box (in the case of the 32-bit version). The operator(s) must make a note of these messages and, unless sure of the cause and action to be taken, advise management as a matter of urgency. Management, if unsure of the action to be taken, must contact Shopkeeper Solutions for support.

Negative cash float

It is possible to tell the computer that cash is paid to a customer. This normally happens with a credit note but can also happen if a sale is overpaid by a method other than cash. In the latter case, change is calculated and paid back to the customer as cash. Unless errors are made, the above cash refunds are correct and no problems arise.

However, if the refund is actually made by cheque, the entry should have been entered as "BANK TRANS/CH", but in error was entered as "CASH" - or if a sales payment by cheque etc., and by error a larger amount is entered (and the warning about the change is ignored) - then the computer will record less cash on hand than what there should be. It is also possible to receive cash, but enter it as cheques, and then either refund the cash to another customer, or spend it as petty cash. And yet another way for the error to occur, and one which cannot be easily corrected, is if a deposit is accepted on the computer before petty cash purchases have been entered, and then the petty cash entries are entered. This error will never occur, and others will be discovered in time for easy correction, if the cash is checked against the computer before accepting the deposit.

Large errors will result in a negative cash float. If ignored it will correct itself after a few cash sales, but it is best to correct the problem as soon as it is noticed.

Correcting

Find the error(s). You can use S(ales, R(eports, T(ransactions, P(ayments - or, if a large number of transactions must be searched, use U(tilities, A(mend, File: CJOURNAL , Filter: JPAID<0.

Once you know the source of the error, correct it by entering a positive payment by CASH to the

account on which the error was made (or CASH SALES), and then a negative payment of the same amount and to the same account using the method that was actually used for the refund.

If the error is discovered BEFORE the deposit is accepted, then the error may be neatly and easily fixed by amending the payment method. Go to S(ales, F(ile maintenance, J(ournal and enter the customer account number. Another way is to use U(tilities, A(mend, File: cjournal , Filter: blank or JREF=(invoicenumber) or JCUS=(customernumber) or JPAID<0 to find the offending transaction(s). In either case, change the method to what it should be.

Correcting duplicate accounts

Duplicate accounts can be easily avoided - see page 76 - but if you find one this is how to get rid of it:

Decide which of the two (or more) accounts you want to keep. This should be the one with the most transaction history, service orders, additional notes or valuations.

If the unwanted account has a balance, do payments with the method 'CONTRA' to the accounts so that the unwanted account has a zero balance. This will be a positive payment to reduce a positive balance to zero, or *vice versa*. Do the exact opposite contra payment to the account that will be kept. Be sure that all contra payments add up to zero.

If the unwanted account has had a zero balance and no transactions since before the beginning of the current financial year you will be able to remove it immediately otherwise rename the account so as to prevent it from being used and to make it easy to identify for later deletion. Adding the word 'WAS:' to the beginning of the name using S(ales, F(ile maintenance, C(ustomers is a good way to do this.

At the start of the next financial year (or several years later if you prefer) you can delete the accounts that start with the word 'WAS:' one at a time by using the 'Remove cust.' option or simply run the customer 'Purge cust' option to remove all old and dormant customers.

Invoice date

Dating of Tax Invoices

Under certain conditions of computer system administration, near the end or beginning of a calendar month, the computer may either not allow the date to be set before the 1st of the new month, or not allow the date to be set to beyond the end of the prior month. This means, for example, that Tax Invoices could be printed with the date showing as the 1st of July when it is actually perhaps a few days before the end of June. In a similar way, the computer will date Tax Invoices as the last day of the old month until the system administrator allows the computer to progress into the new month.

The causes of this error are related to the month end procedure. If the month end is performed before the end of the month, but the month end date is entered as the last calendar day on the month, as may happen at financial year end, then the dates between the actual date and the end of the month will not be available. Similarly, if the month end procedure is delayed until after the end of the calendar month, the date will be forced to stay in the old month.

Another cause of incorrect date is the computer clock. In the case of DOS and Windows servers, the transaction date is set by the last workstation to start the program. With Linux/Unix the date is controlled by the file server. If the computer's clock is outside of the month in use, the computer clock is disregarded and the last date in use will remain active.

✎   *There is nothing that the point-of-sale operators can do to override the system date in these conditions other than to report it to the administrator.*

☺   If required, the invoice date of a current month transaction can be edited using U(tilities, A(mend cjournal, and then the invoice reprinted using S(ales, T(ransactions, D(uplicate, N(o, N(o.

File ... in use / Reserved files

"-WAITING/"

A message in the lower right hand corner of the screen with "rotating" bars on either side indicate that the workstation is waiting for access to a file. (In a few cases, the "Waiting" message may be replaced with a "Ref=nn" message - the cause and correcting procedure is the same.)

The file is in use by another user on a multi-user network, or by another instance of The Shopkeeper on your own computer. The other user may have switched his computer off but the network doesn't know that.

To clear the message, switch ON the offending computer. This will then often tell the network to release the file.

When all else fails, rebooting the server is the brute force way to clear the problem. But, with a Linux server, the correct way is to "kill" the offending program instance. Do this by:

```
$ su
```

<enter root password>

```
# ps ax | grep jsk
```

(a list of programs will be displayed. Note the numbers under the column PID.)

```
# kill <PID1> [<PID2> ...]
```

```
# exit
```

When to re-index files

Files may be re-indexed at any time on a single user system without harm other than a waste of time. If in doubt, re-index. On multi-user (networks) make sure that no other users are active while re-indexing.

Files MUST be re-indexed if they have been restored from back-up. This is because normally we don't back-up or restore the index files.

Power failure

After a power failure, re-index all files that may have been in use at the time of the power failure. If in doubt, simply re-index all files. U(tilities, X(pand, I(ndex, F(ull, P(roceed.

Disk Space Low

If, when starting the system, you get a message saying that disk space is low, it means that you are extremely low in free disk space. (Less that 3MB) This must be attended to as soon as possible. Freeing disk space is done by deleting files that are not required. A utility is provided to help you to delete unwanted files, but by far the most wasted space will probably be found in system and temporary files that are unrelated to The Shopkeeper.

On a multi-user system, it is only the disk space on the server that is used by The Shopkeeper.

Janitor

If you suspect that The Shopkeeper may have unnecessary files, select U(tilities, H(ousekeeping, J(anitor. Read the screen messages carefully. The janitor will prompt you with each group of old files (if any) to be deleted. At each stage you will be asked for confirmation before the files are actually deleted.

If there is not enough free disk space even after calling the "janitor", and you have done whatever housekeeping on other software on your computer, then only a second hard disk or a larger one will remedy the situation.

Do remember that, on a multi-user system, it is only the disk space on the server that is used by The Shopkeeper.

Not Enough Memory

You may receive a message advising of insufficient memory especially when a sales month-end clear has been requested or when trying to print a report. Causes of low memory are:

MSDOS
- Computer has less than 640K of RAM. (Solution: Upgrade RAM)
- The Network Operating System requires excessive RAM (Solution: Upgrade RAM, or, don't use the file server as a workstation)
- A TSR (Terminate and Stay Resident) program, (such as "desk utilities" or a background communications program, or virus blocking utilities), or maybe more than one TSR, had been loaded into memory. (Solution: Upgrade RAM, or, stop using the TSR program(s))
- Run MEMMAKER to optimize the available RAM.

Windows
- ▪ Shortcut properties. (Setting the Initial Environment in the Shortcut Memory properties to 768KB corrects the problem.)

Crash Recovery

Complete restore

To restore the all the data, it is safest to first backup all the data on a <u>new</u> set of disks, tape or hard disk directory, then delete all data files before restoring from the known good backup.

> 💣 **DO NOT BACKUP onto your old backup media after you suspect a data corruption because that will write over and lose the old backup data which may be needed for a later restore operation.**

☛ Recreate indexes after a restore from backup. The best way to do this is to delete all index files (∗.ntx or ∗.idx) before running The Shopkeeper.

Often, if the cause of the crash is known, or if only one or two files are corrupted, a complete restore is not required. Each situation requires different instructions, but below are a few examples.

Sales month end

> ✎ *At least file 'cjMMYY.dbf' (where MMYY is the month and year numbers of the month being ended) <u>MUST</u> exist, otherwise the month end did not even start processing and there is no need to recover anything.*

Crash <u>while processing customer</u> file during sales month end.

☛ If the file 'ijMMYY.dbf exists then the monthend has proceded further. Follow the instructions for 'Crash ... after customer file has been processed, further below.

- ▪ You must delete 3 files and restore 5 files. Then you must restart the month-end program.

Delete:

- ✓ cjMMYY.dbf (MMYY = month & year being ended)
- ✓ cposMMYY.dbf
- ✓ canaMMYY.dbf

Restore:

- ✓ cdeposit.dbf
- ✓ cjournal.dbf
- ✓ control.dbf
- ✓ cusanaly.dbf
- ✓ customer.dbf

☛ We recommend that you rename the above 8 files to "∗.BAK" instead of overwriting/deleting them, just in case the restore operation fails. If you do this, delete the "∗.BAK" files after the month end is successfully completed.

☛ The above instructions only work for a crash while "updating customer file", and only on the current version (2005) of The Shopkeeper. Restore requirements may change in future versions of the program - please verify with support before starting.

Crash while processing sales month end. (Undetermined, or after customer file has been processed.)

- ▪ You must delete 6 files and restore 12 files. Then you must restart the month-end program.

Delete or rename those of the following six files that exist:

> 💣 **At least cjMMYY.dbf MUST exist, or else monthend did not even start and the restore operation is probably not necessary.**

- ✓ cageYYYY.dbf (YYYY year being ended)
- ✓ canaMMYY.dbf (MMYY = month & year being ended)
- ✓ cjMMYY.dbf
- ✓ contYYYY.dbf
- ✓ cposMMYY.dbf
- ✓ ijMMYY.dbf
- ✓ oparYYYY.dbf
- ✓ ovatMMYY.dbf
- ✓ ovtemp.dbf

Restore the following 19 or 20 files:

- ✓ cpetty.dbf
- ✓ cpettyal.dbf
- ✓ cdeposit.dbf
- ✓ cinstall.dbf
- ✓ cjournal.dbf
- ✓ control.dbf
- ✓ cusanaly.dbf
- ✓ custdbor.dbf
- ✓ customer.dbf
- ✓ ijournal.dbf
- ✓ imerch.dbf
- ✓ iraw.dbf
- ✓ istksup.dbf (If it exists)
- ✓ istock.dbf
- ✓ isub.dbf
- ✓ oparam.dbf
- ✓ ovat.dbf
- ✓ pjournal.dbf
- ✓ purcont.dbf
- ✓ supplrs

> 💣 **RECREATE INDEXES AFTER RESTORE**

> ✎ *We recommend that you rename the above 18 files to "*.BAK" instead of overwriting/deleting them, just in case the restore operation fails. If you do this, delete the "*.BAK" files after the month end is successfully completed.*

> ☺ Also, copy the restored twelve files to a temporary directory so as to ease a second

restore if the cause of the first crash was not fixed.

💣⁂   **These instructions only work for a crash while doing a sales monthend, and only on the current version (2005) of The Shopkeeper. Restore requirements may change in future versions of the program - please verify with support before starting.**

☺   Instructions for recovery in other cases may be obtained by calling support.

TO CHECK FOR MISSING FILE(S) IN BACKUP

Assumptions:

Main data directory is `C:\JEWEL`

Temporary directory, `C:\JSKBU` is empty or does not exist

Procedure:

Backup data as normal from the Outer Menu.

Go to an MS-DOS prompt and type the commands:

`C:\WINDOWS>`**`MD \JSKBU`**

`C:\WINDOWS>`**`CD \JSKBU`**

*The prompt at this point **MUST** say* `C:\JSKBU`

`C:\JSKBU>`**`DEL *.DB*`**

`C:\JSKBU>`**`DIR \JEWEL\*.DB* /ON /B >DIR1`**

`C:\JSKBU>`C:**`\JEWEL\PKUNZIP  A:SKDATA`**

Follow the prompts to restore the data from the stiffies to `C:\JSKBU` directory.

Then, after the files are restored, type the following:

`C:\JSKBU>`**`DIR /ON /B >DIR2`**

`C:\JSKBU>`**`FC DIR1 DIR2`**

The result may say "No differences encountered", in which case the backup was good.

If it says:

```
*******DIR1:
FILE1.DBT
FILE2.DBF
FILE3.DBL
*******DIR2:
FILE1.DBT
FILE3.DBL
*******
```

Then it means that `FILE2.DBF` was not backed up.

Error log - Unfinished postings

At critical points in the program, recordings are made of the task that is being performed. If the computer should fail for any reason before the specific task is complete, the recording is kept as a permanent record. In some instances similar recordings are made even though the computer continued to operate uninterrupted.

The error log can be viewed by U(tilities, X(pand, E(rror log.

The Shopkeeper will alert full access (Admin) users of any new recordings whenever The Shopkeeper is started. But in any case it is advisable to check the error log for any records dated the last month before doing the month-end procedure. This is because it is easier to fix errors during the month in which they occurred.

Unfinished postings

The Error log of unfished posting which can be listed at U(tilities, X(pand, E(rror log, list the following data:

The message consists of a key word followed by additional information. The following is a list of the key words with meanings:

Keyword	Meaning	Cause	Action to take
a- ... not updated	Appro invoice inventory not updated	Inventory item not updated	Appro return the item as with N- and then Expense out the item
Appro	Appro posting	The Appro posting was started but not finished. Look at the next error log recording for more information	Search appros to see if the items were posted, and if not then redo appro transaction
ApproPrnt	Appro Print	The Appro transaction was being printed and crashed due to the printer being off-line or not correctly set in the system constants	Process the appro again. (Note: the appro number will be skipped - you could set the next appro number back in U(til., S(et., C(ontrol.
Auto-Posting Payments	Auto-Posting Debit Order Payments	Computer crash while posting batch of Debit Order payments	View the first account (in the Debit Order payments report) – if the payment did not post to this account then simply reprocess the debit orders. Otherwise check the last customer account for the payment and if not recorded it may be easiest to restore from backup and then reprocess the debit orders.
C-... not updated	Credit note transaction inventory item not updated	Inventory item not updated	Do another return with the unposted item code, then an invoice to reverse it but using non-inventory code (group+mat)
Deposit	Banking deposit for branch	Computer crash while posting deposit	Redo deposit. If the computer reports "Nothing to deposit" then the deposit did complete already. If somehow the deposit is corrupted, the error will post to the Cash Clearing Account in the G.L. (10900) from where it can be easily manually corrected.
E- ... not updated	Expense voucher inventory not updated	Inventory item not updated	Expense out the item again
I- ... not updated	Insurance invoice inventory not updated	Inventory item not updated	Expense out the item

Inv.Xfer	Inventory Transfer	Crash while posting inventory transfer batch	Check for items in the batch that did not get transferred and redo the transfer of those items
InvXferPrnt	Inventory Transfer Printing	Crash while printing inventory transfer batch. Posting of transfers could not start	Redo transfer batch. (The transfer batch number will have been incremented)
issMov	Std.Stock-by-branch movement	istksup.dbf file failed to update. Istksup is used to record standard stock quantity movement by branch	Inaccurate values will be displayed as *?*?*?*. If desired istksup can edited, but normally the error can be ignored. It will self-correct in about a year
Jrnl CONT.A/C	Journal-entry control account	Computer could not update control.dbf when posting journal entry	Check customer control account for accuracy and correct control.dbf if necessary with Edit command utility
Jrnl CUST.A/C	Journal-entry customer account	Computer could not update customer account when posting journal entry	View customer's account. If it reports "Balance in Error", repost the transaction to the customer using U(til., H(ouse., R(epair CJ, R(epost Cust utility and redo Gift Voucher sale function
Jrnl Entry	Journal Entry	Computer crash while posting a debtor journal entry (S(ale, T(ran., J(ournal)	Look for additional error log record for same transaction. If none then view customer's account and redo the journal entry if not shown. If additional log entry is not recorded but vieweing customer account reports "Balance in Error", clear the amount from cjournal using U(til., H(ouse., R(epair CJ, U(npost CJ utility and redo the journal entry
Jrnl HP Ins.	Journal-entry HP instalments	Computer could not update the HP instalments when posting journal entry	Check HP instalments and regenerate if necessary by converting the customer to a non-HP account type (manually setting the arrears and monthly instalment)and then reconvert back to HP (if required)
Jrnl VAT.CONT.	Journal-entry VAT control	Computer could not update VAT control account when posting journal entry	Check VAT control account for accuracy and correct, if necessary with Edit command utility
Jrnl(Cusanaly)	Journal-entry sales analysis	Computer could not post entry to inventory movement journal when posting journal entry	The entry is only used for the sales analysis reports. Check, and if required repair or enter the record in cusanaly.dbf by using the Edit command utility (historic month: canammyy.dbf)
Jrnl(IJournal)	Journal-entry inventory movement journal	Computer could not post entry to inventory movement journal when posting journal entry	The entry is only used to "prove" the VAT control. Check, and if required repair or enter the record in ijournal.dbf by using the Edit command utility (historic month: ijmmyy.dbf)
JrnlCONT.Bals.	Journal-entry control account balances	Computer could not update customer control account balances when posting journal entry	Check customer control account for accuracy and correct, if necessary with Edit command utility
Merch.Add:	Merchandise Add	Could not add new item to merchandise file	Add the item again
Merch.Rcv:	Merchandise Receive	Could not receive merchandise item in Inventory Transactions	Receive the item again

N- ... not updated	Appro note inventory not updated	Inventory "on appro" flag not updated	Redo appro transaction - posting regardless of the item not being on appro.
OpeningBal	Debtors Opening Balance entry	Computer crash while posting an opening balance payment	If viewing account shows "Balance in error" message, then U(til., H(ouse., F(ix cj, U(npost. Then redo opening balance entry
Order-	Service order invoice	Crashed while trying to update service order status while invoicing	Invoice the service order again at no charge
P.Order: ... Postng	Purchase Order ... posting	Computer crash while posting purchase order	If std.stock involved, view the item(s) to see if the on-order quantities are recorded. If not, process the order again. If only the printed voucher was important, the failed posting can be ignored
P.Order: ... Prntng	Purchase Order ... printing	Program aborted before posting a purchase order	Process the purchase order again
P.Vouch: ... postng	Purchase Voucher posting	Computer crash while posting purchases goods receiving voucher	This message will be followed by another message having the same reference number and time. Follow the instructions for that message. If alone, the posting had probably not begun – redo purchase receiving.
P.Vouch: ... Prntng	Purchase Voucher printing	Program aborted before posting a purchases goods receiving voucher	Process the purchases goods receiving voucher again
Paymt	Debtors Payment	Computer crash while posting a debtor payment	If viewing account shows "Balance in error" message, then U(til., H(ouse., F(ix cj, U(npost. Then redo payment entry
Posting Finance Charges	Posting batch of finance charges	Computer crash while posting batch of finance charges	View the first account (in the Finance charges report) – if the FC did not post to this account then simply reprocess the finance charges. Otherwise check the Control Account for Finance-charges-current-month and if not recorded it may be easiest to restore from backup and then reprocess the finance charges.
Postzip	Posting Zipsale	The zipsale posting was started but not finished. Look at the next error log recording for more information	See special instructions below this table regarding repair of half-posted sale.
PrntZip	Zip sale program aborted after incrementing sales invoice number but before posting the transaction. The voucher may or may not have printed.	Printer off-line and operator abort. Windows failure due to invalid printer port. Intermittent network. Attempt by computer to open non-existent cash drawer	Check printer and cash drawer settings. Redo zipsale
RcptPrn	Receipt Print	Payment re did not get recorded. Printer problem was probable cause	Redo payment

Receive Std Stk	Receive Std Stock	Could not receive std.stock item in Inventory Transactions	Receive the item(s) again
S-... not updated	Sales transaction inventory item not updated	Inventory item not updated	Expense out the item
S-ana..	Sale posting analysis for item <line number>	Computer crash while posting cusanaly for this line item. Read together with previous two records to learn more detail	U(til., H(ouse., F(ix cj, U(npost. Then redo transaction using non-inventory codes for lines that had already posted
S-appro..	Appro posting line item <line number>	Computer crash while posting inventory line. Read together with next record to learn more detail	U(til., H(ouse., F(ix cj, U(npost. Then redo transaction using non-inventory codes for lines that had already posted
S-hist..	Sale posting history for item <line number>	Computer crash while posting chistory for this line item. Read together with previous two records to learn more detail	U(til., H(ouse., F(ix cj, U(npost. Then redo transaction using non-inventory codes for lines that had already posted
S-ijrn..	Sale posting inventory journal for item <line number>	Computer crash while posting ijournal for this line item. Read together with previous two records to learn more detail	U(til., H(ouse., F(ix cj, U(npost. Then redo transaction using non-inventory codes for lines that had already posted
S-item..	Sale posting line item <line number>	Computer crash while posting inventory line. Read together with next record to learn more detail	U(til., H(ouse., F(ix cj, U(npost. Then redo transaction using non-inventory codes for lines that had already posted
S-Misc-	Sales miscellaneous	Crash while posting non-sale (Expense and Appro) inventory data	Check inventory status and redo transaction if required
S-Misc2-	Sales miscellaneous No. 2	Crash while posting non-sale (Quotation and Appro) inventory journal and Appro file (if applicable)	Check appro status and redo transaction if required. Redo quotation if inventory journal is important.
S-PostBody	Sale posting body of invoice	Unknown status of inventory, ijournal, analysis and history files.	See special instructions below this table regarding repair of half-posted sale.
S-PostBPrep	Sale Prepare after posting cjournal	Cjournal posting completed, but crashed before continuing the posting sequence	U(til., H(ouse., F(ix cj, U(npost. Then redo as per SlPrnt
S-PostCJ	Sale Posting cjournal	Computer crash while posting cjournal	U(til., H(ouse., F(ix cj, U(npost. (cjournal posting may not be found) Then redo as per SlPrnt.
S-PostCon	Sale, Post Control	Crashed while updating control totals	U(til, H(ouse, V(at, option 8
S-PostCus	Sale, Post Customer	Crashed while updating customer files	U(til., H(ouse., F(ix cj, R(epost. Then U(til, H(ouse,V(at, option 8
S-PostPrep	Sale posting Prepare journals	Not all journal files were accessible and therefor the transaction was aborted	Process the sale again. (Note: the invoice number will be skipped - you could set the next invoice number back in U(til., S(et., C(ontrol.
S-PostVat	Sale, Post VAT Control	Crashed while updating VAT totals	U(til, H(ouse, V(at, option 8
S-PreBody	Sale preparing for posting body of invoice	Cjournal posting completed, but crashed before continuing the posting sequence	U(til., H(ouse., F(ix cj, U(npost. Then redo as per SlPrnt

S-PrePost	Sale Prepare Posting	As per S-PostPrep, but manually aborted	Process the sale again. (Note: the invoice number will be skipped - you could set the next invoice number back in U(til., S(et., C(ontrol.
Sale#n	Sales transaction number n may have printed, but did not finish posting at an indeterminate stage.	Operating system failure. The next recorded entry in the log, if same transaction, will give more details as to the stage that caused the failure.	Print a duplicate of the transaction by reference number. Provided that a bank deposit has not been done since the transaction in question, and provided that the body of the duplicate reads "Other goods/services", then unpost the transaction using Utilities, Housekeeping, Unpost CJ. And redo the sales transaction. In all other cases call support for assistance.
SalePrnt	Sales transaction aborted after incrementing sales invoice number but before posting the transaction. The voucher may or may not have printed.	Printer off-line and operator abort. Windows failure related to printer or cash drawer port. Intermittent network. Attempt by computer to open non-existent cash drawer	Check printer and cash drawer settings. Redo sales transaction
Sales Month End	Sales Month End	Crash during Sales Month End	Restore from backup and rename monthend files. See Recovering from crashed monthend on page 216
SlPrnt	Sale Print	The sales transaction was being printed and crashed due to the printer being off-line or not correctly set in the system constants.	Check printer and cash drawer settings. Process the sale again. (Note: the invoice number will be skipped - you could set the next invoice number back in U(til., S(et., C(ontrol.
Sls M-E ... Age skipped	Sls M-E <month> Std.Stock Turnover Ageing skipped	Monthend was not able to access the standard stock file on thus the month-to-date turnover was not zeroed	Will only effect the new month's MTD turnover which will be overstated. Can be disregarded. Else correct using Calc Command utility.
Sls M-E ... Ctrl Date chng skipped	Sls M-E <month> Ctrl Date chng skipped	Control account file was not accessible for the active month to be advanced	Log in on last day of old month. Us Edit Command utility on control.dbf to change tday to last day of old month. Restart The Shopkeeper
Sls M-E ... Cust.Turn skipped	Sls Month End <month> Cust.Turn skipped	Sls Year-End Customer Turnover Year-to-date/Last-year turnover ageing skipped	Fix using Calc Command utility. This should by done before starting to use the new month
Sls M-E ... ijournal skipped	Sales Month End <month> inventory journal skipped	Was unable to monthend the inventory journal file	Use copy command utility to create ijmmyy.dbf and shrink utility to delete ijournal.dbf. This should by done before starting to use the new month
Sls M-E ... Merch WrDn age skipped	Sls M-E <month> Merch WriteDown age skipped	Sales Year-End Merchandise was not accessible for written-down amount ageing. WrDn YTD not zeroed	If written down amounts are used, then manually age the amounts by using the Calc command utility. Otherwise no correction necessary
Sls M-E ... Raw WrDn ageing skipped	Sls M-E <month> Raw WriteDown ageing skipped	Sales Year-End Raw Material was not accessible for written-down amount ageing. WrDn YTD not zeroed	If written down amounts are used, then manually age the amounts by using the Calc command utility. Otherwise no correction necessary

Sls M-E ... Stock WrDn age skipped	Sls M-E <month>Std. Stock Write-Down age skipped	Sales Year-End Std.Stock was not accessible for written-down amount ageing. WrDn YTD not zeroed	If written down amounts are used, then manually age the amounts by using the Calc command utility. Otherwise no correction necessary
StdStk Add:	StdStock Adding	Could not add new item to std.stock file	Add the item again
Supplier ageing -	Supplier ageing	Supplier file or the purchases control account were not accessible to be aged when performing the sales month end	Do nothing. Just be aware that the creditors aged analysis may not be accurate for the next 3 months. The total balances will be correct
Tran	Sales transaction posting	The sales transaction posting was started but not finished. Look at the next error log recording for more information	See special instructions below this table regarding repair of half-posted sale.
VchXchPrnt	Gift Voucher Sale (exchange) Print	Gift voucher sale did not get recorded. Printer problem was probable cause	Redo Gift Voucher sale
VendPaymt	Supplier (vender) payment	Computer crash while posting payment on supplier's account	View account and repost payment if not shown. If payment is shown but reports "Balance in Error", clear paid amount from pjournal using Edit Command utility and redo payment.
VouchExch	Gift Voucher Sale (exchange) Posting	Computer failure caused Gift voucher sale to not complete posting	View Gift Voucher account and redo the Gift Voucher sale if not shown. If payment is shown but reports "Balance in Error", clear paid amount from cjournal using U(til., H(ouse., R(epair CJ, U(npost CJ utility and redo Gift Voucher sale function
VouchRed	Gift voucher redeeming	Computer failed while posting the voucher to the GIFT VOUCHER account	View Gift Voucher account and redo the Voucher payment ("Redeem" function) if not shown. If payment is shown but reports "Balance in Error", clear paid amount from cjournal using U(til., H(ouse., R(epair CJ, U(npost CJ utility and redo redeem function.
Z-Analy	Zipsale Post Analysis	Sales analysis file could not be updated	Use edit command utility to add missing data to cusanaly.dbf
Z-CatMov	Zipsale Post category movement	Category movement file could not be updated	Category movement file is not permanent data and can thus be disregarded
Z-Control	Zipsale Post Inventory journal	Crashed while updating control totals	U(til, H(ouse, V(at, option 8
Z-Cust	Zipsale Post Inventory journal	Unable to post zipsale account turnover statistic	Customer turnover on Zipsale is not important and error can be disregarded
Z-IJrnl	Zipsale Post Inventory journal	Inventory journal file could not be updated	Use edit command utility to add missing data to ijournal.dbf
Z-Merch	Zipsale Post Merchandise	Merchandise file could not be updated	Expense out the item
Z-PostBody	Zipsale Post body of sale	Unknown status of inventory, ijournal, analysis and history files.	See special instructions below this table regarding repair of half-posted sale.

Z-PostCJ	Zipsale posting cjournal	Computer crash while posting cjournal	U(til., H(ouse., F(ix cj, U(npost. (cjournal posting may not be found) Then redo as per SlPrnt.
Z-PostCon	Zipsale Post Control	Crashed while updating control totals	U(til, H(ouse, V(at, option 8
Z-PostCus	Zipsale Post customer	Crashed while updating customer files	U(til., H(ouse., F(ix cj, R(epost. Then U(til, H(ouse,V(at, option 8
Z-PostTest	Zipsale posting test	Crashed/aborted after posting cjournal, but before starting the rest of the posting sequence	U(til., H(ouse., F(ix cj, U(npost. Then redo as per SlPrnt
Z-PostVat	Zipsale Post Vat	Crashed while updating VAT totals	U(til, H(ouse, V(at, option 8
Z-PrepCont	Zipsale Prepare Control file	Control account file was not accessible and therefor the transaction was aborted	Process the sale again. (Note: the invoice number will be skipped - you could set the next invoice number back in U(til., S(et., C(ontrol.
Z-PrepInv	Zipsale Prepare inventory	Not all inventory files were accessible and therefor the transaction was aborted	Process the sale again. (Note: the invoice number will be skipped - you could set the next invoice number back in U(til., S(et., C(ontrol.
Z-PrepJrnls	Zipsale Prepare journals	Not all journal files were accessible and therefor the transaction was aborted	Process the sale again. (Note: the invoice number will be skipped - you could set the next invoice number back in U(til., S(et., C(ontrol.
Z-PrePost2	Zipsale preposting check 2	Was unable to gain shared access to cjournal.dbf and posting was aborted	Process the sale again. (Note: the invoice number will be skipped - you could set the next invoice number back in U(til., S(et., C(ontrol.
Z-PrePost3	Zipsale preposting check 3	Was unable to gain shared access to control.dbf and posting was aborted	Process the sale again. (Note: the invoice number will be skipped - you could set the next invoice number back in U(til., S(et., C(ontrol.
Z-PrePost4	Zipsale preposting check 4	Was unable to add record to cjournal.dbf and posting was aborted	Process the sale again. (Note: the invoice number will be skipped - you could set the next invoice number back in U(til., S(et., C(ontrol.
Z-RawStk	Zipsale Post Raw material	Inventory journal file could not be updated	Expense out the item
Z-RefIncr	Zipsale Reference number increment	The Control Register file was busy and the invoice number could not be incremented	The invoice number will be duplicated - you should manually set the next invoice number forward in U(til., S(et., C(ontrol
Z-StdStk	Zipsale Post Standard Stock	StdStock file could not be updated	Expense out the item
Z-Vat	Zipsale Post Inventory journal	Crashed while updating VAT totals	U(til, H(ouse, V(at, option 8
zipPrint	Zipsale Print. Zip sale program aborted after incrementing sales invoice number but before posting the transaction. The voucher may or may not have printed.	Printer off-line and operator abort. Windows failure due to invalid printer port. Intermittent network. Attempt by computer to open non-existent cash drawer	Check printer and cash drawer settings. Process the sale again. (Note: the invoice number will be skipped - you could set the next invoice number back in U(til., S(et., C(ontrol.

Special instructions regarding repair of half-posted sale.

Print duplicate by reference number. If body reads "Other goods/services" then run U(til., H(ouse., F(ix cj, U(npost (enter the customer number and invoice number and see that is zeros the transaction) then process the sale again.

If U(til., H(ouse., F(ix cj, U(npost reports that the transaction has posted too far, or if body detail is printed on the duplicate, call support for advice.

File cjournal.dbf is updated first, then for each line in the body of the invoice, the following files are updated:

ijournal.dbf
imerch.dbf or iraw.dbf or istock.dbf and istcksup.dbf
cusanaly.dbf
chistory.dbf

Finally files control.dbf and ovat.dbf are updated.

To undo the transaction you need to zero out all the amounts for the sale in each of the above files. The 'Edit' command in U(tilities, X(pand, C(ommand can be used for this purpose. But we do recommend that you call support for assistance

Other errors

In large systems there are a large number of thing to go wrong. Fortunately, problems seldom occur. The errors are not always caused by program "bugs" but are usually caused by weaknesses in the operating system or electronic circuitry.

Internal errors

These often indicate a failure of the virtual memory manager. Internal error #19 indicates that an index file is faulty.

Information for Accountants

The Shopkeeper is a comprehensive, fully integrated, set of computer programs for helping a shopkeeper to manage his customer service, inventory and cash.

The design philosophy, from the first line of code, has been a program which is more helpful than painful. Development since 1983 has been with constant feedback from users and with the single-minded maxim of more help and less pain. The result is now a program which most users love, but one which is not "industry standard". We are proud of the difference. Because The Shopkeeper is a real-time accounting system, accounting procedures have been tightly controlled by the computer. The program will not allow transactions which will invalidate the integrity of the data.

To appreciate the differences you must understand how The Shopkeeper works. This is especially important if you come from an accounting background because some of the source journals are unique and may cause confusion if you do not know how they work.

Program parts:

Modules:	Creditors
	General ledger
Objectives:	Management information
	Legal requirements
	Saving of accounting fees
	To ensure error-free bookkeeping
	To ensure against bank errors
Why Shopkeeper:	Fully integrated: Saves work of data entry and improves accuracy
	Won't need separate software
	Won't need hardware upgrade
	Full history available on-line
	Printed reports can be done annually rather than monthly
	Fully preprogrammed income statement and balance sheet
	Easy to use
	Built-in safety checks prevent operator errors
	Full support from Shopkeeper Solutions
Cost:	Included in the full license of The Jewellery Shopkeeper and The Business Shopkeeper.
	Training and support included in normal full software support fee
	Upgrade from limited program to full without penalty charge

Features & Benefits

Feature	Benefit
Fully integrated with sales, debtors, inventory, service orders and petty cash	Save manual posting of monthly totals
	Eliminates errors
Allows for month end before calendar month end. Month end dates can be arbitrarily chosen	Automatically records and accounts for chosen month end dates
	Saves effort and eliminates errors
Automatic V.A.T. code selection and accounting for all sales and purchases, including petty cash	Save time
	Eliminate errors
	Minimise V.A.T. liability
	Timely V.A.T. returns
Automatic capture and distribution of V.A.T. to general ledger	Save time
	Eliminate operator errors
Debtor payments by direct deposit post to the cash book in full detail. "Speedpoint" receipts are automatically batched and post to the cash book in correct detail.	Easier bank reconciliation
	All entries in cash book match the bank's statement
Ten "departments" in the general ledger allows for the separate control of up to 10 bank accounts and/or company divisions	Allows for separate bank reconciliation for each bank account
	Allocate expenses to up to 10 departments with separate or consolidated reports

Predefined account number ranges	Easier to use
	Less stressful decisions
	Automatic report design
Alphabetic description sort as well as numeric account number/type sort	No need to manually sort descriptions into account numbers when taking on new accounts
	Find accounts easily by description or type
Locked control accounts for fully automatically posting	Prevents manual entries to those accounts which do not require operator adjustments
	Ensures data integrity
Postdated cheques may be entered at any time. Automatic posting from creditors ledger to general ledger only when due.	Creditors accounts show reduced balance immediately, thus preventing overpayment
Discount payments to creditors can be set to required V.A.T. code.	Optimises V.A.T. control
	Early settlement discounts need not reduce input tax
Batch and standard general ledger entries	Saves time and improves operator accuracy
	Prevents overlooking monthly transactions such as depreciation expenses.
General ledger can be run late - i.e. not updated in real time	Reconcile bank and finish reports before starting a new month
	Sales and creditors can continue in real time
Creditors ledger is a pseudo-open system. Flagging of redundant transactions is automatic with manual options for exceptional accounts.	Each creditor payment does not need to be allocated to invoices
	Saves time
	Easier to use
	Full detail of outstanding balance is never lost

Customers

- Data Base with many CRM

- Debtors

- Real-time processing. Financial months may be ended on any date between the 16th and the last day of the calendar month.

Inventory

- Data Base

- Stock (reusable, bulk items, similar to normal stock control programs)

    With The Jewellery Shopkeeper this also incorporates:

- Merchandise ("unique" items each with extensive detail - never reused)

- Raw Material (designed for bulk purchases of valuables used by mass and qty.)

- Work In Progress (cost of inventory and other value added to workshop jobs)

Creditors

♦ Unique automatic-zero-balance-forward system gives the benefits of an open item system without the extra work.

Shopkeeper Financial Integration

Receive goods

Creditors

Inventory

Service orders

General Ledger / cash book

Sales / Debtors

Banking

As can be seen from this chart, the general ledger forms the heart of the accounting system.

Petty cash
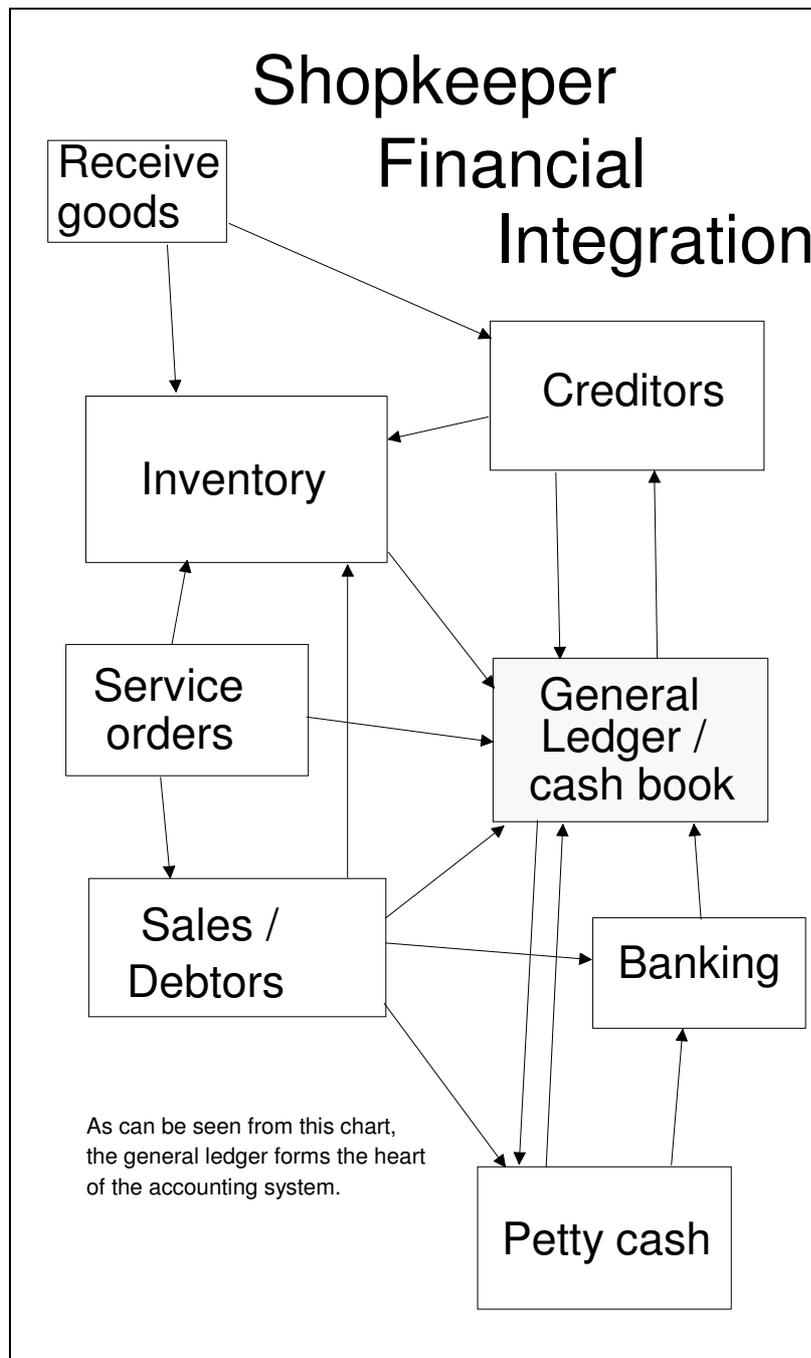
General Ledger.

This is where the details or monthly totals of the inventory, sales, receipts, purchases and payments get sorted and accumulated for reporting as Balance Sheet and Income Statement. These reports are automatically produced and are accurate, provided that no user errors were introduced - and checking for errors is where the accountant has his only real duties. It is an annual period system with reporting that can select a single month.

What you need from The Shopkeeper:

♦ Prior year's balance sheet

♦ Debtors aged analysis as at the end of the financial year.

♦ List of doubtful debtors

♦ Detailed inventory cost reports (or audited summary reports) for each of the four types of inventory that is being used (stock/merchandise/raw/WIP). These must be valid as at the end of the financial year.

- Banking and petty cash reports, bank reconciliation report.

- Creditors ledger showing all purchases transactions for the financial year.

- Creditors report of unposted (post-dated) transactions.

- Creditors aged analysis

- Detailed trial balance. (This is a full listing of the general ledger for the financial year, showing the opening balance, debits, credits and closing balance for each account, as well as the transaction details that constitute the debits and credits.)

- Detailed balance sheet.

- Detailed income statement.

- In addition you will want the bank statements and purchase vouchers and any other source documents for audit purposes.

Proof finding and balancing

Ancillary Ledgers

- Debtors

  - Compare the total of the debtors aged analysis against GL account 11100 - they should match.

  - To prove any debtor, request The Shopkeeper for a "Reconciliation Statement" for that debtor. All transactions are kept for audit purposes.

Creditors

  - Add the total of the creditors aged analysis to the net change in creditors shown on the unposted transactions report. Compare the result against GL account 21100 - they should match.

  - Prove any creditor by printing a remittance advice, or by viewing or printing the creditors ledger report for that creditor or range of creditors.

Inventory

  - Compare the written down totals of each of the reports against accounts 12100, 12200, 12300 and 12400. If there is a discrepancy it must have been caused by an alteration to the inventory after the sales ledger had been closed for the month.

  - Audit trails of each individual stock code can be reported. (Data, Journal, Inventory, month-range, Stock-code.) This report details every receipt, transfer, appro movement, usage in workshop and sale.

  - Inventory cost reports show, amongst other things, the supplier, date of purchase, cost, amount written down for depreciation/obsolescence, and the net value.

  - A supplier index can be printed to enable interpretation of the supplier codes.

  - Merchandise (unique-coded items) normally constitute the greatest part of a jewellers inventory, and the stock-holding of this can be reported as at any date in the past because of the way that each code is used only once and stored even long after the item has been sold. Because it is possible to edit data in the files - or return an item and then re-receive it at a different cost - it is possible for back-dated reports to differ from the originals

General ledger.

General ledger transactions fall into three basic categories

1. Double-entry journal entries

2. Batch or Standard entries

3. Ancillary postings (Sales, Receipts/, inventory-cost-changes, Purchases, Payments, Petty-cash, VAT).

Each transaction is recorded in the general journal with a cross-reference number so that double-entry pairs can be matched and batch entries can be checked and balanced, if the journal has been re-sorted into date order. An audit trail report, for one cross-reference number or a range of numbers can be obtained from The Shopkeeper.

Postings from ancillary ledgers and journals are clearly described so as to make the understanding of the transactions easy.

General ledger reports include a monthly detail report and an audit trail that shows transactions in order of entry grouped and subtotalled by transaction reference cross-reference number so that related entries can easily be seen.

A "cash book" report lists all transactions for a selected month for one or all of the bank accounts. (10100 to 10109)

VAT is included in transactions - this makes matching transactions easier. Once per month, the computer automatically posts the allowable input tax credit for each general ledger account against the input tax clearing account. Thus leaving the net amount in the individual accounts whilst detailing the VAT movement.

♦ Bank accounts 10100 to 10109

- Look at the last bank reconciliation report to see explanation of difference between GL account 10100 and the bank statement closing balance. Usually this will be a combination of unpaid cheques, late deposit and known errors that are to be corrected in the following month. (Note: Post-dated cheques are not automatically posted to the GL (cash book) until they are current. Thus the requirement for the creditors unposted transaction report.)

♦ Account 10900

- 10900 is the "cash clearing account". This is where gift vouchers and contra payments are posted. It is automatically used by sales contra payments, but from purchases it must be specified.

- This account should always balance to zero. However it is all too easy for mistakes to creep in here. If there is a balance, chances are that it should be moved to account 11100 - the debtors control account, but that is not possible because then the actual debtors would not match. Any corrections will need to be made in the following month by entering the contra payment(s) into the debtor(s) account(s).

- Corrupted files or computer failures also result in account 10900 being used as a "dumping ground" for unknown cash. The most likely cause is a deposit that did not post to the bank. In such a case the remedy is to do a journal entry debiting the bank and crediting 10900

  ☞ Do not use this account for other purposes other than contras between creditors and debtors because it will make errors more difficult to trace.

Mandatory and controlled accounts

A number of accounts are used automatically by The Shopkeeper and may not be deleted or moved to a different number. The mandatory accounts are:

10100	Bank
10300	Cash float
10900	Payment clearing
11100	Accounts receivable

12100	Inventory (Merchandise)
12200	Inventory (Std.Stk)
12300	Inventory (Raw)
12400	Inventory (W.I.P.)
21100	Accounts payable
22600	VAT clearing
39980	Retained Earnings - Previous Years
39990	Retained Earnings - Current Year
40100	Sales
40400	Debtors Discount Allowed
44010	VAT Input Tax clearing
44100	Purchases - Merchandise
44200	Purchases - Standard Stock
44300	Purchases - Raw Material
46000	Change in Inventory
47100	Interest Charged on Arrear Debtors
48100	Creditors Discounts Taken

A few of the accounts are fully controlled by the system and manual entries to those accounts are not allowed. The controlled accounts are:

10300	Cash on hand
11100	Debtors
21100	Creditors

If adjustments to any of the above accounts are desired, simply create an additional account - for example: 10310 - Reserve cash, 11110 - Allowance for bad debts. (If, due to an old error, it is required to post a correcting entry to these accounts, it can be done through batch entries or from the ancillary postings.)

Cash Posting Chart - General Ledger

The chart on the next page shows the way that cash and other payments either from cash sales or account payments, as well as petty cash expenses are accounted for.

The Cash-on-Hand account (10300) is controlled by the computer and manual entries are blocked. The balance in this account, after posting sales to general ledger, will be equal to the sum of the cash floats.

The Cash Clearing account (10900) is useful for contra settlements between debtors and creditors.

☛ Do not use account 10900 for other purposes other than contras between creditors and debtors because it will make errors more difficult to trace.

VAT, where applicable on petty cash expenses, is credited to the relevant accounts when the purchases are posted to the general ledger.

DEBTORS (11100)

Total Receipts
  Deposited and
  Bank Transfers

Cash Not Deposited

Other Receipts
(Unbalanced
  Contras)

BANK (10100)

Receipts
  Deposit
Receipts
  Deposit
Receipts
  Deposit
(Detailed)

CASH CLEARING (10900)

Other
  Receipts
(Unbalanced
Vouchers and Contras)

CASH ON HAND (10300)

Cash Not | Petty Cash
Deposited | Expenses

**These transactions are posted
automatically when running
"Post ancillaries -> Local"
in the General Ledger
Transactions Menu**

**VARIOUS REVENUE &
EXPENSE ACCOUNTS**

Petty Cash
Expenses

Petty Cash
Expenses

Petty Cash
Expenses

(detailed)

Inventory Cost Posting Chart - General Ledger

Assets (Balance Sheet)
12100
150000   (merch.)   (Cost-of-Sales - Income Statement)
46000
-205000
(increase in
inventory)

Figures from
total as
at sales
month-end   12200   (Std.Stck)
35000

(Raw)

(W.I.P.)

12300
15000

12400
5000
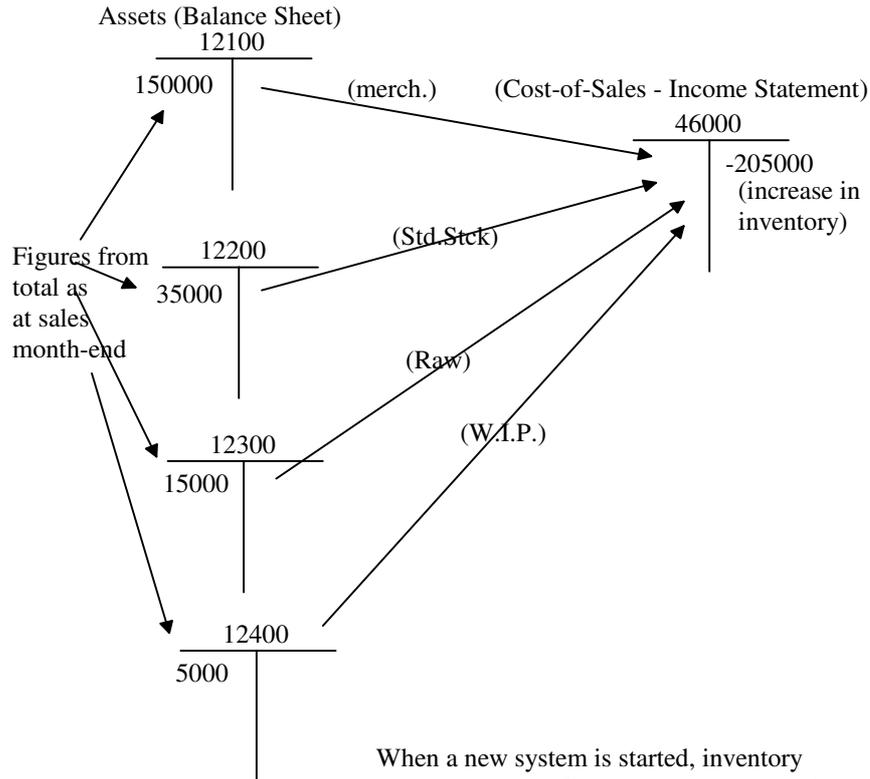
When a new system is started, inventory
starts at zero, so all new inventory entered
into the computer posts to the G.L. as
increase in inventory.

After take-on, each month will either
end with increased or reduced inventory
levels, and the G.L. postings between
the asset accounts (12100-12400) and
the revenue account (46000) will post
accordingly.

It can thus be seen that if you receive no new stock during the month,
the resultant reduction in inventory will be posted as a debit to account
46000 - being the true "cost-of-sales". All these transactions are FULLY
AUTOMATIC - you need not worry yourself about them.

Proving Cost-of-Sales

Approximate proof of cost of sales is provided by the sales analysis report. Simply subtract the
gross profit from the net sales to find the cost-of-sales. Errors here are due to inaccurate entry of
costs in the sales transactions.

The Shopkeeper, being transaction based rather that batch based, and having a large bouquet of
transaction types and options, makes conventional proving of cost of sale figures almost impossi-
ble. But, if you are interested, here is the formula and the means to obtain the information:

FORMULA TO CHECK COST-OF-SALES vs GOODS RECEIVED vs INVENTORY

("UA(cpos etc." means; From outer menu, type UA then select cpos00 and enter date, then find bal_total in record 1.
"IRJG(cost.excl)" means; From outer menu type IRJG and find "cost.excl" total.)

Opening stock: Merch   =   UA(cposmmyy:bal_total)

PLUS   opening   Std.Stock   = +   UA(cposmmyy:cash_ytd)

PLUS   opening   stock Raw Mat. = +   UA(cposmmyy:bal_over90)

PLUS	opening stock W.I.P.	= +	UA(cposmmyy:bal_upto90)
PLUS	cost of receipts	= +	IRJG(cost.excl.)
MINUS	sales analysis sales	= -	SRAS(sales)
PLUS	sales analysis gross profit	= +	SRAS(g.p.)
PLUS	non-inventory cost	= +	IRJN(cost)
PLUS	journal entry "D-" cost	= +	IRJA(type="D-":cost)
MINUS	EXpensed cost	= -	IRJA(type="EX":cost)
MINUS	Non-reg. sales cost	= -	IRJA(type="EY":cost)
MINUS	Closing stock: Merch	= -	IRMC(wr.dn.cost)
MINUS	" " Std.Stk	= -	IRSC(wr.dn.cost)
MINUS	" " Raw Stk	= -	IRRC(wr.dn.cost)
MINUS	" " W.I.P.	= -	IRWF(cost)

Result = error

Possible causes for error

I.   Write-down of inventory cost values. If stock write-downs are used, then actual costs must be used for opening and closing stock. Prior monthend reports must be used instead of the cposmmyy file.

II.   Finished service orders have "direct non-itemised cost" or cost of non-inventory items.

III. Standard stock added (received) using Latest rather than Average cost.+

IV.   Inventory was edited by using a "back door" or file edit utility rather than the normal program options.

V.   Corruption or loss of data due to computer failure. Check for unfinished postings in ollog1a.dbf.

Free support

✎   *If there is ANYTHING you don't fully understand, or if the system is confusing to you, please phone Norman at 041-379-1059 or 082-891-1659. Or preferably by e-mail to support@shoso.co.za or visit www.shopkeeper.co.za for more contact details.   Until further notice, this service is <u>free of charge to qualified accountants</u> even if the user does not subscribe to a maintenance agreement.*

Text vs GUI

The Shopkeeper user interface is text-based for many practical reasons. There are no plans to move to a graphic user interface (GUI), except perhaps for a management reporting console which may in the future be offered as a stand-alone program. But for the time being there are much more productive and important development targets to pursue. For those who have asked for a GUI, here are some of the pros and cons to consider:

Feature	Benefit		Loss	
	Text	GUI	Text	GUI
Ease of use	Easy if you can read English.	Easy if you have a pointing device and understand icons	Difficult if not Enlish literate	If you are confused by icons
Speed	Fastest in all respects except for wysiwyg applications such as publishing	Graphic design and tools for graphic type applications	None	Processor intensive requires good computer to give reasonable speed
Cost of programming	More programming languages to choose from	Easier and quicker because of modern programming languages	Can cost more because of scarcity	Ability for programmer to control all program details is limited.
Operator productivity	Higher - touch typing allows fast data entry.	Operators who familiar with GUI will feel comfortable.	More training required unless the screen forms are well designed	Requirement to use mouse, screen and keyboard slows operation
Hardware requirements	Lowest requirements	None	None	Requires high-speed networking.
Operating system requirements	Works on all operating systems	Works on "industry standard" operating system.	None	Limited choice
Obsolescence	Long lasting & timeless. Only productive features require updating.	Modern look appeals to young users. Compensates lack of productive power.	Not visually pleasing to some users. Must be much better than GUI program in order to survive.	Requires updating to match latest GUI standards.
Wide area Networking	Fast, low cost, text terminals work on any operating system	None	None	Requires 'Client-Server' or 'Application server' software. Remote computers must have compatible operating system and client software.

Notes:

Glossary

16-bit	A processor (computer central processing unit) that works with 16 bits of data at a time. Or the operating system that is designed to run on such a computer.
32-bit	A processor (computer central processing unit) that works with 32 bits of data at a time. Or the operating system or program that is designed to run on such a computer. Usually, 16-bit operating systems and programs can still run on 32-bit computers, but not *vice versa*.
64-bit	See: 32-bit - but multiply numbers by 2.
Acronym	Words used to make computer technology sound esoteric. See: TLA
Appraisal	Valuation
Archive	Safe, long-term storage of data. Usually a backup of the original
Backup	Copy of data
Bit	The smallest particle of data. Can represent one of two states - such as 0 and 1 or false and true. Seven bits are required to define each of the ASCII alphanumeric characters.
BIOS	(acronym) Basic Input Output System. Low level software that is often built into the electronics of the hardware.
Byte	Usually refers to 8 bits. See: Bit.
Bug	An error or flaw in a program. It is neither maliciously introduced nor dangerous to other programs on the computer. However it can cause problems and any bug found must be reported so that it can be corrected. (See Virus, below)
Cat	Abbreviation of Category
Category(1)	Inventory category. Inventory group loosely related to product group but overlapping merchandise and standard stock. For example, all diamond jewellery might be Category 'D' and all accessories and costume jewellery could be category 'A'. Category can be used for stock checks etc.
Category(2)	Customer category (Linux/Unix only). Categories allowed are, for example, 'C'=cash, 'D'=debtor, 'S'=staff and 'I'=insurance. Age analysis reports can be selected or summarised by category.
CHUI	(acronym) CHaracter User Interface. aka Text User Interface. Keyboard text commands are used to navigate and operate such a program. See also: GUI
CRM	(acronym) Customer Relationship Management. What The Shopkeeper has been doing for over 20 years is now the latest "must have".
CSV	(acronym) Comma Separated Values. A data file having a .CSV name extension will be one where the data fields are separated by commas (,); text fields, which may themselves contain commas, are usually enclosed in quotation marks ("). Each record is separated by a <carriage return> code. Problems may be encountered if, in the operating system, the international setting for number representation defines the decimal mark to be a comma.
Data	Information
Data base	One data file, or (more usually) a set of related data files.
Data file	See: File
Datum	Item of information
Default	What you get without manually choosing
Department	Identifiable financial entity that is not the whole company. Could be, but not necessarily, a branch. Used in the general ledger and not to be confused with sales and inventory location.
DOS	(acronym) Disk Operating System. A generic term for an operating system that controls disk drives, but usually refers to a single-tasking, single-user operating system without a graphic user interface as made famous by Microsoft with MS-DOS.
DOS Program	A program that can run under DOS
Duty prepaid	Every inventory code, Raw, Merchandise, Stock and Service order, is identified as duty prepaid or not duty prepaid. The default for the duty prepaid is set in the group codes. The

slash (/) between the 7-character inventory code and the material (or sub-) code indicated 'True' for duty prepaid, and an asterisk (*) indicates 'False'. If no real ad valorem duty is applicable, the duty prepaid flag can be used for anything else, for example: Items can be identified that have been manufactured in-house and the duty reported can be used for departmental accounting. Duty percentages are set in the system constants.

Esoteric	Thing known by the elite only. Effectively confidential.
Field	Defined area of a data record.
File	A collection of data records. Files in The Shopkeeper have names ending with '.dbf', '.dbt', '.dbl' etc.
Finance charge	Also used as a synonym for interest on arrears.
Glossary	A list of words, in alphabetical order, with their meanings.
GUI	(acronym) Graphic User Interface. Computer program that is navigated and operated with the help of a pointing device such as a mouse. Usually replaces text labels with graphic icons.
Hardware	The electronic and mechanical parts of the computer.
HP account	Instalment account where the instalments are controlled by the computer and additional sales create overlapping instalments. Compare to 'Revolving credit account'
HTML	(acronym) HyperText Markup Language. A text description language that is commonly used on the Internet and is recognised by all Internet browsers.
Icon	An small image or symbolic drawing representing a program or function.
Keyword	A word, phrase, or group of characters, used as a pattern for the purpose of matching within a larger set of characters.
LAN	(acronym) Local Area Network. A interconnection of computers, usually with cable but short-range wireless networking is now becoming commonplace. It always refers to a network confined to a single building or division of a company within that building. See also: WAN
Lay by	(aka Lay away.) Where the customer buys on terms and you hold the item until fully paid for.
Linux	A Unix-like operating system with fully open source distributed under the GNU General Public License. Initially developed by Linus Torvalds, additional development has been done by hundreds of others in the open-source community. It is now the most highly developed Unix operating system and a serious contender for the desktop. Under the GNU General Public License, no one can own Linux, but many companies, for example Red Hat and Debian, have compiled their own collection of Linux programs and added some of their own to make unique 'distributions' of Linux.
Location	Usually refers to the inventory physical location. Synonymous with 'branch', 'store' and 'shop'. Also refers to the 'home' location of a customer
Mat	Abbreviation of Material code
Material code	Also called Sub-analysis code. Code used to identify the type and caratage of gold the item is made from. It also specifies the usual gross-profit ratio. Although the material code is always listed as part of the inventory code, it is not actually part of the code and can be edited separately. See also: Sub-code
Merchandise	Inventory type in The Jewellery Shopkeeper characterised by the fact that each inventory code refers to just one item. The merchandise codes are identified by the fact that they begin with a number from 1 to 9 plus an alphanumeric character, followed by a 5-digit serial number; for example 2D00034
Modem	Word derived from the words MOdulator and DEModulator. It allows a computer to send and receive data via a telephone line.
Multi-tasking	An operating system that allows more than one program to run at the same time. Although it can be networked to allow other users access to it's resources, only one user at a time can control the programs. Windows is a multi-tasking operating .
Multi-user(1)	More than one instance of a program sharing one set of data files, usually on a network of computers. (A single computer can run more than one instance of a program with a 'multi-tasking' operating system such as Windows and this will require the program to be multi-user capable, but only one user at a time can operate them.)

Multi-user(2)   An operating system, such as Linux, that is designed to have more that one user at a time. Computer resources, including programs in memory, are shared. This differs from file sharing and multi-tasking in that each user has his own virtual computer. All multi-user operating systems are also multi-tasking. Each user connects to the multi-user computer with a simple "data terminal" or another computer.

Operating system   The programming infrastructure of the computer. It interfaces The Shopkeeper with the computer hardware. Examples are: MS-DOS, Windows XP and Linux.

Perfs   Abbreviation of perforations. Usually refers to the thousands of tiny cuts in straight lines on paper. Horizontal = good, vertical = sometimes bad. Allows printed forms to be torn apart. Vertical perfs allow forms to be separated from the sprocket holes that would otherwise be useful for filing. Operators also waste valuable minutes of their day by carefully removing the parts of forms that are so perforated. Leaving the perforations intact, on the other hand, make the operator appear to be guilty of negligence Only recommended for state-ment forms, because they are always printed in bulk and can be torn off in bulk. But a bad thing for invoices and listing paper.

Posting   The process of updating a data base with information from another data base, file or computer memory.

Program   Software designed to do a specific task or set of tasks. It will usually require an operating system to run under.

Raw material   Inventory type in The Jewellery Shopkeeper characterised by the fact that each inventory code refers to a batch of items with both quantity and total mass being controlled. Costing and pricing can be related either to quantity or to mass. The raw material codes are identi-fied by the fact that they begin with a letter from A to Z and followed by a 4-digit serial num-ber, for example D0034

Record   A set of data stored in a data file. An analogy would be a single card belonging to a card file.

Revolving credit a/c   Account where payment is expected in instalments. A new sale to an instalment account resets the instalments to the portion of the new balance. Compare to 'HP account'

Shoso   Abbreviation of Shopkeeper Solutions. Pronounced: Show'-so

SMB   (acronym) Server Message Block. A method of communication between computers as used by Windows.

SME   (acronym) Small / Medium Enterprise

Software   Computer programs, and operating systems.

SOHO   (acronym) Small Office / Home Office

SPOOL   (acronym) Simultaneous Peripheral Operations On Line. System that sends the printing to the printer at the same time as the program works on the next task

Standard stock   Inventory type in The Shopkeeper comparable to that used by conventional stock control systems - thus the word 'standard'. Standard stock codes are identified by the fact that they begin with a letter from A to Z and followed by 6 alphanumeric characters, for exam-ple CH--Z34

Sub-code   Other name for "material code". Used in The Business Shopkeeper to identify the supplier or usual gross profit ratio. Although the sub-code is always listed as part of the inventory code, it is not actually part of the code and can be edited separately. See also: Material-code

Synonym   Having the same meaning as another word

Telnet   Terminal program

Terminal   Workstation, or program on a workstation, that only sends commands to another computer and displays the output from that other computer. It may also redirect printer data to the local printer

TLA   (acronym) Three Letter Acronym, the most popular of computer acronyms. See also: Acro-nym

User number   In The Shopkeeper this refers to the 'user profile' as set in Utilities, Set parameters, System constants. In a multi-user system, many workstations can share the same user number. User numbers 1, 2 and 3 are full-access (or Admin) users, and 4 through to 9 are point-of-sale users.

Valuation	Appraisal
Virus	A malicious, self replicating, computer program introduced onto a computer from an infected e-mail or program file. Most viruses are fairly harmless but some can destroy all the data on the infected computer. A virus must not be confused with a bug.
VPN	(acronym) Virtual Private Network. A wide area network segment that is carried over a shared or public data service such as the Internet. By using encrypted 'tunnelling' protocol it can not be intercepted by other network users.
WAN	(acronym) Wide Area Network. A computer network that extends beyond the borders of a single property. It will require at least one segment that is carried by a public service provider and is invariably slower than a local area network. See also: LAN
W.I.P.	(abbreviation) Work In Progress
Windows	A multi-tasking operating system with a graphic user interface.
Work in progress	Service orders that have not been invoiced, converted to inventory, or cancelled. Work in progress is either unfinished or finished.
Worm	A type of computer virus
Y2k	Abbreviation for Year 2000. But more specifically meant to refer to the problems that would result from the transition from 1999 to 2000 that many people feared had not been foreseen by computer programmers. The paranoia had many people stocking up with canned food and candles. To a large extent the insanity was fuelled by ruthless computer professionals who made a short-term financial killing by convincing big companies, and many SMEs to upgrade their computers before year 2000. Fittingly, most computer companies suffered for the next 4 years. Many of them were forced out of business. Shopkeeper Solutions was one of the only companies in the late 1990s that tried to throw a wet blanket on the insanity and even offered free Y2k solutions where required. See also: TLA.
Zipsale	The Shopkeeper's quick cash sale program.

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