Cash Register Express
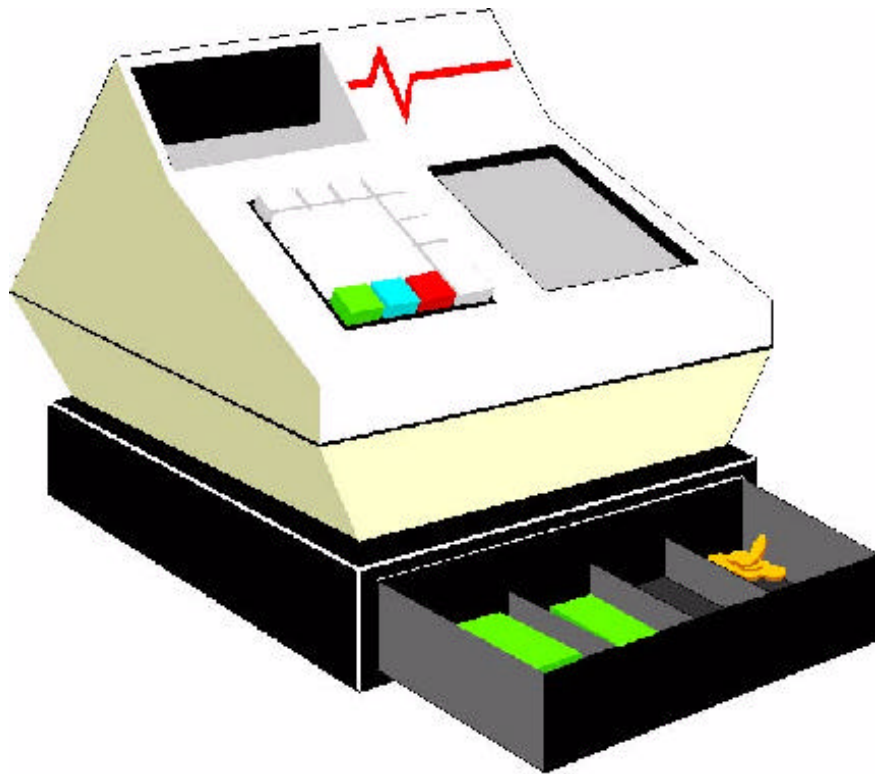
(and Restaurant Pro Express)

**Point of Sale System
For Retail Stores**

Owner's Manual

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Setting Up Cash Register Express

Why computerize?

A cash register replacement.

Reduce theft.

Reduce inventory shrinkage.

Reduce your inventory.

Increase your inventory.

Watch your margins.

Speed customer checkout.

Greater accuracy.

Keep track of your customers.

A Cash Register Replacement. A Computerized Cash Register system replaces your old fashioned cash register. A Cash Register has a single purpose. It tells you how much money your business has taken in during the day. It can tell you that you took in $350, but it can't tell you how much of that money is profit. It can't tell you how much inventory you have on the shelf. It can't tell you how many bottles of soda your business sold today. A computerized cash register can instantly tell you that you have $350 in your cash drawer. It will tell you that $225 of that $350 is profit. It can tell you that you sold 123 bottles of soda today and that you still have 246 bottles on the shelf. It can also tell you what items you should order today because your stock is low.

Reduce Theft. By computerizing, you can reduce theft in your business by an average of 2½%. An average small business doing $500,000 per year can reduce in-store theft by an average of $12,500. How? Your employees become more involved in watching the store inventory if they know that every piece of inventory in your business is being monitored.

Reduce Inventory Shrinkage. By watching your inventory and comparing on shelf inventory to your computerized reports, both you and your employees are much more careful about giving away inventory, retaining obsolete inventory, monitoring breakage and non-theft inventory that "walks" out of your business, as well as checking inventory as the items enter your store. You can reduce inventory shrinkage by up to another 2½% by computerizing.

Reduce Your Inventory. By watching your inventory reports, you can make sure that you order more wisely. You don't need 150 snow shovels on the shelf in the summer.

Increase Your Inventory. You don't need 150 snow shovels in the summer, but you may need 500 more batteries for your store during the month of August. Many stores order products based on what they think they sell. If you check your inventory reports and see that you sold 500 batteries last August, it gives you a good clue to help make sure that you don't run out of batteries this August. Watching your inventory reports increases your efficiency.

Watch Your Margins. By reading your reports you may find that you sell 10,000 batteries that cost 48 cents for 50 cents each and that you sell 100 flashlights that cost $1.98 for $9.95 each. Your inventory reports will help you to stock more products that give you greater profits and fewer products that give you the least amount of profit.

On average, computerizing will save you 5% of your sales.

A business doing $500,000 per year in sales will save $25,000 per year by computerizing.

A typical single station computer system with printer, cash drawer, computer, and scanner costs approximately $2.10 per day on average.

The typical computer system above will save you $83.33 per day on average!

Speed Customer Checkout. Computerizing speeds up your customer checkout. With a barcode scanner, you can checkout a customer in half the time required with a cash register. Even if you don't use a barcode scanner, your checkout is still faster and more accurate because you are entering inventory item numbers that are automatically tied to pricing specified in Cash Register Express for each inventory item.

Accuracy. Every item in your store has a price associated with it. Never again will you have to figure out how much that flashlight sells for. Your clerks will stop guessing those prices.

Keep Track of Your Customers. Your best customers are your present customers. No matter what type of store you have, you should try to obtain the name and address of every one of your customers. Keeping a customer list is an obvious asset for a clothing store. You want your customers to keep coming back, especially when you have a sale. The importance of keeping a customer list is less obvious in a hardware store, but extremely important. Mailing to your customers periodically keeps them coming back. Your vendors may even help you pay for the cost of the mailing. Mailing to your customers is the best form of advertising – even if it is just a quick postcard listing a few new sale items. Every mailing to your customer list will always be a positive to your cash flow. What about a store such as a convenience store? You don't have to get the name and address of every customer that walks into the store, but you should get the names and addresses of your best customers.

Installation Notes

1. Make sure you have the necessary computer hardware to run Cash Register Express:

   <u>Minimum Requirements</u>:

   ?? PC with Pentium processor or better, 64 megs of RAM or better
   ?? CD-ROM (3.5" floppy drive recommended for backing up your database)
   ?? Microsoft? Windows 95, Windows NT 3.5 or higher

   <u>Suggested Setup</u>:

   ?? PC with Pentium III processor, 128 megs of RAM or better
   ?? CD-ROM (3.5" floppy drive recommended for backing up your database)
   ?? Microsoft? Windows 95, Windows NT 3.5 or higher

2. **Network Installation:** If you are on a network of any kind, it is recommended that you place the CRE2000.mdb database file (this may be referred to as the **CRE database file** in the manual) on the server drive and install the actual program on the workstations. Running both the program and the database file across the network will slow the program down considerably and may result in errors or unstable performance. See "Installation Procedures" for further information.

3. **OS/2-DOS Swap:** If you are running OS/2 and DOS on one computer, it is highly recommended that you do not run CRE under the Win/OS2 emulator, but rather use Windows on the DOS operating system. Using the Win/OS2 emulator will result in errors.

Installation Procedures

<u>CD-ROM with Autostart</u>

1. Insert the CRE installation CD in the CD-ROM, wait for Internet Explorer menu to start.

2. Choose "**Click Here to Install Cash Register Express (CRE 2001 or RPE 2001)**"

3. Click Run from Current Location.

4. Choose Yes when it asks if you wish to install Setup.exe

<u>CD-ROM without Autostart</u>

1. Insert the CRE installation CD in the CD-ROM, click on **Start**, and then select **Run** from the **Start Menu**.

2. Type **D:\SETUP** (or the CD-ROM drive followed by **\SETUP**) and click on the **OK** button. Follow the on-screen instructions.

3. To run CRE, select **Cash Register Express for Windows '95** from the **CRE2000** folder in the **Start Menu**. The first time that you execute CRE you will be asked to specify the following:

   ?? **The location where you wish your CRE database to reside:** If you plan to work in a network environment with multiple computers executing CRE and sharing the same database, you will want to specify a network drive. You should install CRE on each computer and then specify the same location for the database. You may override your specifications by selecting the **Setup** menu from the CRE ID screen. **If you encounter problems with your initial specifications**, delete the file **CRESETUP.PCA** from the directory where you installed CRE – you will be asked to specify your file locations before CRE executes as if it were the first time executing the program

   ?? **The location of your Windows Drive:** This could be different than the drive you specified for CRE installation during Setup.

   ?? **The location of the IC Verify Communication File:** If you are not using IC VERIFY, **you must still** specify a location or accept the location shown.

Backing Up Your Data

It is recommended that you backup your CRE database file every day. The best way to backup your data is to back it up onto a 3.5" floppy diskette. However, you may also backup your data file to a remote directory in the root drive (**C:**).

To backup your data onto a 3.5" floppy diskette in DOS:

1. Go to the DOS prompt (**C:\>**)

2. Type **CD\CRE2000\DATA2000** and press **<ENTER>**. This will take you to the **DATA2000** subdirectory. This is where your database file is located. It is called **CRE2000.mdb**.

3. Insert a 3.5" floppy diskette in the floppy drive.

4. Type **COPY CRE2000.MDB A:** (or **B:** depending on the floppy drive) and press **<ENTER>**. Wait for the message "1 file copied".

To backup your data onto a 3.5" floppy diskette in Windows:

1. Click on the **Start** menu and select **Run.**

2. Type **C:\CRE2000\DATA2000** and press **<ENTER>**.

3. Insert a 3.5" floppy diskette into the floppy drive, then click on the **Start** menu and select **Run**.

4. Type **A:** (or **B:** depending on the floppy drive).

5. Click on the icon named **CRE2000** (this is your database file) in the data window and drag it into the floppy diskette window. The same icon and file will appear in the floppy disk window.

At some point, your database file might become too large to fit onto a 3.5" floppy diskette. You can use **WINZIP**, a file compression utility that shrinks or "zips" files so that they can fit onto a diskette. It is a shareware utility that can be downloaded from the Internet. You can download **WINZIP** from the download page on the PC America homepage. The address is **http://www.pcamerica.com**.

To backup your data onto a remote directory using DOS:

1. Go to the DOS prompt and make sure you are in the root directory (**C:**).

2. Make a new directory to which you can copy your database file on the **C:** drive. We recommend calling this new directory **CREBAK**. To make this new directory, type **MD CREBAK**, then press **<ENTER>**.

3. Type **CD\CRE2000\DATA2000**, then press **<ENTER>**. This will take you to the **DATA2000** subdirectory where your database file is located.

4. Type **COPY CRE2000.MDB C:\CREBAK**, then press **<ENTER>**. Wait for the message "1 file copied".

To backup your data onto a remote directory using Windows:

1. Create a new directory on the **C:** drive called **CREBAK**. To do this, click on the **Start** menu and select **Run**. Type **C:**. Right-click on the open window and select **New** then **Folder** from the menu. Type **CREBAK**, then press **<ENTER>**.

2. Next, open the window containing the CRE database file. Click on the **Start** menu and select **Run**. Type **C:\CRE2000\DATA2000**.

3. Open the **CREBAK** directory that you just created.

4. Click on the file called **CRE2000** in the **DATA2000** directory (this is your CRE database file) and drag it into the **CREBAK** window. The same icon and file will appear in the new directory.

Log-in Screen
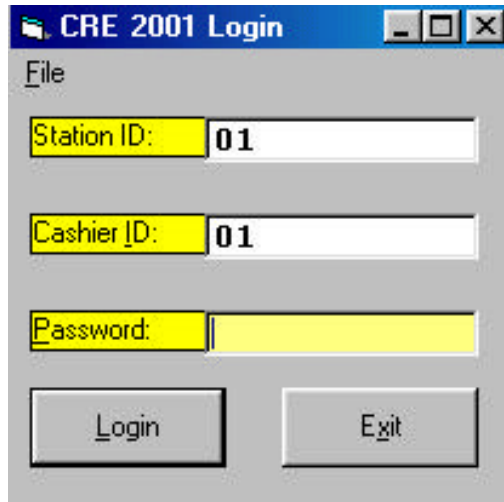
The first screen that appears when you run Cash Register Express is the Log-in Screen. To log in to Cash Register Express, type in the password for the shown cashier ID, then press **<ENTER>** or click on **Login**. To log in as the administrator, type in the administrator password under any Cashier ID. To log in as a cashier under a different cashier ID, type in the desired ID in the **Cashier ID** field, then enter that cashier's password. You may only change Cashier IDs if you have manually added in the ID through the **File** menu. This option is enabled in both the single and multi-user versions. The multi-user version of CRE allows for multiple cash register stations. When logging in, enter in your station ID as well as your cashier ID and password. You may only change Station IDs if you have a registered multi-user version of CRE and you have manually added in the Station ID through **Add Station** in the **File** menu.

The default Administrator Password is: Admin

The default Cashier Password is: Cashier

File Menu

The File menu on the Cash Register Express Log-in Screen allows you to redefine your original specifications for the location of your CRE database, Windows directory, and IC VERIFY interface file, as well as compact and repair, check, backup, and clear your database. This menu also allows you to enter the network password to have multiple cash register stations, change your current password, define the functions allowed for cashiers, and maintain employee information. To access the File menu, click on **File** or press **<ALT- F>**.

```
Select Industry
Select DB Location
Compact and Repair DB
Check DB
Clear DB
Backup DB

Add Station
Employee Maintenance
Change Passwords
Setup Screen

Corporate Setup
Set this station's Store ID

Register

Exit
```

Select Industry

```
Info Prompt                                    [X]

Please select the type of your store:         [  OK  ]

(1) General Retail                            [ Cancel ]
(2) Restaurant

[1                                              ]
```
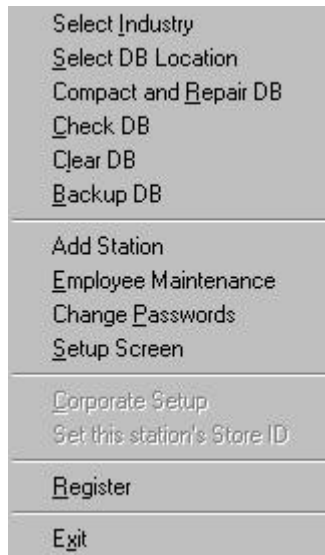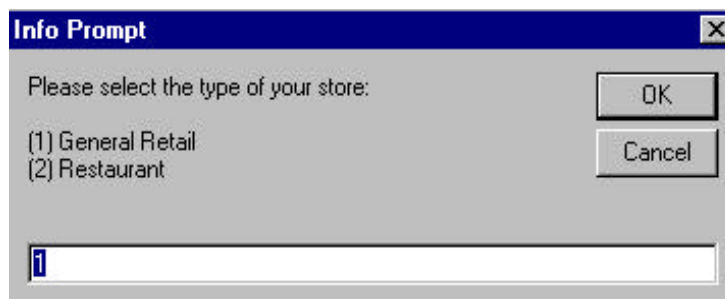
This function allows you to choose which program to load upon start up. To choose Cash Register Express, enter **1** for **General Retail**, or enter **2** for **Restaurant Pro Express**.

Select Database Location

This allows you to specify your CRE Database, Windows drive, and IC VERIFY locations (If you are not using IC VERIFY, **you must still** specify a location for the file). You will also be prompted to choose which program to load on startup (CRE 2000 or Restaurant Pro Express).

NOTE: This example shows the database location to be on the c:\ drive. If the database is being shared on the network, you must specify the drive letter of the shared drive (e:\ for example).
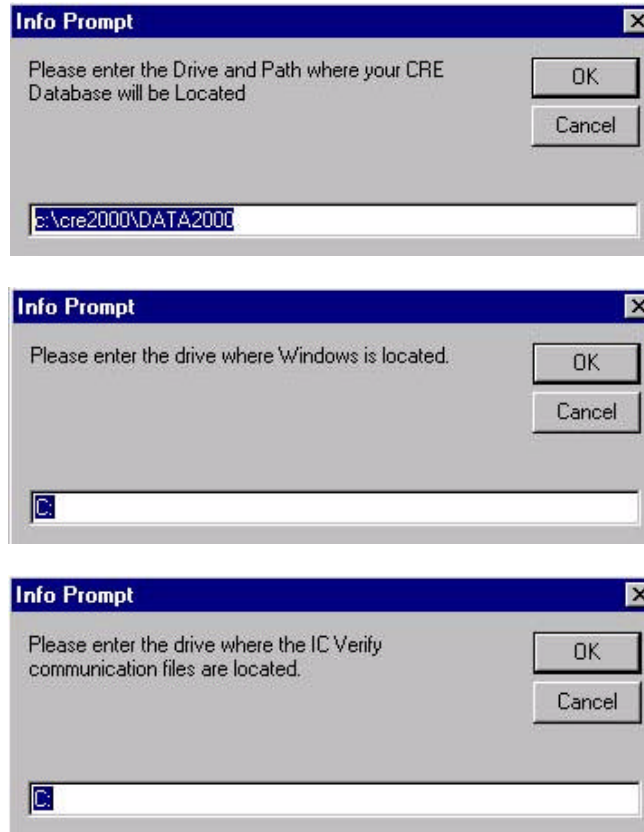
To make changes in the Setup File Locations Screen:

- ?? Choose **Select DB Location** from the **File** menu.

- ?? Click on **OK** or press **<ENTER>** to keep the current location, or type in the desired location then press **<ENTER>** to save the changes.

- ?? Repeat the previous step for **Windows Drive** and **IC Verify Drive**

- ?? Choose which program to load upon startup. Press **1** for CRE 2000 or **2** for Restaurant Pro Express.

Compact and Repair Database

You should select this function to repair a database that was left invalid by an incomplete write operation. This can occur if CRE quits unexpectedly because of a power outage or a computer hardware problem. This function also attempts to validate all system tables and all indexes. You should also select this function after numerous additions and updates have been made to your CRE database. As you change data in a database, the file can become fragmented and use more disk space than necessary. Periodically, you should compact your database in order to defragment the file. The compacted database will usually be smaller. To compact or repair your database, select **Compact and Repair DB** from the **File** menu.

NOTE: A backup of the original database is created before compacting. It is called **CRE32CMP.MDB** and will be stored in the **C:\CRE2000\DATA2000** directory.

Check Database

This function allows you to check your database for inconsistencies and data entry errors within the database. You will be given the option to backup your database before proceeding. **It is recommended that you make a backup before checking the database.** To check your database, select **Check DB** from the **File** menu.

Clear Database

This feature lets you delete all of the previous transactions that were performed with Cash Register Express. It will not delete any other data such as customers, inventory, etc. If you need to delete everything from your database, it would be best to re-install CRE. To clear all transactions from your database, select **Clear DB** from the **File** menu. **Once you delete the transactions, there is no way to recover them, so it is recommended to backup your database file before using this feature.**

WARNING: Be sure to balance all customers on account to zero prior to clearing the transactions. Clearing all transactions from the database includes transactions that are processed on account.

NOTE: The invoice number counter will be reset as well. The next invoice you create will be assigned the number 1001.

Backup Database

To backup and compact your database, select **Backup DB** from the **File** menu.

TIP: For the ultimate source of protection, you should backup your database file to a floppy diskette(s).

Add Station

To add a Station ID:

- ?? Click on **File** or press **<ALT-F>,** then select **Add Station**.

- ?? Enter the new Station ID in the **Station ID** field.

- ?? Click on **OK** or press **<ENTER>** to save the new ID. If the Station ID already exists, CRE will display a message prompting you to choose a new Station ID. Click on **Cancel** to exit without adding a new Station ID.

Employee Maintenance

This screen allows you to create or update a cashier ID. To use this function, select **Employee Maintenance** from the **File** menu.

To add a Cashier ID:

- ?? Click on **File** or press **<ALT-F>,** then select **Employee Maintenance**. You will be prompted to enter the administrator's password.

- ?? Click on **Add** or press **<ALT-A>**.

- ?? Enter the new Cashier ID and the employee's information. When you are finished, click on **Done** or press **<ALT-D>**. To quit without adding a Cashier ID, click on **Cancel** or press **<ALT-C>**.

  NOTE: Cashier IDs must be two characters long.

To update a Cashier ID:

- ?? Click on **File** or press **<ALT-F>,** then select **Employee Maintenance**. You will be prompted to enter the administrator's password.

- ?? Change the desired fields, then click on **Update** or press **<ALT-U>** to save your changes. Click on **Exit** or press **<ALT-X>** to quit without saving.

General

This screen displays the general information for a Cashier ID. To access this screen, click on the **General** tab or press **<ALT-G>**.

Employee Department: Use this list of departments to classify your employees. To select a department, click on its name. For more information on creating employee departments, see **Chapter2: Inventory Control: Departments**.

Password: This is the password for the displayed employee. The default password for new cashiers is **Cashier**. To change the password for a cashier, type the new password in this field, click on **Update**. You may also change this password by selecting **Change Passwords** in the **File** menu.

CashierID: This is the current Cashier ID. To select a different Cashier ID, use the **Next** and **Previous** buttons or click on the **Cashier ID** button, enter the desired two digit ID, then press **<ENTER>** or click on **OK**.

Associated Customer #: If the employee has a customer number, enter it here by clicking on the **Associated Customer #** button, finding the correct Customer Number, then clicking **Add**. The default Customer Number is 101.

Card Swipe ID: This is the value encoded on the employee's ID card. Use this for quick logon/logout.

Hourly Wage: This is how much the employee is paid per hour.

Permissions
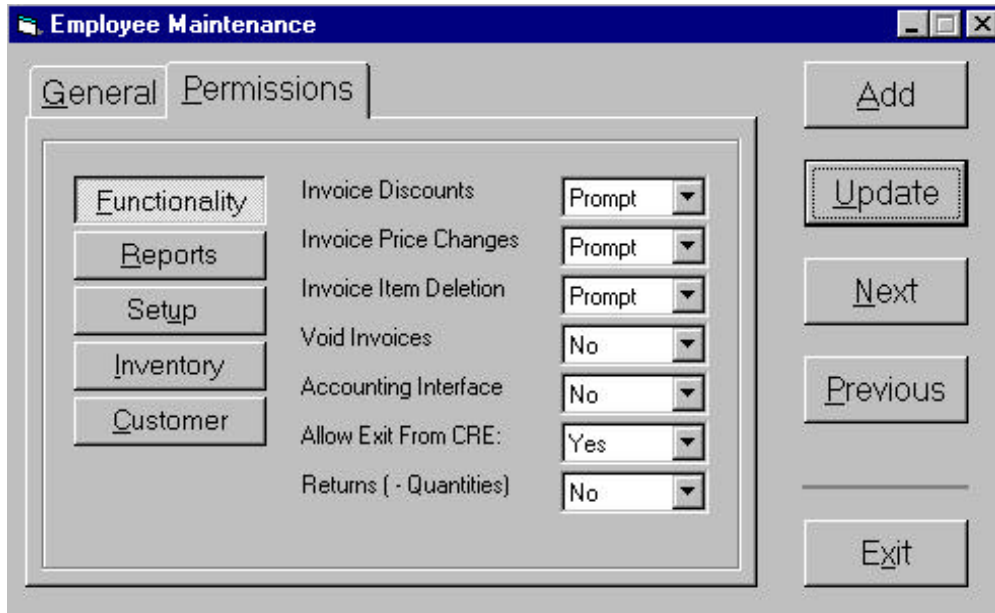
This screen allows you to specify which functions a certain cashier can use. To access this screen, click on the **Permissions** tab or press **<ALT-P>**. Each function has four choices: Yes, No, Prompt, and Override.

Yes:	Allows the employee access to that function
No:	Does not allow the employee access to that function
Prompt:	Prompts the administrator to enter his/her password on the fly so the cashier can perform the desired function.
Override:	Allows any cashier that has permission to perform this function to enter his/her ID and password on the fly. For example, if Cashier 01 has **Void Invoices** set to Prompt but needs to void an invoice, Cashier 02, who has **Void Invoices** set to **Override**, can enter his/her ID and password to void the invoice that one time, or the administrator can enter his/her own password.

Functionality

This screen displays the general functions that the selected employee has access to. To access this screen, click on **Functionality** or press **<ALT-F>** while in the **Permissions** screen.

Invoice Discounts: Allows the employee to perform invoice discounts.

Invoice Price Changes: Allows the employee to change the price of an item entered on the invoice screen.

Invoice Item Deletion: Allows the employee to delete an item from an invoice.

Void Invoices: Allows the employee to void an invoice.

Accounting Interface: Allows the employee to perform the QuickBooks Sales Totals Pass in the **Sales Information** menu. For more information, see **Chapter 5: Sales Information and Reports.**

Allow Exit from CRE: Allows the employee to exit from CRE.

Returns: Allows the employee to enter returned items.

Reports

This screen controls what reporting functions the selected employee has access to. To access this screen, click on **Reports** or press **<ALT-R>** while in the **Permissions** screen.

Display Reports: Allows the employee to display reports.

Print Reports: Allows the employee to print reports.

Print DDR: Allows the employee to print the Detailed Daily Report.

Setup

This screen controls which software and hardware settings selected employee can modify. To access this screen, click on **Setup** or press **<ALT-U>** while in the **Permissions** screen.

Company Info: Allows the employee to modify the Company Info in the Setup Screen.

Tax Rates: Allows the employee to modify the tax rates.

Bonus Plan: Allows the employee to modify the Bonus Plan settings.

Accounting Info: Allows the employee to modify settings in the QuickBooks Setup.

Discount Levels: Allows the employee to modify the discount levels set in the Setup Screen.

Display Settings: Allows the employee to modify the display settings for that station.

Default Printer: Allows the employee to modify the default printer for that station.

Inventory

This screen determines how much control the selected employee has over your inventory information. To access this screen, click on **Inventory** or press **<ALT-I>** while in the **Permissions** screen.

Add Inventory/Kits: Allows the employee to add items or kits to your inventory.

Update Inventory/Kits: Allows the employee to update information on items or kits in your inventory.

Add Vendor: Allows the employee to add a vendor.

Update Vendor: Allows the employee to update information about a vendor.

Add Department: Allows the employee to add a department.

Update Department: Allows the employee to update information about a department.

Print Extra Ticket/Voucher: Allows the employee to print additional tickets or vouchers for an item. See **Chapter 2: Inventory Control: Inventory Maintenance** for more information on tickets and vouchers.

Customer

This screen determines how much control the selected employee has over your customer information. To access this screen, click on **Customer** or press **<ALT-C>** while in the **Permissions** screen.

Add Customers: Allows the employee to add a new customer.

Edit Customers: Allows the employee to update information on a customer.

Display Balances: Allows the employee to view the customer's On Account balance.

Change Passwords

The default Administrator Password is: Admin
The default Cashier Password is: Cashier

This section allows you to change a password for a cashier or the administrator. To access this screen, select **Change Passwords** from the Log-in Screen **File** menu.


To change a Cashier Password

- ?? Type the Cashier ID for which the password will be changed in the **Cashier ID** field.

- ?? Type the current password, or the administrator's password if the cashier forgets his, in the **Old Password or Administrator Password** field.

- ?? Type the new password to be used by this cashier in the **New Password** field.

- ?? Re-enter the new password in the **Verify New Password** field to ensure no errors in typing.

- ?? Click on **Update** to store the new password.

To change the Administrator Password:

- ?? Type the current administrator password in the **Old Password** field (If you forget the administrator password, contact PC America).

- ?? Type the new password in the **New Password** field.

- ?? Re-enter the new password in the **Verify New Password** field to ensure no errors were made in typing, and then click on **Update** to store the new password.

Setup Screen
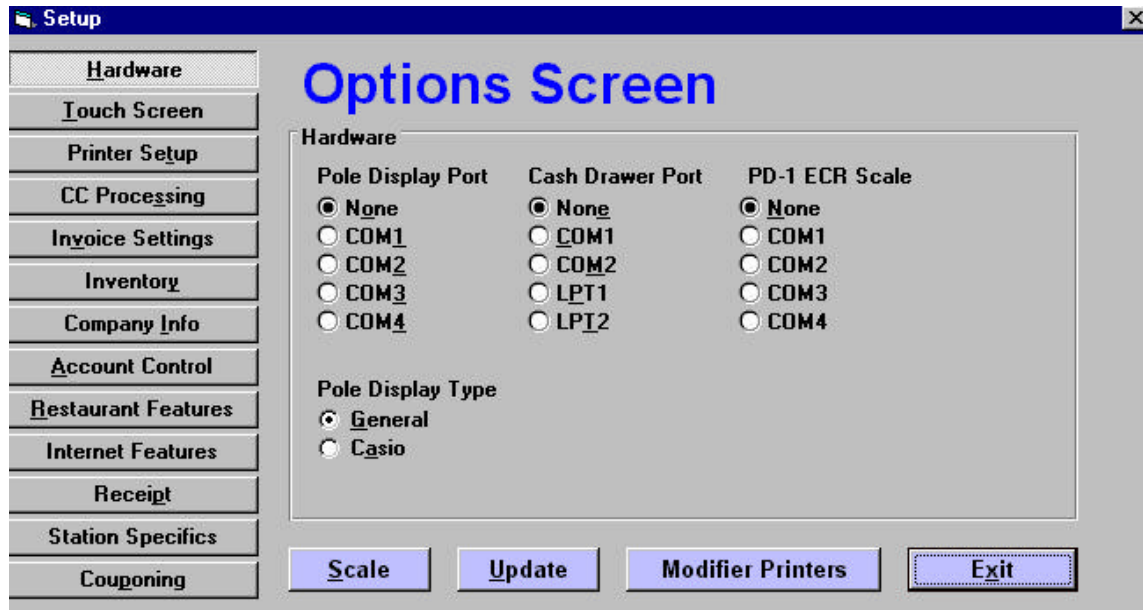
Click on the appropriate tab to select which settings to change.

The Setup Screen allows you to customize Cash Register Express with your computer system setup. To view the Setup Screen, select **Setup Screen** from the **File** menu (from the traditional screen) or click Options, Setup then Setup Menu (from the modern screen). Each of the different settings is fully explained in the following paragraphs. Click on **Update** to save your changes or click on **Exit** to ignore all changes.

Hardware

Use this option to specify the location of your cash drawer, pole display, and PD-1 ECR Scale. To change any of these settings, click on the **Hardware** tab in the Setup Screen, and then click on the appropriate port setting.

Pole Display Port: Cash Register Express will display invoice items, associated prices, and a running total on a pole display as items are added to an invoice. **Pole Display** should be set to "None" if you do not have a display. If you do have a display, you must specify the COM port to which it is attached - COM1, COM2, COM3, or COM4. If **Pole Display** is not set to "None", a clock will appear in the bottom right hand corner of the screen. Clicking on this clock icon will display the current time on the pole display.

You must make sure the appropriate COM port is recognized and enabled in the Device Manager of the Windows Control Panel. The port settings should match the settings as described in the Pole Display Manual. (**For example, Baud or Bits per Second = 9600, Parity = None, Data bits = 8, Stop bits = 2**)

If your pole display is not functioning properly, try the pole display test listed in the appendix.

Cash Drawer Port: Use this option to specify the location of your cash drawer. **Cash Drawer Port** should be set to "None" if you do not have a cash drawer. If you do have a cash drawer, you must specify

its location - COM1, COM2, COM3, COM4, LPT1, LPT2, LPT3, or LPT4. If your cash drawer receives its power from the receipt printer, you should set your cash drawer port to the same port as the receipt printer.

PD-1 ECR Interface Scale: CRE will draw a weight from the PD-1 ECR Interface Scale and use it as a quantity. **PD-1 ECR Interface Scale** should be set to "None" if you do not have this scale. If you do have this scale, you must specify the COM port to which it is attached. A button with a **"W"** will appear next to the quantity box after choosing a port.
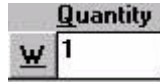
To retrieve the weight, click on this button and then proceed with the invoice as if it were a normal quantity.

Pole Display Type: Use this option to select what type of Pole Display you are using. Click on **General** for a general pole display or click on **Casio** for a Casio SA-5100 Pole Display.

Touch Screen

Department Selection: When this option is enabled, only the departments will be displayed in Touch Screen Invoicing, not the entire inventory. To display all the items under a certain department, touch the corresponding button. When department selection is disabled, the entire inventory will be displayed. Displaying only departments helps keep your Touch Screen more organized. To change your settings for this feature, click on the **Touch Screen** tab in the Setup Screen, and then click on **YES** to enable department selection or **NO** to disable it.

Display Modifier Items: When this is option enabled, all of the different modifiers for preparing an item are displayed in Touch Screen invoicing. You may wish to disable this option if you want to minimize the number of items displayed in Touch Screen invoicing. To change your settings for this feature, click on the **Touch Screen** tab in the Setup Screen, then click on **YES** to display modifier items or **NO** to only show the regular inventory.

Use Decimals in Numeric Entries: Disable this option if you do not want to hit the decimal button for numeric amounts. For example, 1 2 5 will register as $1.25, not $125.

Printer Setup

This screen allows you to select the types of printer you will use with Cash Register Express. To change your printer type, click on the **Printer Setup** tab in the Setup Screen. Next, select the type of printer you have for receipts and reports - Receipt printer, Laser Printer/HP DeskJet, Epson Receipt Printers, Epson TMU 295, or SCP 700 - by clicking on that name or circle. Choose **Laser Printer/HP DeskJet** for all laser printers, bubble jet printers, and ink jet printers. In addition, if you have a Monarch 9820 printer, select a port for the Monarch Ticket Printer and/or the Monarch Voucher Printer. If you are using an Epson TM 300 or a Barcode Blaster, chose a port for these printers as well.

Credit Card Processing

Cash Register Express allows you to process credit card transactions either manually or via the IC VERIFY credit card processing software system. **Express Manual Processing** allows you to record an

invoice as a credit card purchase without having to enter the credit card information. The credit card type will be recorded as "None". To change how you process your credit card transactions, click on the **CC Processing** tab in the Setup Screen, then select the option you wish to use for credit card processing. If you are using IC VERIFY, see **Chapter 7: Using IC VERIFY with Cash Register Express**.

Additional CC Types: This feature allows you to define your own credit card types in CRE 2000, such as American Express. The credit ID may only have four characters. These credit card types can only be used in manual processing. To enter an additional credit card type, click on +, enter the desired four character ID, then click on **OK** or press **<ENTER>**.

Invoice Settings

Prompt Cashier ID - When this feature is enabled, the cashier is prompted to enter his Cashier ID or swipe their ID card upon completion of a transaction. This option may be useful if numerous cashiers are ringing up people on the same machine. To change your settings for this feature, click on the **Invoice Settings** tab in the Setup Screen. Click on **YES** to enable this feature or click on **NO** to disable it.

Combine Lines – When this function is enabled, multiple entries for the same item will be combined on one line. For example, if Hamburger, French Fries, then Hamburger are entered, the screen and receipt will show Hamburger 2 @ Price, French Fries 1 @ Price instead of Hamburger 1 @ Price, French Fries 1 @ Price, Hamburger 1 @ Price.

Default Payment Type: This option allows you to automatically set the default payment type to "on account" when you select a customer.

Stock Prompt: When this option is disabled, CRE will no longer prompt for backorders if an item is not in stock.

Prompt Salesperson: When this option is enabled, you will be prompted to enter a salesperson ID at the end of an invoice. This allows you to track one person getting credit for a sale and another ringing it up on the register. **NOTE: Salespeople must be set up as cashiers for this option. When prompted, enter the salesperson's Cashier ID or swipe the employee's ID card.**

Last Price Lookup: When this option is enabled, a customer will automatically be rung up at the last price they paid for an item. For example, if an item is normally priced at $10.00 but you sell it to a customer for $9.00, the customer will be rung up automatically at $9.00 the next time they purchase that item.

Round Invoice: If this option is enabled, all extended line totals will be rounded to the nearest $0.05, $0.10, or $1.00, depending on your selection. This is useful if your tax is built into your price so you won't have to deal with pennies.

Prompt Amount Tendered: Disable this option if you don't want CRE to prompt you to enter the amount tendered. This is useful if you want to eliminate a few keystrokes by doing the math in your head.

Idle Log Out: Use this option to automatically log out after a certain amount of time of being idle.
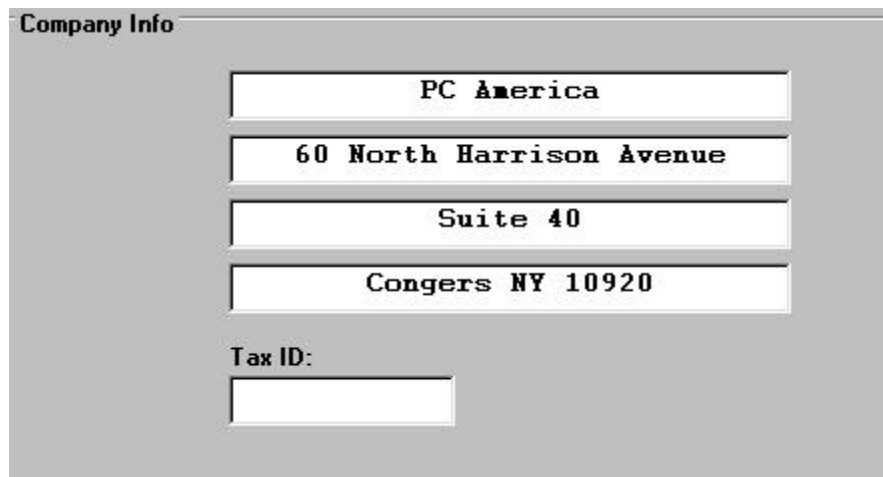
Prompt Zip Code: If this option is enabled, you will be prompted to enter a zip code at the end of each invoice. You can then run a report to see how many sales were processed in each zip code, therefore generating regional sales figures (see **Chapter 5: Reports: Sales Reports**). This information is useful for advertising budgeting.

Inventory

Auto Cost Percentage for Non-Inventory Items - This feature automatically calculates the cost of a non-inventory item based on the price entered in the **Non-Inventory Item** screen. For example, suppose the cost percentage is set for YES and 33%. If you add a non-inventory item to the invoice and enter a price of $5.00, CRE will automatically calculate the cost as $1.65. If you set this option to NO, the cost will be whatever you enter it as. To change your settings for Auto Cost Percentage, click on the **Inventory** tab in the Setup Screen.

Average Cost Method - If you receive an item into stock at a new cost, CRE 2000 will automatically change the cost of this item to the average cost you have paid if this feature is enabled. This method is used when receiving stock from instant purchase orders through the Inventory Maintenance screen and also within the main Purchase Orders screen. To enable the Average Cost Method, click on the circle next to **Enabled** on the **Invoice** Tab of the **Setup Screen**.

Company Information

This is the name, address, and telephone number that will appear on every invoice, receipt, report, or statement. PC America's company information is the default company name, address, and phone number. To enter your own company information, click on the **Company Info** tab in the Setup Screen. Use **<TAB>** to move from field to field, and then replace the old company information with the desired company information. Click on **Update** to store the new company information. You must enter information on all four lines.

Account Control

Deadbeat Control:
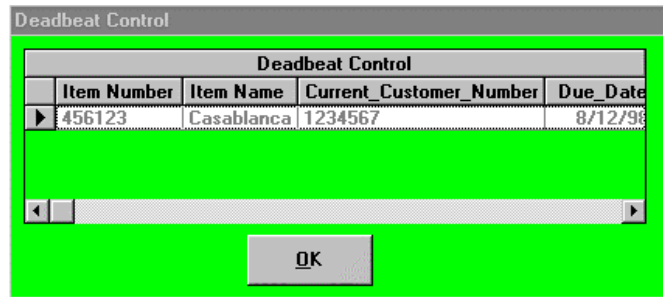
When this feature is enabled, a screen will appear listing all the items that are currently rented by the customer when you pull up his account. To change the settings for deadbeat control, click on the **Account Control** tab in the Setup Screen, then click on **Enabled** or **Disabled**.

Max Balances: This feature allows you to set a maximum balance for on account customers. When enabled, customers will not be able to charge any amount on their account greater than their maximum balance.

Referral Source: This feature allows you to record where a customer heard about your company and report on it (see **Chapter 5: Reports: Reporting Screen: Customer Reports** for more information on this report). To add a referral source type, click on + and enter the desired four character ID (ex: EMIL for e-mail). Next, enter the customer reference description (ex: Magazine). For more information on recording a customer's referral source, see **Chapter 3: Customer Maintenance**.

Restaurant Features

Print Tip Line on Credit Card Invoices: When this function is enabled, a line to enter a tip amount will print on credit card invoices. This option allows customers to put the tip on their credit card as well as the entire invoice. To change your settings for this feature, click on the **Restaurant Features** tab in the Setup Screen. Click on **YES** to enable this feature or click on **NO** to disable it.

Auto Tipping: This feature will automatically apply a tip to parties over a specified size if you are using touch screen invoicing. When you choose **"$$$"** from the touch screen for a party larger than the set limit, you will be asked if you want to add the specified percentage to the order as a tip. To change your settings for this feature, click on the **Restaurant Features** tab in the **Setup Screen**. **NOTE: Enter the percentage as an integer. For example, enter 15 for 15%.**
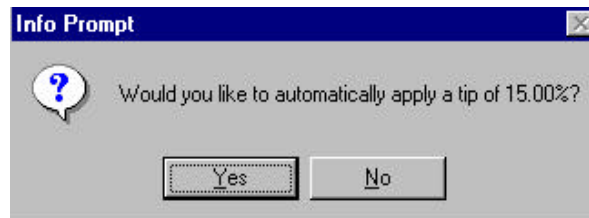
Prompt Table #: If this option is enabled and prompt Cashier ID is disabled, you will only be prompted to enter the table number. This allows for faster invoicing in instances where cashier tracking is not necessary.

Print Modifiers on Receipt: Enable this option to print modifiers for an item on the receipt.

Internet Features

File Transfer E-mail Address: Invoice export files created through the ASCII Transfer screen can be automatically e-mailed to the e-mail address specified here. For more information on creating an invoice export file, see **Chapter 6: CRE Tools: ASCII Transfer**. See **Chapter 6: CRE Tools: Send to Host** for more information on sending export files.

NOTE: You must have a MAPI Compatible e-mail client installed and set up to send and receive e-mails.

Receipt

Receipt Size: Use this option to select the paper size to be used for invoice receipts from the following selections: **Receipt, Full, Full Professional,** or **NEBS 9245-4**. To change your receipt paper size, click on the **Receipt** tab in the Setup Screen. **Full Professional** is designed to print on a standard laser printer.

If you select Full Professional, the **Prof Logo** option is displayed. You may choose to include a picture, company info, or both a picture and company info on the receipt. **NOTE: The selected picture must be a .jpg or .gif file.**

*If you select **Receipt** and your receipt printer is defined as Generic under Windows, use the Windows printer setup option to indicate **No Page Breaks** to ensure that the printer will not eject a full page when each receipt is printed. CRE automatically prints a few blank lines to allow tearing between receipts.

If you select NEBS 9245-4, you must set the paper size as **User Defined** in the Windows printer setting.

Print Invoices: Use this option to indicate whether invoices should print automatically or if you should be prompted to print each invoice. To change your Print Invoice settings, click on the **Receipt** tab in the Setup Screen. Select **YES** to automatically print out an invoice upon completion of a transaction. Select **NO** if you don't want invoices to print at all. Select **PROMPT** if you only want invoices to be printed at certain times. You will be prompted to print an invoice each time you end a transaction. Select **CC Only** to only print a receipt for credit card invoices.

Display Equals: If you select **Yes** for this feature, the line of equal signs separating the items from the rest of the receipt will print.

Print Amount Saved: Enable this option to print the total difference between your selling price and the retail price for the invoice. This is for non-NEBS receipts.

Validate Checks: When this function is enabled, the invoice number, date and grand total will print on the back of checks. You can only use this function if you have an Ithaca slip printer.

Print Kit Items: Disabling this option means that the individual items in a kit will not print on receipts but will still appear on the invoice screen.

Print Account Balance: When this option is enabled, the account balance will print on receipts for "on account" customer.

Number of Copies: This function allows you to specify how many copies of the receipt will print when you end a transaction.

Print Full Size Info To: This function allows you to choose an alternate location to which you can print full size invoices.

Station Specifics

Print Extra Order Copy: When this option is enabled, an extra copy of the receipt will print to the specified location or the Order Filling Screen. For example, a restaurant station dedicated to deliveries might want to print an entire receipt to the kitchen so it can be attached to deliveries.

Couponing

This function allows you to enter text to appear as a coupon on the bottom of each receipt. In order to use this function, you must be using an Epson TMT-88 printer.

Scale
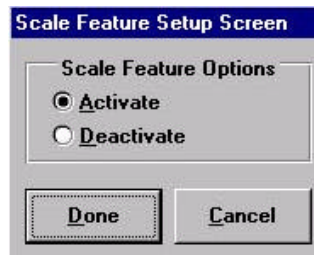
This button allows you to activate or deactivate the Hobart Weight Scale. The scale creates a bar code to be scanned at checkout that indicates a calculated price based on weight. To change the settings for this scale, click on the **Scale** button, then on the desired option, then on **Done** to save the new settings.

Modifier Printers
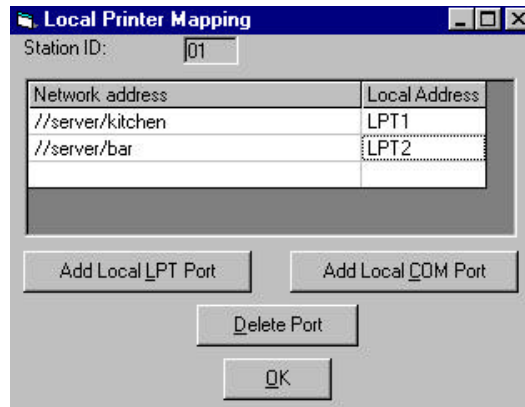
This function allows you to specify a networked port address (ex: //server/hp4000) for local LPT and COM ports on each Station ID. This allows greater flexibility in printer placement and setup, especially in restaurant environments.

In **Inventory Maintenance**, you may specify a location for a remote printer for an individual item to print to (See **Chapter 2: Inventory Control**). This is used when you want to have the item printed to a remote printer (for restaurants). When the printer is located on a network, it is given a network address. The computer that the remote printer is attached to locally needs to translate that network address to a local COM or LPT port.

Register

Select this option to register your copy of Cash Register Express. To access this option, select **Register** from the **File** menu (Modern) or **Setup** menu (Traditional). The phone number and address for PC America will appear, followed by your activation number. Call PC America with this activation number, and then enter the number they tell you.

Enable Multiuser Edition

This function allows multiple Station IDs in Cash Register Express. To access this screen, select **Enable Multiuser Edition** from the Log-in Screen **File** menu. To run Cash Register Express on a network, you must add a Station ID for each PC workstation (each cash register) that accesses the CRE system. You must obtain a Network Support Password from PC America to add additional cash registers.
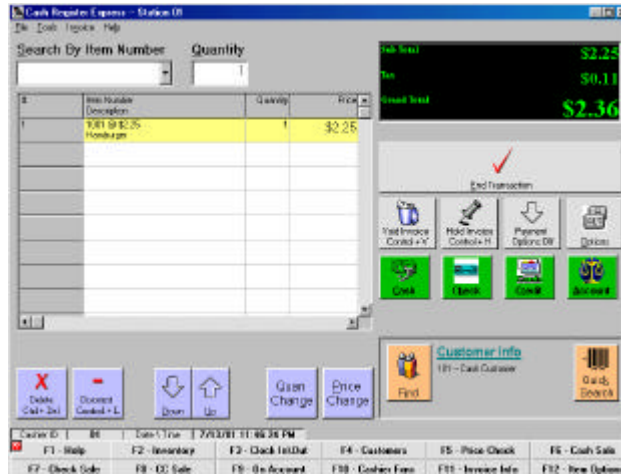
       PC America: **1-800-PC-AMERICA**   **1-800-722-6374**

       Outside of US: **1-845-267-3500**
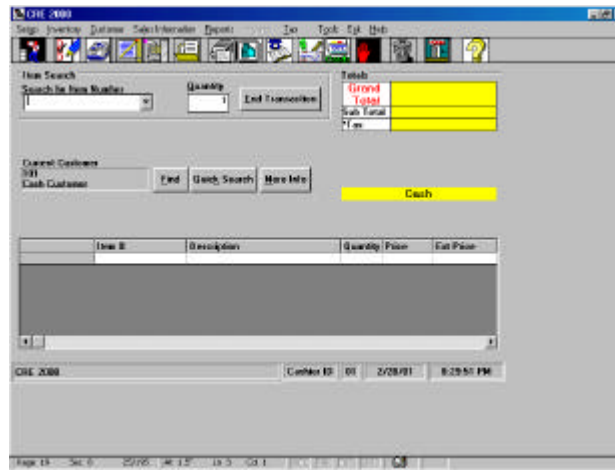
       Fax: **1-845-267-3550**

Once you have entered a valid password, you will be able to create additional Station IDs. See **Add Station** in this chapter for more information on adding Station IDs.

The Invoice Screen

Modern

Traditional

Cash Register Express works with or without a mouse. You can access every aspect of Cash Register Express using an ordinary keyboard.

After successfully entering your password, you will enter the Invoice Screen. Everything you will need to do in CRE works from this one screen. Every aspect of Cash Register Express works with or without a mouse. You can move around the entire screen using either **<TAB>** or any of the numerous **<ALT>** shortcut keys. You can bring up additional Cash Register Express screens using the **<CTRL>** shortcut keys.

Any underlined letters on the screen are **<ALT>** shortcut keys. For example, look at the word **Invoice** in the menu bar. You can access **Invoice** either by clicking your mouse on the word **Invoice** or by pressing the **<ALT-V>** shortcut keys (press **<ALT>** and **V** simultaneously).

You can also use <TAB> to go from one section of the screen to another. Press **<SHIFT>** and **<TAB>** simultaneously to go backwards. For details on the Invoice Screen, see **Chapter 4: Creating Invoices**.

Menu Bar

Modern

File Tools Invoice Help

| 🗗 | F1 - Help | F2 - Inventory | F3 - Clock In\Out | F4 - Customers | F5 - Price Check | F6 - Cash Sale |
| | F7 - Check Sale | F8 - CC Sale | F9 - On Account | F10 - Cashier Fxns | F11 - Invoice Info | F12 - Item Options |

Traditional

Setup Inventory Customer Sales Information Reports Invoice Tax Tools Exit Help

Access the Menu Bar by using the <ALT> keys or a mouse.

For example:

<ALT-V> = Invoice

<ALT-H> = Help

You may use lower or upper case letters.

<ALT-T> = <ALT-t>

You can access the **Menu Bar** by using a mouse or your **<ALT>** key. You can access each menu listed on the menu bar by simultaneously pressing **<ALT>** and the underlined letter in the menu title. To leave the menu bar, press **<ESC>** or press another **<ALT>** key to reach another part of the main screen.

You can also press **<ALT>** to access the menu bar and then use the left and right arrow keys (**<? >** and **<? >)** to move from one menu to another. Press **<?**> to display the highlighted menu.

You may also use your mouse to click on the buttons (Modern) or picture icons (Traditional) that execute many of the functions in the drop down menus. As you move your mouse across a picture icon in the Traditional Invoice Screen, its function will appear in the bottom left hand corner of the screen.

Options Menu

The Options menu accesses many of the different functions available in Cash Register Express. It is only viewable in the Modern Invoice Screen. To access this menu, click on the **Options** button or press **<ALT-O>** in the Modern Invoice Screen.

Below you will find a brief description of each menu listed in the Options Menu. More detailed descriptions will be found in future chapters.
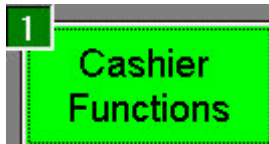
The Cashier Functions menu accesses functions used by cashiers while processing an invoice. For more information on the functions listed in this menu, see **Chapter 4: Creating Invoices: Cashier Functions**.
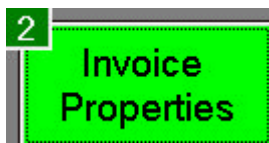
The Invoice Properties menu accesses functions to be applied to invoices, such as discounts and tax exempt status. For more information on the functions listed in this menu, see **Chapter 4: Creating Invoices: Invoice Properties**.
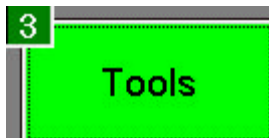
The Tools menu contains several tools to use with Cash Register Express. For more information on the functions listed in this menu, see **Chapter 6: Cash Register Express Tools: Tools Menu**.
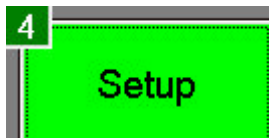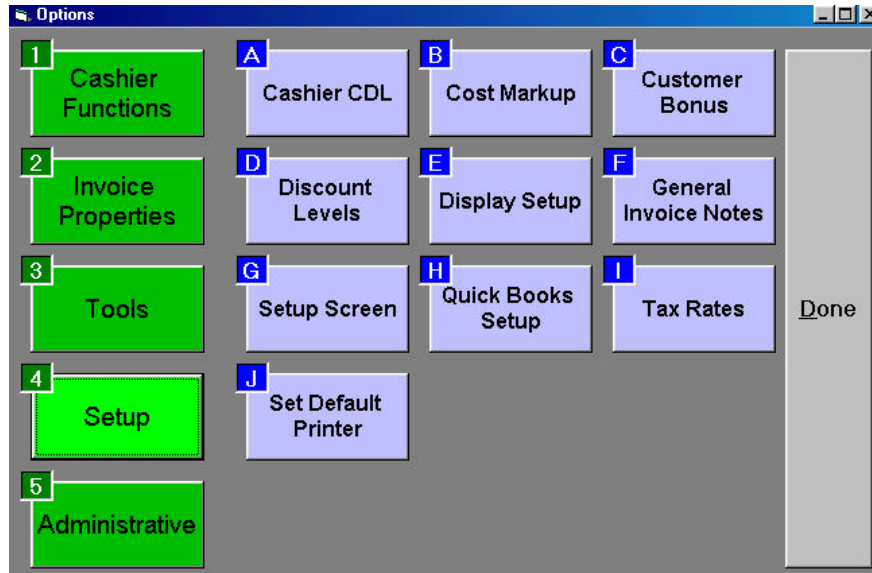
The Setup menu allows you to change important information used by Cash Register Express. For more information on the functions listed in this menu, see the next section, **Chapter 1: Setting Up Cash Register Express: Setup Menu**.
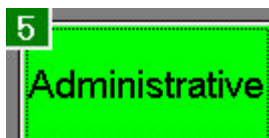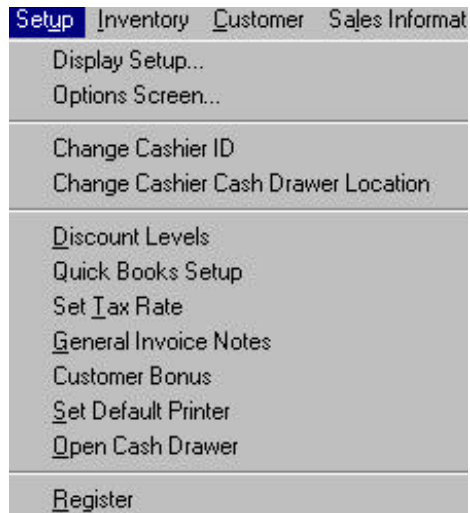
The Administrative menu accesses functions used by administrators to manage Cash Register Express, such as inventory and customer maintenance. For more information on inventory maintenance, see **Chapter 2: Inventory Control**. For more information on customer maintenance, see **Chapter 3: Customer Control**.

Setup Menu

Modern

Traditional

The Setup menu allows you to change important information used by Cash Register Express. To access the Setup menu in the Modern Invoice Screen, click on **Options**, and then click on **Setup**. You can quickly select a menu or function by pressing the shortcut key shown in its upper left-hand corner. Click on **Done** to exit the Setup menu. To access the Setup menu from the Traditional Invoice Screen, click on **Setup** or press **<ALT-U>**.


Cash Register Express

Cashier Cash Drawer Location

This feature allows you to change the location of the cash drawer for the current cashier.

To change the location of the Cashier Cash Drawer:

?? Select **Cashier CDL** (Modern) or **Change Cashier Cash Drawer Location** (Traditional) from the **Setup** menu.

?? Type in the Administrator's password, then click on **OK** or press **<ENTER>**.

?? Type in the number corresponding to the desired location of the cash drawer.
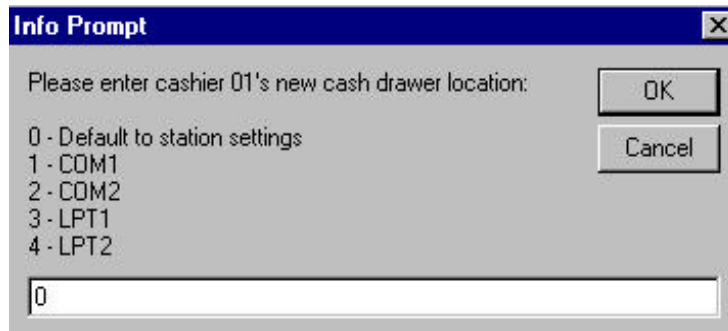
Cost Markup Percentage
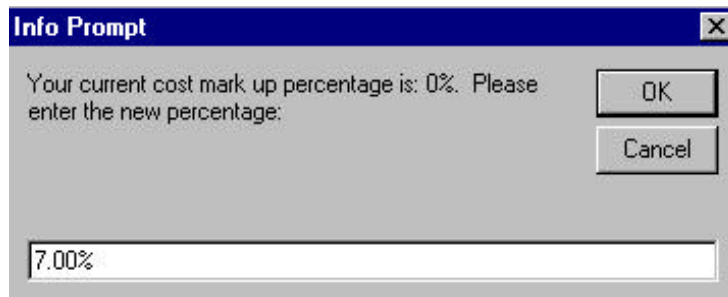
This feature allows you to set the default price for an item as a certain percentage more than the cost of the item. When adding the item to the inventory, the price will default to the cost markup percentage. The default price may be changed at any time. To set a value for the Cost Markup Percentage, select **Cost Markup** (Modern) or **Cost Markup Percentage** (Traditional) from the **Setup** menu. Type in the desired percentage then click on **OK** or press **<ENTER>**. For example, if you want to set the cost markup percentage at 50%, you should type 50, not .5. Click on **Cancel** to quit without selecting a percentage.

Customer Bonus

The Customer Bonus screen allows you to define a bonus that a customer will receive once a specified number of bonus points have been accumulated. The Activate Bonus field must be checked in order for CRE to award bonus points and determine if a customer has accumulated enough bonus points to qualify for the bonus described. To access the Customer Bonus screen, select **Customer Bonus** from the **Setup** menu. Use **<TAB>** or the mouse to move to the desired field, then type in the desired information. Click on **Update** to save any changes made or click on **Cancel** to ignore any changes.

NOTE: Bonus descriptions, cost, quantity, price, and taxable status may be overridden prior to adding the bonus item to the invoice. Also, the customer may select not to take the bonus item at the time it is offered.

Bonus ID: This is the default ID assigned by CRE. It cannot be changed.

 # Bonus Points Required: This indicates the number of bonus points that a customer must accumulate to receive the bonus described. Once the specified number of points has been accumulated, the bonus is added to the customer's invoice - the cashier will be asked to accept (**Add to Invoice**) or reject the bonus (**Cancel**). If accepted, the customer's bonus points will be decreased accordingly.

Activate Bonus: If this box is checked, bonus card information will be reviewed and applied by CRE for customers who are Bonus Plan Members.

Tax: This indicates which tax is to be charged when the price of the bonus item is greater than 0.

Bonus Description: This is the description that will appear on the invoice for the bonus item.

Cost: This is the actual cost of the bonus item. Bonus items are tracked under a Non-Inventory number.

Quantity: This is the number of bonus items to be given.

Price: This is the price to be charged for the bonus item. You can enter a price or 0 for no charge.

Discount Levels

This feature allows you to set up discount levels for customers. To choose a discount level for a customer, type the letter corresponding to the desired discount level - A, B, C, D, or E - in the **Discount Level** field of the **Customer Maintenance** Screen (See **Chapter 3: Customer Control**). The default customer discount level is **A**. The selected discount is automatically applied for each new inventory item added. You will be able to customize the discount levels on particular items (See **Chapter 2: Inventory Control**).

NOTE: Inventory Level overrides will take precedence over customer discount levels.

To change the value of a discount level:

?? Select **Discount Levels** from the **Setup** menu.

?? Use **<TAB>** or the mouse to move to the desired field.

?? Enter in the new discount percentage level.

?? Click on **Update** to save the new values or click on **Cancel** to ignore any changes.

NOTE: Each discount level MUST have a value.

Display Setup
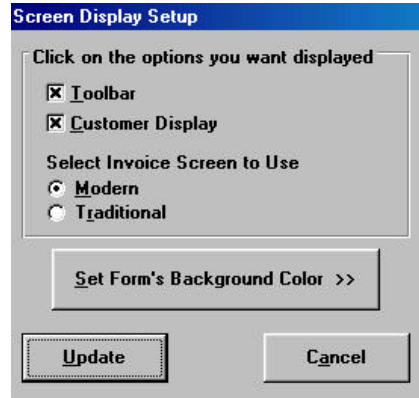
The Display Setup screen allows you to change the appearance of the CRE Invoice Screen. You can choose not to display the **Toolbar** or the **Customer Display** box. To change your display setup, select **Display Setup** from the **Setup** menu. **X** indicates that the option is displayed. To disable an option, click on that box to remove the **X**.

The Display Setup screen allows you to change which Invoice Screen will appear upon logging into CRE. To select the **Modern** Invoice Screen, click on the circle next to **Modern**, or click on the circle next to **Traditional** to select the **Traditional** Invoice Screen.

You can also change the color of the background of the Invoice Screen by clicking on **Set Form's Background Color >>** and then on the desired background color.

When you are finished, click on **Update**. You may click on **Cancel** to ignore all changes.

General Invoice Notes

This function allows you to add notes that will appear on the bottom of every receipt. These notes could be a notice or a reminder about a sale date or a special offer. You may enter up to ten lines of up to 42 characters each. To access this screen, click on **General Invoice Notes** in the **Setup** menu. Use **<TAB>** or the mouse to move to each line. Click on **OK** to save any changes in the text or click on **Cancel.**

Setup Screen

The Setup Screen allows you to customize Cash Register Express with your computer system setup. To view the Setup Screen, select **Setup Screen** from the **Setup** menu. For more information on each of the different settings, see **Chapter 1: File Menu: Setup Screen**.

Quick Books Setup

The QuickBooks Setup allows you to identify the location of QuickBooks on your system and to specify account name information required to create a QuickBooks import file from your CRE Sales data. To access this screen, select **Quick Books Setup** from the **Setup** menu.

The import file posts totals to Undeposited Funds, Sales Income, and Sales Tax accounts. A customer name and sales tax agency must also be identified. **The accounts and names must be defined in QuickBooks prior to importing files generated by CRE.**

QuickBooks Directory: This is the name of the directory in which QuickBooks is located.

Customer Name: This is the customer name identified as responsible for sales income. The default customer name is CRE customer (a single customer who represents all customers which made purchases via the CRE system).

Undeposited Funds Account Name: If the name you select is a sub account of another account, place a colon ":" between the main and sub account. In the example:

> Main Account - Undeposited Funds

> Sub Account - CRE Undeposited Funds

> Enter - Undeposited Funds:CRE Undeposited Funds

Sales Income Account Name: If the name you select is a sub account of another account, place a colon ":" between the main and sub account. In the example:

> Main Account - Sales

> Sub Account - CRE Sales Income

> Enter - Sales:CRE Sales Income

Sales Tax Agency Name: This is the Sales Tax Agency associated with taxes passed to QuickBooks.

Sales Tax Agency Account Name: If the name you select is a sub account of another account, place a colon ":" between the main and sub account. In the example:

Main Account - Sales Tax Payable

Sub Account - CRE Sales Tax Payable

Enter - Sales Tax Payable:CRE Sales Tax Payable

Control Buttons:

Update - Click on this to exit and save all the changes in the QuickBooks Setup information.

Cancel - Click on this to exit without saving any changes made in the QuickBooks Setup information.

Set Tax Rate

This screen allows you to change the tax rate and the descriptions of each tax rate. The default tax rate is 5% and the default description for each tax rate is Tax1, Tax2, and Tax3. To access this screen, select **Tax Rates** (Modern) or **Set Tax Rate** (Traditional) from the **Setup** menu.

To change the tax rate:

?? Select **Set Tax Rate** from the **Setup** menu.

?? Use **<TAB>** or the mouse to move to the desired field, then type in the new information. **NOTE: Enter the rate as a percentage. For example, enter 5.00% for five percent.**

?? Click on **OK** to save the changes or click on **Cancel** to ignore any changes.

NOTE: Any changes in the descriptions of a tax rate are reflected on the printed receipts, and you must enter rates for all three tax levels. **Example:** Canadian users may wish to label the first tax rate as GST and the second tax rate as PST, or liquor storeowners may want to designate the second tax as Liquor Tax.

Set Default Printer
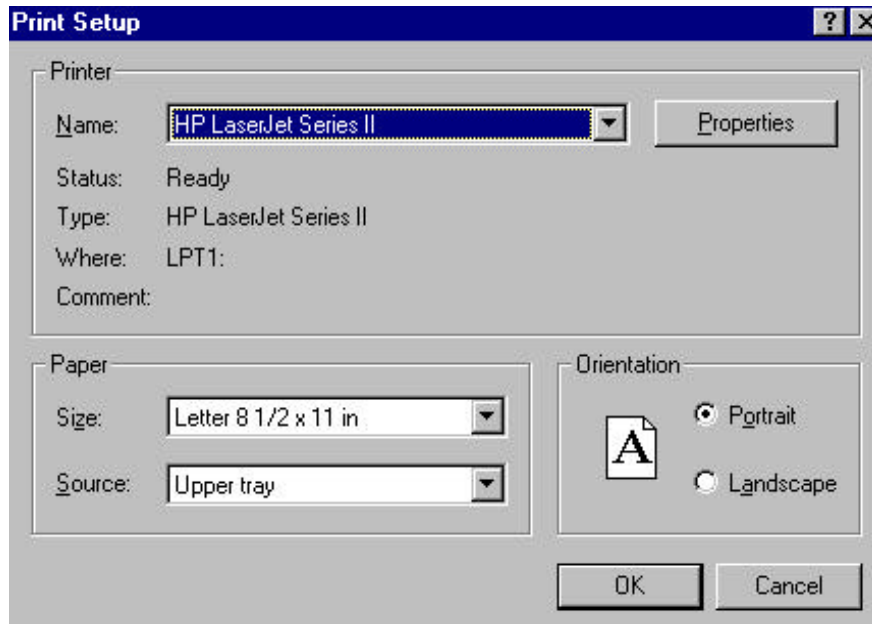
Use this function to specify the default printer. You may change the default printer to send invoices and reports to a different printers based on your requirements. To access this screen, select **Set Default Printer** from the **Setup** menu.

The print setup in Cash Register Express is identical to the print setup in Windows. Therefore, if you already set the printer in the Control Panel from Windows, you don't need to set the printer here, and vice versa.

TIP: If you are using a standard receipt printer (Star, Citizen, Epson, etc.), then select the driver "Generic / Text only" for receipt printouts.

Chapter 2:

Inventory Control

Bar Code Overview
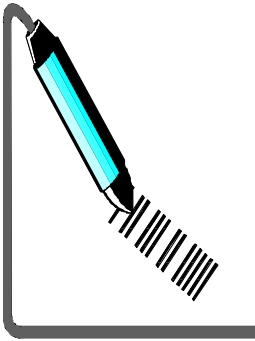
Cash Register Express works with any type of wedge barcode device. A wedge barcode device plugs into a "Y" type connector that allows the simultaneous use of a keyboard and barcode device using a single keyboard port.

The best type of barcode device to use is a Laser type scanner that can read barcodes at a distance of up to 1 foot away without touching the barcode. A Laser scanner costs about $500. A CCD type barcode reader is a handheld device that must touch the barcode or be within ½ of an inch of it. A CCD barcode scanner costs approximately $300. The least desirable type of barcode scanner is a barcode wand that must actually be rubbed against the barcode to read it. A barcode wand costs approximately $200.

A barcode device is a simple instrument to use with **Cash Register Express** and it makes invoicing much easier. For example, a 16-ounce bottle of Diet Coke has the barcode number 049660. With Cash Register Express, you can either enter 049660 manually, or you can very quickly scan the number, just like in the supermarket.

Inventory Maintenance

The Inventory Maintenance screen allows you to add items to your inventory as well as edit existing inventory items. To access this screen from the Modern Invoice Screen, select **Inventory Maintenance** from the **Tools** menu or from the **Administrative** menu under **Options.** To access this screen from the Traditional Invoice Screen, select **Inventory Maintenance** from the **Inventory** menu. You can also press **<F2>** in either Invoice Screen.

Once you have accessed the Inventory Maintenance screen, you can use **<TAB>** or the mouse to move from one field to another. To add an item, click on **Add** or press **<ALT-A>**. Enter the desired information, then click on **Save** or press **<ALT-S>** to save the new item. To update a selected item, change the desired information then click on **Update** or press **<ALT-U>**. To exit without making any changes, click on **Exit** or press **<ALT-X>**.

NOTE: Item Number and Description are required fields. You MUST enter an item number and description for each item.

General Info

To access the General Info page, click on the **General Info** tab or press **<ALT–G>**.

Department: This allows you to select a department for the inventory item. Scroll through the Department list by using the cursor keys (**<? >, <?>, <? >, <?>**) or by clicking on the up and down arrows with your mouse. Highlight the desired department, then press highlight the desired department. **NOTE:** The Department must first be added through **Department Maintenance** under **Departments** in the **Inventory** menu. For more information on creating departments, see **Chapter 2: Inventory Control: Department Maintenance.**

Item Number: This is where you enter the unique identifier for an item. It can be up to 18 characters long and consist of any combination of letters and numbers. However, if you are using barcodes, as is recommended, you may only use numbers in the item number. **NOTE: Do not use any punctuation or spaces, except for the underscore (_), as part of the item number.**

Description: This is the description of the item that will appear on invoices and reports. It can be up to 30 characters long and consist of any upper and lower case letters, numbers, punctuation, or spaces. **NOTE: Do not use the asterisk (*) as part of the item name.**

Cost: This is how much you paid for the item.

Price: This is how much you are selling the item for.

Retail Price: This is the manufacturer (or vendor's) suggested retail price. This field is for informational purposes only.

In Stock: This displays the current number of this item that is in stock. It is automatically updated after an invoice and can be changed manually at any time.

Tax: This indicates which tax(es) should be charged to this item. Click on the box next to the desired tax level(s) to choose the type of tax to be applied to this item.

Preferred Vendor: This allows you to select a preferred vendor for an item. Scroll through the vendor list by using the cursor keys **(<? >, <?>, <? >, <?>)** or by clicking on the up and down arrows with your mouse, then highlight the desired department. This vendor will be the default vendor for purchase orders of this item. **NOTE:** The vendor must first be added through **Vendor Maintenance** under **Vendors** in the **Inventory** menu. For more information on adding vendors, see **Chapter 2: Inventory Control: Vendor Maintenance**.

Reorder Level: This is the quantity at which you will be alerted to re-order the item. It can be up to 5 digits long.

Reorder Quantity: This is the default quantity that will be placed on a purchase order for this item. This quantity can be modified at any time.

# of Barcodes: This allows you to mark the item for barcode printing through Bar Code Express. Enter the number of bar codes that you want to print for this item here.

Profit %: This displays the profit percentage for the displayed item.

Retail Discount: This displays the retail discount percentage for the displayed item.

Gross Margin: This is the percentage of the selling price that is profit.

Optional

To access the Optional page, click on the **Optional** tab or press **<ALT–O>**.

Days Valid: This is for how many days an item is valid. It is usually used for tickets and vouchers and is for informational purposes only.

Bonus Points: This specifies how many bonus points a bonus plan member will receive when purchasing this item.

Modifier Item: A modifier item is an item that accents another inventory item. For example, if you ordered a hamburger, ketchup would be considered a modifier item. To mark an item as a Modifier Item, select **Yes**.

Auto Weigh: When this option is enabled for an item, CRE automatically takes the weight from the ECR Loc scale when the item is added to the invoice. **NOTE: You can enter a different tear values for different items.**

Serial Numbers: Select **Yes** if you want to have serial numbers for this inventory item. At the time of sale, you will be prompted to enter a serial number. The maximum is 20 characters and it may contain both letters and numbers.

Part Number: Enter the preferred vendor's item number for the item here. This field is useful for purchase orders since they will show the vendor's item number in addition to your own.

Commission: This option allows you to determine how much commission is earned when this item is sold. You can choose from % of gross, % of net, or a direct dollar amount. To learn more about generating a report which lists all of the commissions earned by a salesperson, see **Chapter 5: Reports: Reporting Screen: Employee Reports**.

Additional SKU's: This option allows you to have more than one barcode associated with each item. For example, for a Coke, you can have the usual barcode and also add a SKU "COKE". You can then invoice under either number. To add a SKU for an item, click on **Add** then enter the alternate SKU. To delete a SKU for an item, select the desired SKU then click on **Del**.

Special Pricing

To access the Special Pricing page, click on the **Special Pricing** tab.

Sale Pricing: This function allows you to place an item on sale for certain dates. Enter the percent you want the item to be marked down in the **% off** field. Enter the beginning date in the **Starting** field and the ending date in the **Ending** field. **NOTE: To place an item on sale for only one day, enter the same date in both date fields.**

Bulk Pricing: This function allows you to sell items in bulk for a price different than selling the same amount of items individually. To set up a bulk price for an item, click on **Add**, enter the quantity needed to be purchased for bulk pricing, and then enter the new price. To remove a bulk price for an item, select the desired sale price then click on **Del**.

Time-Based Pricing: This function allows you to offer alternate prices on certain days within certain time ranges. For example, a bar may offer a beer during happy hour on Fridays from 4PM to 6PM for a sale price of $2.00 while the normal price is $4.00. To enter time-based price for an item, click on **Add**, select the day on which you want to offer the sale price, and then enter the start and end times. To remove a time-based price for an item, select the desired price then click on **Del**.

Discounts

To access the Discounts page, click on the **Discounts** tab or press **<ALT–D>**.

Discount Levels: These are the discount percentages and the respective discount price for an item. The discount prices are displayed once a price has been entered for an inventory item. When the price is changed, the discount information is updated to reflect the change. If the discounted price or percent is different than those from **Setup** discount levels, the inventory levels will take precedence. If you enter a discount price, the percent will be updated. If you enter a percent, the discount price will be updated. **NOTE: The levels will default to the Setup discount levels, but these may be changed at any time.**

For an item to be discounted for one or more customer discount levels (A-E), the level must be enabled for the item. To enable a discount level, click on the box under **Enabled** in that discount level's row. If a discount level is not enabled, customers with that level will be charged full price.

Matrix Info

To access the Matrix Info page, click on the **Matrix Info** tab or press **<ALT–M>**. This tab will only appear if no department has been selected or if the selected department is not a rental department.

General | Optional | Special Pricing | Discounts | Matrix Info | Modifiers | Printers | Sales History

Matrix Info

Group

Long Skirt
Pleated Skirt
Jeans

Size

8

Color

Black

Group: This function allows you to select a group for the inventory item. A **group** is a way to classify an item that has different styles. For example, you may have a long skirt that comes in four colors (white, blue, black, and purple) and three sizes (Small, Medium, and Large). In order to keep track of how many of each color and size you have, you need to use a group, such as Long Skirt. Each size in each color can have its own item number, and you can keep track of how many ribbed shirts you have. Scroll through the Group Name list by using the cursor keys (**<? >, <?>, <? >, <?>**) or by clicking on the up and down arrows with your mouse. Once the desired group name is highlighted, select it by either pressing **<TAB>** or clicking on the next field with the mouse. **NOTE:** The group name must first be added through **Group Maintenance** in the **Administrative** menu of the **Setup Screen** (Modern) or the **Inventory** menu (Traditional). For more information on adding group names, see **Chapter 2: Inventory Control: Group Maintenance.**

Size: This is the size of the item. If you have an item that comes in different sizes (such as Small, Medium, and Large), you can use this field along with a group name to create a different item number for each size.

Color: This is the color of the item. If you have an item that comes in several colors (such as Black, White, and Blue), you can use this field along with a group name to create a different item number for each color.

Rental Info

To access the Rental Info page, click on the **Rental Info** tab or press **<ALT–R>**. This tab will only appear if the selected department is a rental department.

 # Days Rent: This is the number of days the item can be rented for without incurring any late charges. The maximum number of digits is two.

Daily Late Charge: This is how much the customer will be charged per day once the item is overdue.

**Rating:** This is the rating of the movie (Example: G, PG, PG-13, R, or NC-17).

Item Approval Code: This field is for informational purposes only. You may enter an item approval code for a rental item in this field.

Actor Name: If the rental item is a movie, you may enter the leading actor's name in this field.

Actress Name: If the rental item is a movie, you may enter the leading actress' name in this field.

Modifiers

To access the Modifiers page, click on the **Modifiers** tab or press **<ALT–M>**.
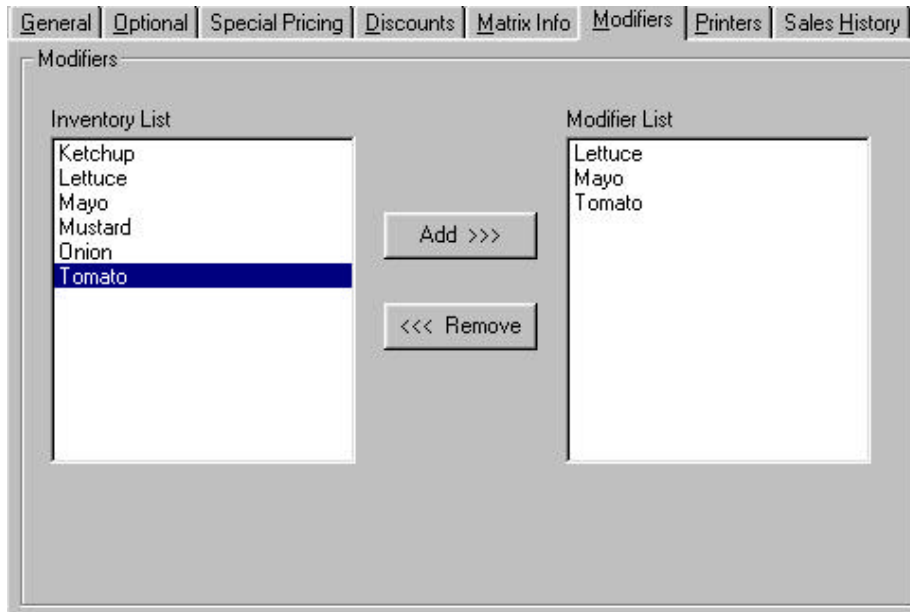
This function allows you to select which modifiers will be displayed when the item is added to an invoice.

To select an item as a modifier for another inventory item:

?? Use **<TAB>** or the mouse to move the cursor to the **Inventory List**, then use **<?>** and **<?>** or the mouse to highlight the modifier item you wish to add to the **Modifier List**.

?? Once the item is highlighted, click on **Add** to add the item to the **Modifier List**. Repeat this for every item you want to add as a modifier.

?? To remove an item from the **Modifier List**, use **<TAB>** or the mouse to move the cursor to the **Modifier List**, then use **<?>** and **<?>** or the mouse to highlight the modifier item you wish to remove. Once the item is highlighted, click on **Remove**.

Printers

To access the Printers page, click on the **Printers** tab or press **<ALT–P>**.
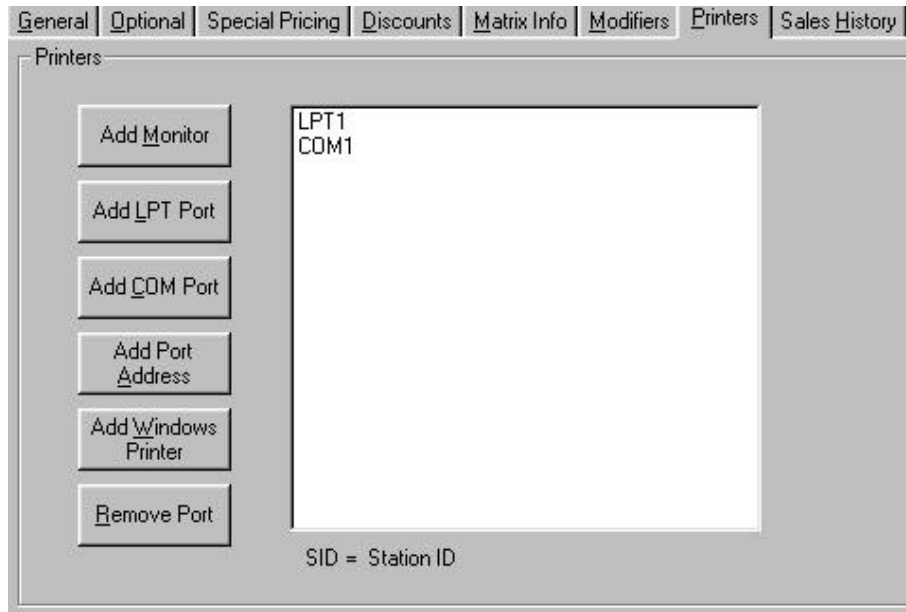
This function allows you to select which printer(s) an item will print on and/or which monitor(s) an item will be displayed on. For example, if a customer orders a Coke and a hamburger, you can print the soda order at the bar at COM1 and the hamburger at the grill at COM2.

Add Monitor: Use this button to send an item to a monitor at a specified Station ID instead of (or in addition to) a printer. The order can then be displayed on the selected station by choosing **Order Filling** from the **File** menu on the Restaurant Pro Express Login Screen.

Add LPT Port: Use this button to select an LPT port for the item.

Add COM Port: Use this button to select a COM port for the item.

Add Port Address: Use this button to specify a networked port address (ex: //server/hp4000) for an item. This allows for much greater flexibility in printer placement and setup for restaurant environments.
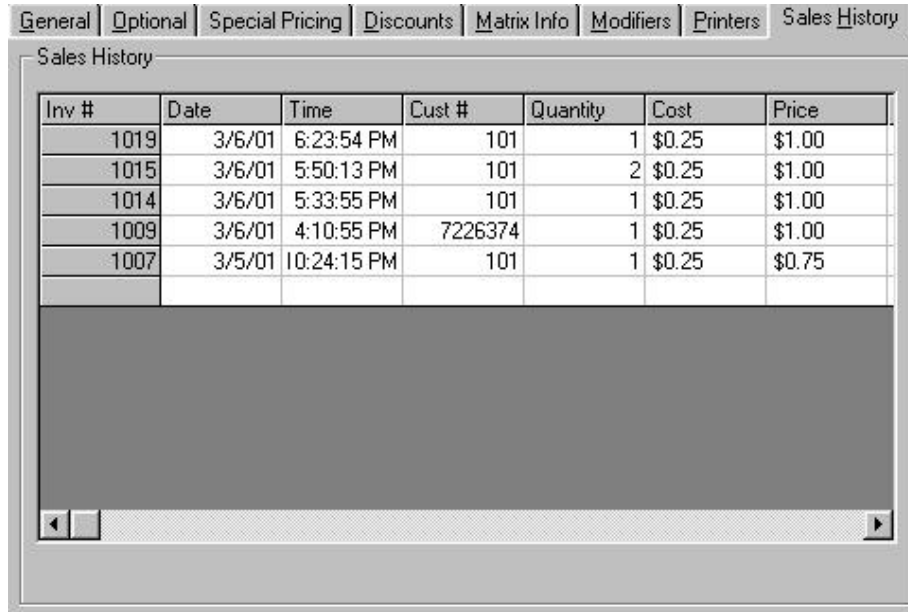
Add Windows Printer: Use this button to specify any printer that is set up in the Windows printer setup folder.

Remove Port: Use this button to remove a networked port address from the list of printers.

NOTE: You can choose to print to any printer that is setup on your system, including local and network printers. Even if you don't choose a printer, a receipt will print to the default printer if **Print Invoices** is set to **YES** in the **Setup** screen.

Sales History

To access the Sales History page, click on the **Sales History** tab or press **<ALT–H>**.

Inv #	Date	Time	Cust #	Quantity	Cost	Price
1019	3/6/01	6:23:54 PM	101	1	$0.25	$1.00
1015	3/6/01	5:50:13 PM	101	2	$0.25	$1.00
1014	3/6/01	5:33:55 PM	101	1	$0.25	$1.00
1009	3/6/01	4:10:55 PM	7226374	1	$0.25	$1.00
1007	3/5/01	10:24:15 PM	101	1	$0.25	$0.75

This screen displays all of the invoices on which the selected item was sold. It displays the Invoice Number, Date, Time, Customer Number, Quantity, Cost, and Price.

Control Buttons

Add: This will add the item to your inventory. **NOTE: Once an item has been added to your inventory, you cannot change the item number and it can only be deleted if it hasn't been used in a previous invoice. However, you can edit the item name.**

Update: This will save any changes made to the current item.

Duplicate: If you have more than one of a particular rental item, you can use **Duplicate** to copy all of the information from one item number to a new item number. This allows you to have the same information on more than one rental item without manually entering the information for each one.

Instant PO: This allows you to generate an instant purchase order for the item.

Reorder Report: This report displays a list of inventory items that have fallen below their respective reorder levels, separated by department. The report contains the following information about each item: Item Number, Item Name, Department Number, Vendor Number, Vendor Name, Part Number, Cost, In Stock, Value, Price, Reorder Level, and Reorder Quantity.

Delete: This will delete the current item from your inventory. **NOTE: An item can only be deleted if it hasn't been used in a previous invoice.**

Cancel: Click on this button to cancel the current data entry.

Exit: Click on this button to exit the Inventory Maintenance Screen.
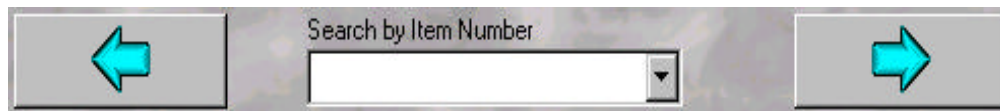
Use the arrow buttons to scroll through your inventory item. The **Left** arrow will display the previous item and the **Right** arrow will display the next item.

To search for an item, type the item number or item name in the **Search by Item Number** or **Search by Item Name** field, or click on the down arrow to display a list of all the inventory items. You can also use the up and down arrows, **<?>** and **<?>**, to scroll through the inventory when that field is highlighted.

Department Maintenance

A **department** is a way of grouping inventory items into different categories. The Department Maintenance screen allows you to create or update departments. To access this screen, select **Department Maintenance** from the **Administrative** menu in the **Options Menu** (Modern) or from the **Inventory** menu (Traditional).

To create a department:

- ?? Click on **Add** or press **<ALT-A>**.

- ?? Type in the new department ID in the **Department ID** field. **NOTE: Do not use an asterisk, *, in the Department ID.**

- ?? Use **<TAB>** or the mouse to move the cursor to the **Department Description** field, then type in the description of the new department.

- ?? Click on the **Department Type**. Select **Rental** to create a rental item department. Select **Employee** to create an employee department. Select **Regular** for all other types of departments.

- ?? Click on **Save** or press **<ALT–S>** to add the department. Click on **Cancel** or press **<ALT–C>** to quit without creating a department.

To update or delete a department:

- ??Select the desired department. Scroll through your departments by using the arrow buttons. The **Left** arrow will display the previous department and the **Right** arrow will display the next department. To search for a department, type the department ID in the **Search by Dept ID** field, or click on the down arrow to display a list of all the departments. Once this field is highlighted, you can also use the up and down arrows **<?>** and **<?>** to scroll through the list.

- ??Change the desired information, then click on **Update** or press **<ALT-U>**. Click on **Exit** or press **<ALT-X>** to quit without saving any changes.

- ?? To delete the selected department, click on **Delete** or press **<ALT-D>**. All of the items in the deleted department will show a blank department field.

NOTE: To change the department ID for a department, select **Change Department ID** from the Department Maintenance **Info** menu. You can also change the department sorting order by selecting **Toggle Sort Order**.

Kit Maintenance

A **kit** is a group of inventory items that is sold as one item. Each kit will have its own unique kit number, but it is considered a group of inventory items. Kits are a faster method of adding individual items of a group to an invoice. When a kit is added to an invoice, all of the inventory items associated with that kit number will be automatically placed on the invoice. You may also specify a price for the kit that is different than the total of all the prices of the included inventory items.

The **Kit Maintenance** screen allows you to add items to your inventory as well as edit existing inventory items. To access this screen, select **Kit Maintenance** from the **Administrative** menu in the **Options Menu** (Modern) or from the **Inventory** menu (Traditional).

Once you have accessed the **Kit Maintenance** screen, you can use **<TAB>** or the mouse to move from one field to another. To add a kit, click on **Add** or press **<ALT-A>**. Enter the desired information, then click on **Save** or press **<ALT-V>** to save the new item. To update an item, change the desired information then click on **Update** or press **<ALT-U>**. To exit without making any changes, click on **Exit** or press **<ALT-X>**.

NOTE: Kit Number and Kit Name are required fields. You MUST enter a kit number and kit name for each item.

Department Search Description: This allows you to select a department for the kit. Scroll through the Department list by using the cursor keys (<? >, <?>, <? >, <?>) or by clicking on the up and down arrows with your mouse. Highlight the desired department, then press highlight the desired department. **NOTE:** The Department must first be added through **Add New Department** under **Departments** in the **Inventory** menu. For more information on creating departments, see **Chapter 2: Inventory Control – Departments.**

Kit Number: This is the unique identifier for the kit. It can be up to 18 characters long and consist of any combination of letters and numbers. However, if you are using barcodes, as is recommended, you may only use numbers in the kit number. **NOTE: Do not use any symbols, punctuation, or spaces, except for the underscore (_), as part of the item number.**

Kit Name: This is the description of the kit that will appear on invoices and reports. It can be up to 30 characters long and consist of any upper and lower case letters, numbers, punctuation, or spaces. **NOTE: Do not use the asterisk (*) as part of the item name.**

Calc Cost Per: This is the calculated total cost of all the inventory items in the kit. **This is a read-only field. You cannot enter information in this box.**

Calculated Price: This is the calculated price of the individual inventory items together in the kit. **This is a read-only field. You cannot enter information in this box.**

Price Override: This is the price that will override the calculated price for the kit. Even if the prices of the individual items change, the price override will remain the same.

Tax: This indicates which tax(es) should be charged to this item. Click on the box next to the desired tax level(s) to choose the type of tax to be applied to this item.

Search by Item Name/Number: This is where you enter the item name or item number of the items that will be part of the kit. You may scan or type in this information.

Kit Grid: Once an item has been added to the kit, it will appear in the **Kit Grid**. The grid displays the item number, item name, quantity, discount, price, and cost of the items included in the kit. You may change the quantity and specify a discount price for an item, but the **Price Override** will take precedence over the discounted calculated price.

To create a kit:

?? Click on **Add** or press **<ALT-A>**.

?? Select the desired department, enter a kit number and kit name, and then enter the price override. You may use **<TAB>** or the mouse to move between fields. **NOTE: You must enter a kit number and a kit description. Department selection and Price Override are optional fields.**

?? Add items to the kit grid by scanning or typing in the inventory items or select an item from the pull down menu. Once the item is added, it will appear in the Kit Grid. You may change the quantity or enter a discount price for each item in the grid at any time. Repeat this for each item in the kit.

?? To delete an item from a kit, position the cursor on the desired item, and then press **<CTRL–DEL>**.

?? Once you have finished entering all the items in the kit, click on **Save** or press **<ALT–V>** to add the kit to your inventory. Click on **Cancel** or press **<ALT–C>** to quit without adding the kit.

Control Buttons

Add: This button adds the kit to your inventory. **NOTE: Once a kit has been added to your inventory, you cannot change the kit number and it can only be deleted if it has never been sold. However, you can edit the kit name.**

Delete: This will delete the current kit from your inventory. **NOTE: A kit can only be deleted if it hasn't been used in a previous invoice.**

Update: This will save any changes made to the current kit.

Sales Summary: This will display a summary of sales per month of the current year for the kit. The summary will display the total sales, cost, and quantity for each month.

Next and **Previous:** These buttons allow you to scroll through your kits. **Next** will display the next kit while **Previous** will display the preceding kit.

Exit: Click on this button to exit without adding or updating a kit.

Group Maintenance

A **group** is a way to classify an item that has different styles. **Group Maintenance** allows you to create groups for inventory items.

To create a new group:

?? Select **Group Maintenance** from the **Administrative** menu in the **Options Menu** (Modern) or from the **Inventory** menu (Traditional).

?? Click on **Add** or press **<ALT-A>**. Type in the new group name. The group name can contain any alphanumeric characters. Click on **OK** or press **<ENTER>** to create the group. Click on **Cancel** to quit without creating a group.

When you highlight a group in the **Select Group** list, all of the sizes and colors available for the group will be displayed in the grid. Click on a cell in the grid to display information about that item. The item number, description, and current quantity in stock will appear in the **General Tab**. The **On Order** tab displays any open purchase orders for the selected item.
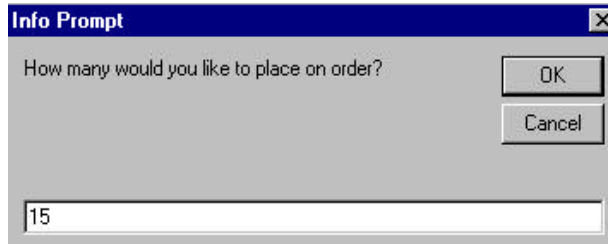
Group Maintenance also allows you to generate and receive purchase orders for group items.

To generate a purchase order for an item:

?? Double-click on the desired item. Enter the amount that you would like to place on order then click on **OK** or press **<ENTER>**.

?? Click on **Generate PO** or press **<ALT-G>**. The item will appear on the Purchase Order grid with the entered quantity. Modify any fields that may need to be changed, and then click on **Create**.

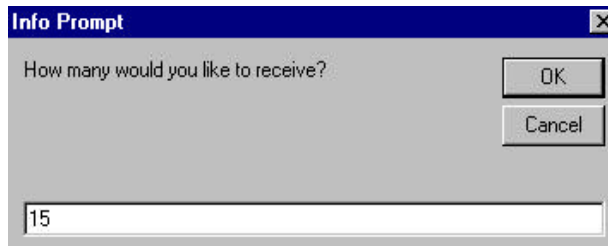To receive an item from an existing purchase order:

?? Click on the desired item to select it, then click on **Receive from PO** or press **<ALT-R>**.
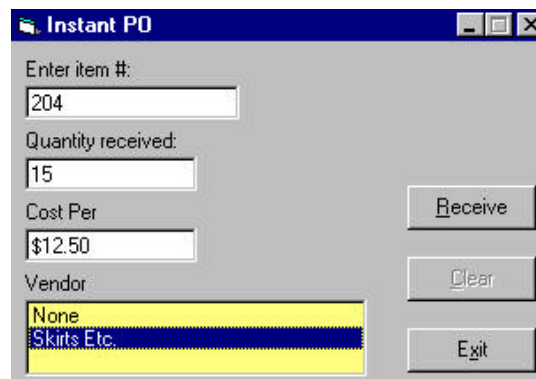
?? Enter the quantity received, then click on **OK** or press **<ENTER>**. Your inventory will be updated.

To receive an item that does not have an existing purchase order:

?? Click on the desired item to select it, then click on **Instant PO** or press **<ALT-P>**.

?? Enter the amount received and select a vendor (if any), then click on **Receive** or press **<ALT-R>**. Click on **Exit** or press **<ALT-X>** to quit without receiving any items.

Express Input

Express Input allows you to add or edit inventory items quickly because the screen is laid out in spreadsheet form. To access this screen, select **Express Input** from the **Administrative** menu in the **Options Menu** (Modern) or from the **Inventory** menu (Traditional).

Only certain fields are visible in Express Input: Department, Item Number, Item Name, Cost, Price, Retail Price, In Stock, Tax, Vendor, Reorder Level, Reorder Quantity, and # Bonus Points. To edit any field of an item, use **<TAB>** or the mouse to move the cursor to the desired box, then type in the new information. To add an inventory item, use **<TAB>** or the mouse to move the cursor to the line marked with an asterisk '*' then type in the information. Your inventory will be updated automatically when you enter or change data. Click on **Exit** or press **<ALT–X>** to exit the **Express Input** screen.

Vendor Maintenance

A **vendor** is a person or company from whom you purchase items in your inventory. The **Vendor Maintenance** screen allows you to create or update vendors. To access this screen, select **Vendor Maintenance** from the **Administrative** menu in the **Options Menu** (Modern) or from the **Inventory** menu (Traditional).

To create a vendor:

?? Click on **Add** or press **<ALT-A>**.

?? Type in a vendor number in the **Vendor Number** field. You may wish to use a telephone number as a vendor number. **NOTE: Do not use an asterisk, *, in the vendor number.**

?? Use **<TAB>** or the mouse to move the cursor to each field to enter the vendor's information, then click on **Save** or press **<ALT–S>** to add the vendor. Click on **Cancel** or press **<ALT – C>** to quit without creating a vendor.

To update or delete a vendor:

?? Select the desired vendor. Scroll through your vendors by using the arrow buttons. The **Left** arrow will display the previous vendor and the **Right** arrow will display the next vendor. To search for a vendor, type the vendor name or vendor number in the **Search by Vendor #** field, or click on the down arrow to display a list of all the vendors. Once this field is highlighted, you can also use the up and down arrows **<?>** and **<?>** to scroll through the list.

?? Change the desired information, then click on **Update** or press **<ALT-U>**. Click on **Exit** or press **<ALT-X>** to quit without saving any changes.

?? To delete the selected vendor, click on **Delete** or press **<ALT-D>**. **NOTE: Only vendors that are not preferred vendors for an item may be deleted.**

Purchase Orders

The Purchase Orders screen allows you to create and update purchase orders. To access this screen, select **Purchase Orders** from the **Administrative** menu in the **Options Menu** (Modern) or from the **Inventory** menu (Traditional).

The main screen displays all open purchase orders:

PO #: This is the purchase order number. It is assigned by CRE after the purchase order is created and cannot be modified.

Date: This is automatically set to the current date. It cannot be modified.

Ref #: This is an optional field and is assigned by the user.

Vendor #: You **must** enter a vendor number for each purchase order. This is the vendor from whom you are purchasing the order.

Due Date: You **must** enter a due date for each purchase order. This is the date by which the order should be received.

Status: This is the current status of the purchase order: **O**-open purchase orders, **C**-closed purchase orders, or **V**-voided purchase orders.

Total Cost: This is the total cost of the order. It is automatically calculated by CRE and cannot be modified.

To create a purchase order:

?? Click on **Add** or press **<ALT-A>,** then enter the desired information:

?? Once all of the information has been entered, click on **Save** or press **<ALT-S>** to save the purchase order. Click on **Cancel** or press **<ALT-C>** to quit without saving the new purchase order. You will be asked if you would like to print a copy of the purchase order after saving it.

To update a purchase order:

?? Double-click on the desired purchase then make any necessary changes.

?? Click on **Update** or press **<ALT-S>** to save your changes. Click on **Cancel** or press **<ALT-C>** to quit without making any changes.

To close a purchase order:

?? Double-click on the desired purchase order.

?? Click on **Close** or press **<ALT-L>** to close the current purchase order. Click on **Cancel** or press **<ALT-C>** to quit without closing the purchase order. **NOTE: Closed purchase cannot be reopened.**

General Information

Select Vendor: You **must** select a vendor for each purchase order. This is the vendor from whom you are purchasing the order. Use the mouse to click on the desired vendor.

Instructions: You may enter instructions for the purchase order in this field.

Ship Via: This is an optional field and is assigned by the user. It is the method by which the order is being shipped (**Example:** UPS Ground, Fed Ex Overnight, etc.).

Reference #: This is an optional field and is assigned by the user.

Terms: This is an optional field. It is automatically entered if there are terms present for the vendor. The user can override this information. (**Example:** Net 30)

Due Date: You **must** enter a due date for each purchase order. This is the date by which the order should be received.

Ship To: This is an optional field and the user may modify it. The default Ship To Address is the address located in the **Company Information** screen. You may add additional lines for Attn:, phone number, etc.

Add Items

Select Vendor: You can select a vendor by typing the entire vendor name then pressing **<ENTER>**. You can also type the first few characters of the vendor then use the mouse to click on the down arrow to display a list of vendors beginning with those characters. Use the up and down arrows, **<?>** and **<?>**, to scroll through the vendors when that field is highlighted.

At Reorder Point: To display only items that have reached their reorder points, click on this box. Leave this box empty to display all items even if they have not reached their reorder points.

With Open POs: To display only items that have open purchase orders, click on this box. Leave this box empty to display all inventory items.

Find Item: Click on this button to find an item by item number.

Inventory Selection Grid: This displays the items that can be added to a purchase order. Double-click on an item to add it to the purchase order. The grid displays the Item Number, Item Name, quantity in stock, reorder level, reorder quantity, reorder cost per item, Vendor Number, Part Number, and Department ID for each item.

Added Inventory Grid: This grid displays the items that have been added to the purchase order. The grid displays the Line Number, Item Number, Description, reorder quantity, reorder cost per item, total cost, and number received. Once an inventory item is selected and added to a purchase order, the quantity and cost may be modified. To delete an item from the purchase order, press **<CTRL–DEL>** while the cursor is positioned on the item.

To receive items on a purchase order:

?? Double-click on the desired purchase order.

?? To receive one item on the purchase order, click on **Receive Item** or press **<ALT-I>**. To receive all of the items on the purchase order, click on **Receive All** or press **<ALT-A>**.

?? If you choose to receive a single item, you will be prompted to enter the line number of the item to receive. Enter the desired line number then click on **OK** or press **<ENTER>**.
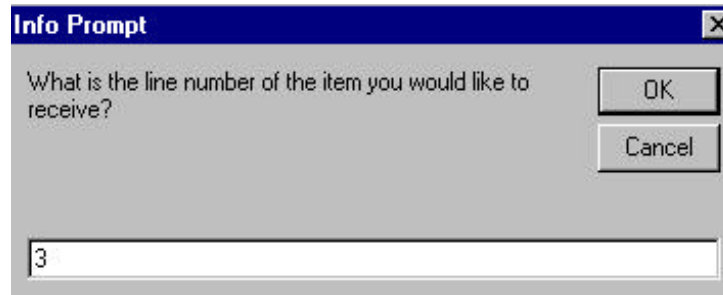
?? Next you will be prompted to enter the quantity received of that item. Enter the received amount then click on **OK** or press **<ENTER>**.
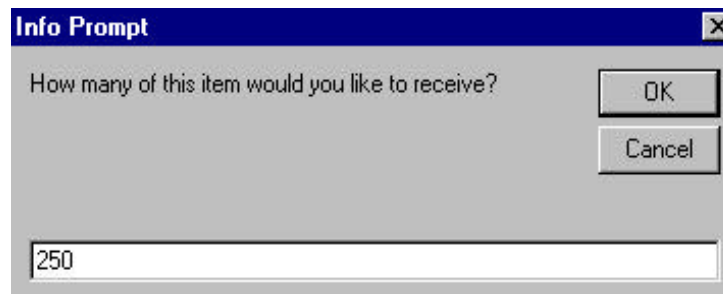
?? Click on **Update** or press **<ALT-U>** to update the purchase order and the inventory.

To print a purchase order:

?? Double-click on the desired purchase order.

?? Click on **Print** or press **<ALT-P>**.

Control Buttons

Add: This creates a new purchase order.

Update: This updates any changes made to the displayed purchase order.

Close: This closes the displayed purchase order. **NOTE: Closed purchase orders cannot be reopened.**

Cancel: This exits the edit mode without saving any changes made.

Exit: Click on this to exit the Purchase Orders screen.

Instant PO's

This feature allows you to generate an instant purchase order for an item. You can use this function to add additional stock at a new cost and CRE will automatically calculate the average cost of this item if **Average Cost Method** is enabled in the **Setup Screen**. To generate an instant purchase order, select **Instant PO's** from the **Inventory** menu (Traditional only). Enter the purchase order information then click on **Receive** or press **<ALT-R>** to receive the purchase order. Your inventory will automatically be updated. Click on **Clear** or press **<ALT-C>** to clear the entered information. To quit without receiving the purchase order, click on **Exit** or press **<ALT-X>**.

Enter Item #: Enter the item number of the item being received here.

Quantity Received: Enter the received quantity of the item here.

Cost Per: Enter the cost per item in this field.

Vendor: You may select a vendor for the purchase order here. Select **None** if there is no preferred vendor for this item.

Back Orders

This screen displays either the items that are currently on backorder for a selected customer or the customers for whom a particular item is on backorder. The grid displays the date the backorder was placed, customer number, item number, item name, the quantity placed on backorder by the customer, the current quantity in stock, amount paid, whether or not the backorder was prepaid, and the invoice number. To access this screen, select **Back Orders** from the **Administrative** menu in the **Options Menu** (Modern) or select **Display Backorders** from the **Inventory** menu (Traditional).

To view items on backorder for a customer:

?? Type the desired customer number in the **For Customer #** field.

?? Press **<TAB>** to move the cursor to a new field. Only backorders for the entered customer will be displayed.

To view which customers have placed a certain item on back order:

?? Type the desired item number in the **For Item #** field.

?? Press **<TAB>** to move the cursor to a new field. Only backorders for the entered item will be displayed.

There are three options for displaying backorders. Select **All Open Backorders** to display all backorders that have not yet been filled. Select **Backorders Covered by Stock** to only display backorders for items that are currently in stock. Select **Backorders Not Covered by Stock** to only display backorders for items that are not in stock.

To fill a backorder, either double click on the desired backorder or highlight the desired backorder then click on **Fill Backorder** or press **<ALT-F>**. The item will be added to the current invoice. Click on **Exit** or press **<ALT-X>** to exit without filling a backorder.

Inventory Sort Order

You can choose to sort your inventory items and kits by either item name or by item number. To change the way you sort your inventory in the Modern Invoice Screen, select **Toggle Item Search** from the **Tools** menu or press **<SHIFT-F2>**.

In the Traditional Invoice Screen, sort your inventory by item name by clicking on **Inventory/Kit Sort Order** in the **Inventory** menu then select **Sort by Item Name**, or press **<SHIFT–F7>** in the Invoice Screen. To sort your inventory by item number, click on **Inventory/Sort Order** in the **Inventory** menu then select **Sort by Item Number**, or press **<SHIFT–F8>** in the Invoice Screen. A check will appear next to the current manner of sorting inventory.

Chapter 3:

Customer Control

Customer Maintenance

Every transaction in Cash Register Express uses a specific customer, and each customer must have a customer number. The default customer is **Customer #101** (Cash Customer). Businesses who are running a cash business, such as a convenience store, that don't need to store customer names or addresses should use Customer #101. However, stores such as video stores or restaurants may want to keep their customers' names, addresses, and telephone numbers on file. These stores should use **Customer Maintenance** to add and edit customers.

NOTE: The Cash Customer is a necessary customer to have. Do not edit this customer. If this customer gets edited or in any way deleted, you must replace it by running the Check Database utility in the File menu of the Login Screen (See **Chapter 1: Setting Up Cash Register Express**).

Customer Maintenance allows you to create and update customer numbers for a customer. To access this screen from the Modern Invoice Screen, select **Customer Maintenance** from the **Tools** menu or from the **Administrative** menu under **Options.** To access this screen from the Traditional Invoice Screen, select **Customer Maintenance** from the **Inventory** menu. You can also press **<F4>** in either Invoice Screen.

Once you have accessed the **Customer Maintenance** screen, you can use **<TAB>** or the mouse to move from one field to another. To add a customer, click on **Add** or press **<ALT-A>**. Enter the desired information, then click on **Save** or press **<ALT-V>** to save the new customer. To update a selected customer, change the desired information then click on **Update** or press **<ALT-U>**. To exit without making any changes, click on **Exit** or press **<ALT-X>**.

General Info

The **General Info** screen is displays all the general information about a customer, such as name, address, and phone number. To access this screen, click on the **General Info** tab or press **<ALT–G>**.

Customer Number: This is the **unique** identifier for a customer. Every customer **MUST** have a customer number. Customer #101 is the default cash customer and cannot be changed. Customer numbers can be up to 10 digits long and can contain any alphanumeric characters. Some common customer numbers are phone numbers or a zip code followed by the first three letters of the customer's last name. **NOTE: Do not use any punctuation or spaces, except for the underscore (_), as part of the customer number.**

Discount Level: This is the selected discount level for the customer. Click on the arrow to drop down the box for more choices. The default discount level is "A". The discount levels correspond to the levels specified under the **Setup** menu. Each time an inventory item is selected for a customer invoice, the price will be based upon the customer's discount level. **NOTE:** You can override **Setup** discount levels for an inventory item.

Tax Exempt (Y/N): This indicates whether or not the customer is tax exempt. If a customer is tax exempt, click on the box to put a check in it. If the customer is not tax exempt, leave the box empty.

Account Info

The Account Info screen displays all the information about a customer's account. To access this screen, click on the **Account Info** tab or press **<ALT–C>**.

Open Account Date: This is the date that the customer's account opened. A customer with an open account may pay for invoices On Account. To open an account for a customer, click on the **O** to the right of the **Open Account Date** field. The current date will appear in the **Open Account Date** field. You may also manually enter an open account date if it is different than the current date.

Close Account Date: This is the date that On Invoice payment for the customer was terminated. To close a customer's account, click on the **C** to the right of the **Close Account Date** field. The current date will appear in the **Close Account Date** box. You may also manually enter a close account date if it is different than the current date.

Authorized Members: Enter all members that are authorized to charge on account under this customer.

Default Salesperson: If CRE is set to prompt for the salesperson ID, the default salesperson ID entered here will be the default for the prompt box for this customer.

Membership Expiration Date: This is the date when the customer's club membership expires. This date bears no relation to On Account info or the Bonus Points Plan.

Bonus Points Achieved: This is the current number of bonus points that the customer has accumulated for the bonus plan.

Max Balance: This is the maximum amount a customer may charge to their account. If Max Balance is enabled in the Setup Screen, customers will not be allowed to charge any amount on their account greater then their max balance.

Member Bonus Plan: If a Customer Bonus Plan is activated, this indicates whether the customer is a member. Click on the box to enroll the customer in the plan. Leave the box empty if the customer is not a bonus plan member.

Customer Balance: This is the current on account balance for the customer.

Detailed Account Info: Click on this button to display the Accounts Receivable screen. **NOTE:** You can also access the **Accounts Receivable Screen** by selection **Accounts Receivable** from the **Info** menu on the **Customer Maintenance** screen. For more information on this screen, see **Customer Maintenance – Accounts Receivable**.

Card Swipe IDs: This function can only be used with magnetic-swipe membership cards. The swipe ID serves as an alternate lookup for these customers.

Extended Info

The **Extended Info** screen displays information about the credit card most often used by the customer. CRE automatically inserts this information into the CRE Credit Card Processing screen for manual processing or processing via IC VERIFY. To access this screen, click on the **Extended Info** tab or press **<ALT–I>**.

Credit Card Type: Choose the type of credit card most often used by the customer. You can choose from MasterCard, Visa, American Express, and Discover. If the customer does not have a credit card, choose **None**.

Credit Card Number: Enter the credit card number without any spaces.

Credit Card Expiration: Enter the expiration date of the credit card in the format MMYY.

Referral Source: This field allows you to record where the customer heard about your company. To choose a referral source, click on the arrow and select the desired source. **NOTE: Referral sources must first be entered in the Account Control tab of the Setup Screen**.

Event Date: You may enter an event date for a customer, such as a birthday or anniversary, in this field. You can then print labels for a specified range of event dates. See **Print Customer Labels** for more information.

Event Description: This is the description for the event date entered in the previous field. You can then print labels for a specified event description. See **Print Customer Labels** for more information.

E-mail Address: Enter the customer's e-mail address in this field.

Mobile Phone: Enter the customer's mobile phone number in this field.

Fax: Enter the customer's fax number in this field.

Ship To Info

The **Ship To Info** screen allows you to create a Ship To address for the current customer. Customers can choose to have their items from an invoice sent to their Ship To address. To access this screen, click on the **Ship To Info** tab or press **<ALT–S>**.

NOTE: To add the Ship To address to an invoice being processed, click on **More Info** in the **Invoice Screen**, and then check the **Send To Ship To Address** box.

Notes

The **Notes** screen displays notes about the customer. To access this screen, click on the **Notes** tab or press **<ALT-O>**.

Control Buttons

Next and **Previous:** These buttons allow you to scroll through your customers. **Next** will display the next customer while **Previous** will display the preceding customer.

Add: This creates a new customer number.

Update: This updates any changes made to the customer information.

Delete: This will delete the displayed customer number from your database.

Exit: Click on this button to exit from the **Customer Maintenance** screen. All unsaved information will be lost.

Search by Customer #/Last Name: To search for a customer, type the customer number or last name in the **Search by Customer #** or **Search by Last Name** field, or click on the down arrow to display a list of all customers. You can also use the up and down arrows, **<?>** and **<?>**, to scroll through customers when that field is highlighted.

Select for Current Invoice: Click on this box to select the current customer for the current invoice.

Accounts Receivable

The **Accounts Receivable** screen allows you to update and manage a customer's account. To access this screen, select **Accounts Receivable** from the **Info** menu or press **<CTRL-A>** in the **Customer Maintenance** screen.

Invoices

The **Invoices** tab allows you to make payments on a customer's account. To access this screen, click on the **Invoices** tab.

To make a payment on an account:

- ?? Select the desired customer in the **Customer Maintenance** screen, and then select **Accounts Receivable** from the **Info** menu.

- ?? Select the transaction type (Standard Payment) by clicking on the arrow next to the **Transaction Type** field and highlighting the desired method.

- ?? Select which invoice to which you would like to apply the payment. You may choose **Oldest** to apply the payment to the oldest invoice, or you can choose a specific invoice number. Select an invoice number by clicking on the arrow next to the **Select Inv #** field and highlighting the desired invoice number.

- ?? Choose the payment method (**Cash**, **Check** or **Credit**) by clicking on the arrow next to the **Pay By** field and highlighting the desired method.

- ?? Enter the amount for the transaction in the **Amount** field.

?? If you make a mistake, you can click on **Clear** or press **<ALT–L>** to clear any information that has been entered. You can also click on **Exit** or press **<ALT–X>** to exit the **Accounts Receivable** screen.

?? Click on **Apply Payment** or press **<ALT–A>** to apply the payment. If the form of payment is by check, you will be prompted to enter the check number. If the form of payment is credit card and no credit card information is entered in the **Customer Maintenance** screen, you will be prompted to enter the credit card number and expiration date.
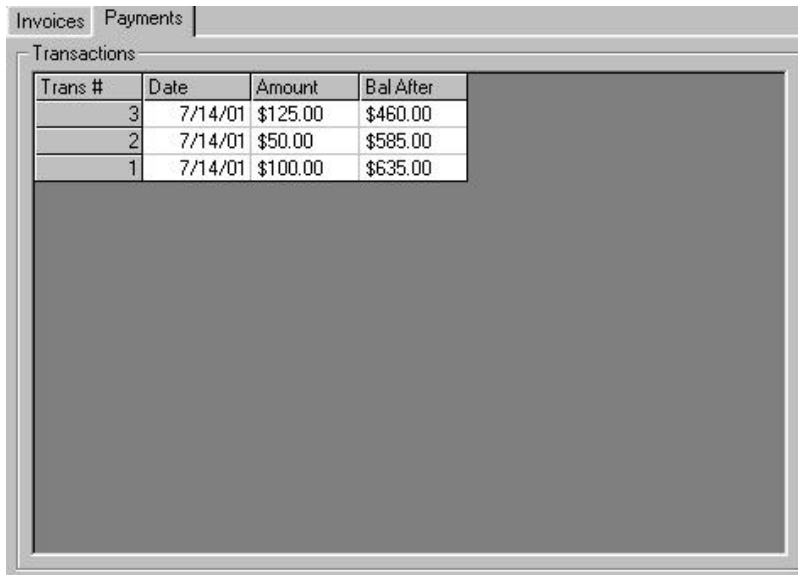
NOTE: If Prompt Cashier ID is set to Yes in the Setup Screen, you will be prompted to enter your Cashier ID when entering a payment.

To print a statement:

?? Click on **Statement** or press **<ALT-S>** from the **Invoices.**

?? Enter the starting and ending date for the transactions for which you want to print a statement.

NOTE: Statements are formatted so that the address appears in the window of standard mailing envelopes.

Payments
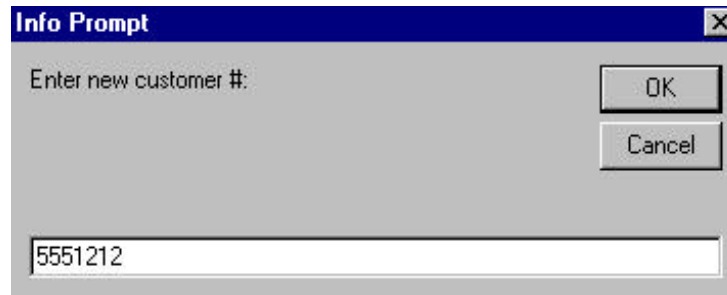
The **Payments** screen allows you to view all the transactions made on the customer's account. To access this screen, click on the **Payments** tab.

Date: This column shows the date that the transaction was completed.

Amount: This column shows the amount for the payment.

Bal After: This column shows the balance after the payment was applied.

Change Customer Number

This function allows you to change the customer number for any given customer. To use this function, select **Change Customer #** from the **Info** menu in the **Customer Maintenance** screen. Enter the new customer number, then click on **OK** or press **<ENTER>**. Click on **Cancel** to exit without changing the customer number. **NOTE: You cannot change the customer number for Cash Customer.**

Print Customer Labels

Print Customer Labels allows you to print labels for a customer on a Barcode Blaster label printer. You can choose to print a label for the current customer, all customers, customers who satisfy a specified bonus point range, or customers who satisfy a specified event description and date range. Each label has the customer number as a barcode and displays the customer name, address, city, state, and zip code. To access this menu, click on **Print Customer Labels** in the **Customer Maintenance** menu bar or press **<ALT–L>** while in the **Customer Maintenance** screen. To print a label for the current customer, select **Current Customer** or press **<CTRL–L>**. To print a label for all customers, select **All Customers** or press **<CTRL–A>**. To print a label for all customers who satisfy a specified bonus range, select **Bonus Point Range** or press **<CTRL–B>**. You will be prompted to enter the lower and upper limits for the bonus point range. To print a label for all customers who satisfy a specified event date and description, select **Event Range** or press **<CTRL-E>**. You will be prompted to enter an event description and the upper and lower limits for the event date range. To include all event descriptions in your range, enter '*' for the event description.

Chapter 4:

Creating Invoices

The Invoice Screen
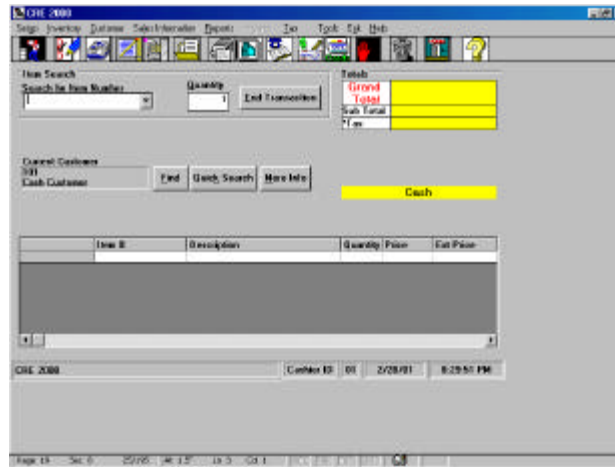
Modern

Traditional

The Invoice Screen is where all of your daily invoicing will be done. Administration tasks such as **Reports, Accounts Receivable, Purchase Orders,** and **Inventory Control** are performed in different screens in Cash Register Express and are explained in other chapters.

Before you begin processing invoices, you must manually enter your inventory items into CRE. You may want to enter just a few items at first so you can get a feel of how the program works, and then progressively add more items. Refer to **Chapter 2: Inventory Control** for more information on adding inventory items.

Cashier Functions
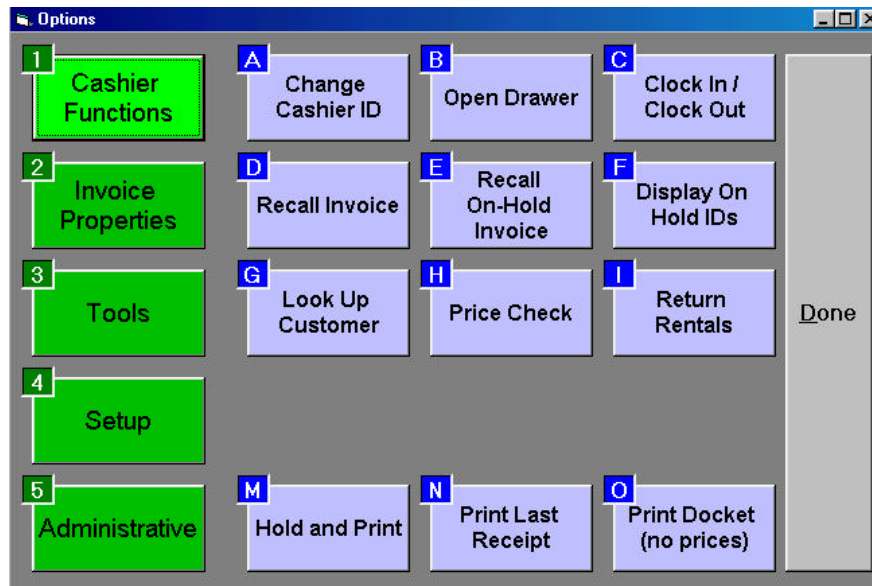
The **Cashier Functions** screen displays functions used by cashiers. To access the Cashier Functions menu in the Modern Invoice Screen, click on **Options**, and then click on **Cashier Functions**, or simply press **<F10>** in the invoice screen. You can quickly select a menu or function by pressing the shortcut key shown in its upper left-hand corner. Click on **Done** to exit the Setup menu.

Change Cashier ID
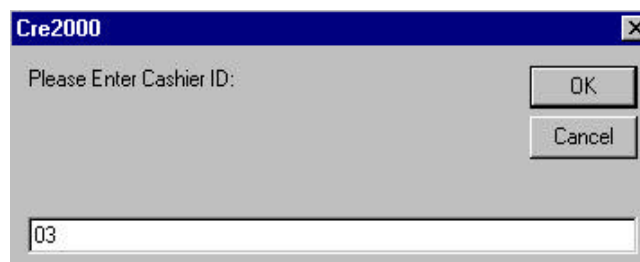
This screen allows you to change the ID of the current cashier without exiting the program and logging in again. Invoices are tracked by Cashier ID, and any settings saved for the Cashier ID will be automatically recalled. The administrator may enter the administrator password to override any functions that are locked out to the cashier.

To change the current Cashier ID:

?? Select **Change Cashier ID** from the **Cashier Functions** screen (Modern) or select **Change Cashier ID** from the **Setup** menu (Traditional).

?? Type in the new Cashier ID, then click on **OK** or press **<ENTER>**.

?? Enter the password for the specified Cashier ID.

Open Drawer

This function lets you open the cash drawer with the administrator password. You can also use this function to verify that your cash drawer is functioning properly. To open the cash drawer, select **Open Drawer** from the **Cashier Functions** screen (Modern) or select **Open Cash Drawer** from the **Setup** menu (Traditional). Type in the administrator password, then click on **OK** or press **<ENTER>**.

Clock In/Clock Out
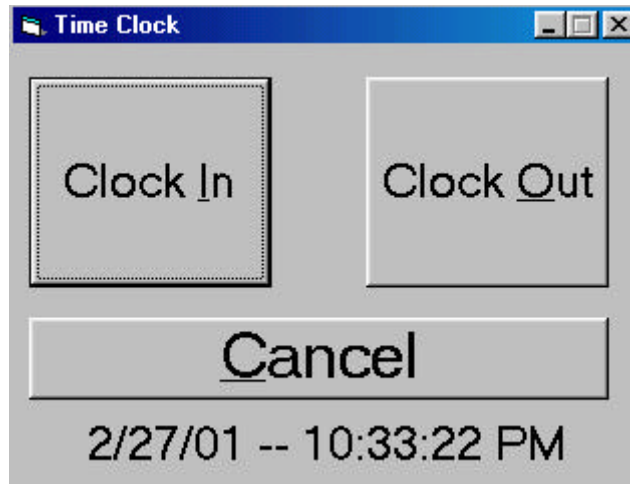
This function allows employees to clock in or clock out. Restaurant employees are prompted to enter the amount of tips they collected when they clock out. To access this screen, select **Clock In/Clock Out** from the **Cashier Functions** screen (Modern) or select **Clock In/Clock Out** from the **Tools** menu. To clock in, click on **Clock In** or press **<ALT-I>**. To clock out, click on **Clock Out** or press **<ALT-O>**. Click on **Cancel** or press **<ALT-C>** to quit without clocking in or out.

Recall Invoice

This function allows you to display a completed or voided invoice. To view an invoice, select **Recall Invoice** from the **Cashier Functions** screen (Modern) or select **Recall Invoice** from the **Sales Information** menu. To reprint the invoice from this screen, click on **Print Invoice** or press **<ALT–P>**. Once you are done viewing an invoice, click on **End Display** or press **<ALT–E>** (Modern) or **Done** or **<ALT-D>** (Traditional) to exit this screen.

NOTE: When you recall an invoice, you cannot edit it in any way, nor can you delete it.

Recall On Hold Invoice

View Previous Invoice ✕

Enter the number of the On Hold ID for the invoice you would like to view:

OK

Cancel

1234
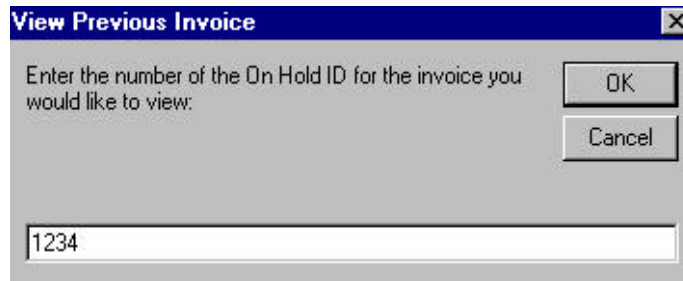
This function allows you to recall an on hold invoice by the Hold ID that you entered when you originally put it on hold. Once you recall an on hold invoice, you can process it to completion, void it, modify it, or put in on hold again. To access this screen, select **Recall On-Hold Invoice** from the **Cashier Functions** screen (Modern) or select **Recall On Hold Invoice** from the **Sales Information** menu. For more information on placing an invoice on hold, see **Chapter 4: Creating Invoices: Dissecting the Invoice Screen**.

Display On Hold ID Numbers

****

ON HOLD INVOICES

9/10/00

****

OnHold ID	Date	Time	Invoice_Number	Cashier_ID
N/A	8/22/00	11:36:41AM	1	01
321	8/31/00	6:30:03PM	58	01
654	8/31/00	6:31:31PM	59	01
1234	9/10/00	11:26:36PM	65	01

This function displays an on screen report of all the invoices currently on hold. The report also shows the corresponding On Hold ID, invoice number, as well as the date and time that the invoice was placed on hold. You can use this report if you forget the On Hold ID for an invoice. To access this screen, select **Display on Hold Ids** from the **Cashier Functions** screen (Modern) or select **Display On Hold ID Numbers** from the **Sales Information** menu (Traditional).

Look Up Customer

This function allows you to display and select from a list of all invoices processed for a particular customer. To access this screen, select **Look Up Customer** from the **Cashier Functions** screen (Modern) or select **Look Up Customer** in the **Sales Information** menu or press **<CTRL–U>** (Traditional). Once you enter the customer maintenance screen, locate the correct customer by either entering the customer number or last name or by using **Next** and **Previous**. Once the desired customer is displayed, click on **Select** or press **<ALT–L>** to view the Invoice Screen. Click on the down arrow in the **Select Invoice to View** field to view a list of invoices for the selected customer. The invoices are marked as '**O**' (on hold), '**V**' (void), or '**C**' (completed). Use the mouse to click on the invoice you wish to view or use the arrow

Price Check

This function allows you to view the description, price, tax, and total of a particular item without adding it to the invoice.

To do a price check:

- ?? Select **Price Check** from the **Cashier Functions** screen (Modern) or select **Price Check** in the **Inventory** menu (Traditional). You can also press **<F5>** in either screen.

- ?? Scan or type in the item number, then press **<ENTER>** to display the item information.

- ?? Click on **Exit** or press **<ENTER>** or **<ALT–X>** to exit.

Return Rentals

Cash Register Express allows for items to be rented if they are in a Rental Type Department. When a customer returns an item that has been rented, select **Return Rentals** from the **Cashier Functions** screen (Modern) or select **Return Rentals** from the **Inventory** menu or press **<CTRL-F1>** (Traditional) to return the item to the store.

To return a rented item:

- ?? Select **Return Rentals** from the **Cashier Functions** screen (Modern) or select **Return Rentals** from the **Inventory** menu or press **<CTRL–F1>** (Traditional).

- ?? Type in the item number of the item being returned, then press **<ENTER>**.

- ?? CRE will display the Department, Item Number, Item Name, and Status of the returned item that was just entered.

- ?? Click on **Exit** or press **<ALT–X>** to exit.

Hold and Print

This function prints the invoice and puts it on hold. You will be prompted to enter an On Hold ID of up to 4 characters. To use this function, select **Hold and Print** from the **Cashier Functions** screen (Modern) or select **Print On Hold Invoice** from the **Invoice** menu (Traditional).

Print Last Receipt

This function allows you to print a receipt for the last invoice that was processed. If an item is added to the current invoice, the function changes to **Print Receipt** and you can print a receipt for the current invoice. To access this function, select **Print Receipt** from the **Cashier Functions** screen.

Print Docket

This function allows you to print a receipt without prices. To access this function, select **Print Docket** from the **Cashier Functions** screen.

Dissecting the Invoice Screen

Modern Invoice Screen

Item Search

Item Search is the section of the Invoice Screen where you ring up the items that the customer wants to purchase. You can search for inventory items by item number or by item name. You can set this parameter by selecting **Toggle Item Search** from the **Tools** menu.

To add an item to the current invoice using the bar code scanner, scan the bar code of an inventory item when the cursor is blinking in the **Search by Item Number** box. The number will appear on the grid. If you are entering the number by hand, you must press **<ENTER>** after typing the number. You can also partially enter an item number and then press the down arrow key **<?>** to get a listing of all items beginning with those numbers. For example, if you know that the item number of a can of Coke begins with 0112 but don't know the rest, you can type 0112 then press **<?>** and all the items whose numbers begin with 0112 will be displayed.

If the quantity for an item you are adding to the invoice is different than one, you may change it prior to scanning or entering the item by pressing <**ALT-Q**> or clicking on the **Quantity** box. Note that the quantity can be negative and it does not need to be a whole number. **If the customer is returning an item, use a negative quantity. This will add a negative amount to the current total as well as properly update the in-stock amount of the inventory item once the transaction is completed.**

Once all of the items have been added and you have selected the payment method (cash is the default), press <**ALT-E**> or click on **End Transaction** to complete the invoice.

Totals

Running totals are kept for the current invoice. Each time you add a new inventory item to the invoice, the totals portion is updated. If you are using a pole display, it will be updated as well.

Sub Total: This line displays the total amount of all the items in the invoice added together before taxes or discounts.

Tax: This line displays the total amount of tax for the invoice before any invoice discounts.

Grand Total: This line displays the invoice total after taxes but before any invoice discounts.

Invoice Grid

The Invoice Grid shows all of the items that are in the current invoice. Four columns are always in view: **Line #, Item #** and **Description**, **Quantity**, and **Price**. Scrolling to the right by clicking on the right arrow in the bottom right-hand corner of the grid reveals additional information about the item. **NOTE:** A cashier can only scroll to reveal additional information about an item if both **Add Inventory/Kits** and **Update Inventory/Kits** are set to **"Yes"** in the **Permissions** tab of the **Employee Maintenance** screen.

Item Options

Use the Item Options to change information on an invoice. Select **Item Options** from the **Invoice** menu or press **<F12>** to display these buttons

Delete: Click on a line on the Invoice Grid then click on **Delete** or press **<CTRL-DEL>** to delete an item from the invoice.

Discount: This function allows you to apply a discount to a specific line of the current invoice. Click on a line on the Invoice Grid then click on **Discount** or press **<CTRL-L>** to apply the discount. You will be prompted to enter the percentage off.

Up/Down: Use these buttons to move the highlighted cursor in the Invoice Grid. Click on **Up** or press **<ALT-U>** to move the cursor up to the previous item. Click on **Down** or press **<ALT-D>** to move the cursor down to the next item.

Quantity Change: To change the quantity of an item once it has been added to the invoice grid, click on the desired item, then click on **Quan Change** or press **<ALT-U>**. You will be prompted to enter the new quantity.

Price Change: To change the price of an item once it has been added to the invoice grid, click on the desired item, then click on **Price Change** or press **<ALT-P>**. You will be prompted to enter the new price.

Invoice Options
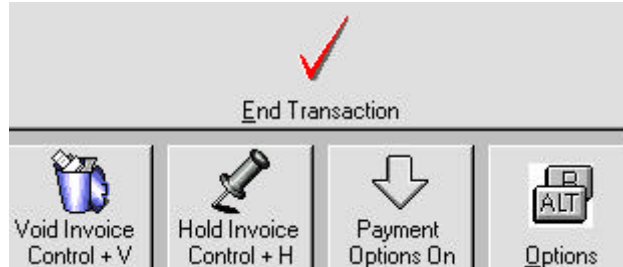
Use Invoice Options to end, void, or hold an invoice, modify the payment options display, or change the properties of the entire invoice.

End Transaction: Once all of the items have been added to the invoice, click on **End Transaction** or press **<ALT-E>** to complete the invoice.

Void Invoice: To void the current invoice, click on **Void Invoice** or press **<CTRL-V>**.

Hold Invoice: This function allows you to place the current invoice on hold. **Hold Invoice** could be used if the cashier began ringing up an order but then the customer realized that he forgot to pick up something on his list. The cashier could place the invoice on hold and ring up other customers in line while the original customer gets the forgotten item. To place an invoice on hold, click on **Hold Invoice** or press **<CTRL-H>**. You will be prompted to enter an On Hold ID of up to 4 characters to use later to recall the invoice.
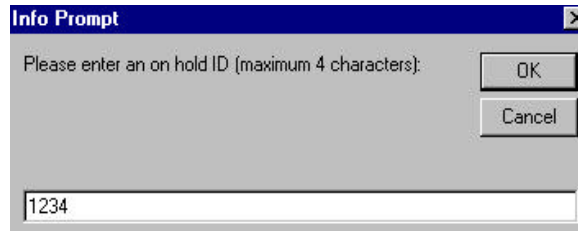
NOTE: To recall an on hold invoice, select **Recall Invoice** from the **Cashier Functions** menu in the **Options** menu. You will be prompted to enter the Hold ID that you originally entered when you placed the invoice on hold.

Payment Options: Click on this button to display payment options buttons on the Invoice Screen. Click on the button again to remove the buttons.

Options: Click on this button to display the **Options** menu. See **Chapter 1: Setting Up Cash Register Express: Options Menu** for more information on this screen.

Current Customer

The default customer for each invoice is **101 Cash Customer**. You can also keep track of your customers by creating a customer number for each customer and then selecting it for the current invoice (creating a customer is explained in detail in **Chapter 3: Customer Control**). There are two ways to select a customer for an invoice, **Quick Search** and **Find**. **Quick Search** allows you to select a customer by entering his number while **Find** allows you scroll through your customer records.

To select a customer for the current invoice when you know the customer number:

- ?? Click on **Quick Search** or press **<ALT–K>**.

- ?? Type in the customer number, then press **<ENTER>** or click on **OK**.

- ?? If the customer number is valid, that customer will appear in the current customer box.

To select a customer for the current invoice when you don't know the customer number:

- ?? Click on **Find** or press **<ALT–I>**.

- ?? Click on **Next** or **Previous** (or use **<ALT–N>** and **<ALT–P>**) to scroll through the customer records.

- ?? Once the desired customer's record is displayed, click on **Select** or press **<ALT–L>** to select the customer.

- ?? Click on **Exit** or press **<ALT–X>** to exit without selecting a customer.

Traditional Invoice Screen

Item Search

Item Search is the section of the Invoice Screen where you ring up the items that the customer wants to purchase. You can search for inventory items by item number or by item name. You can set this parameter by selecting **Inventory/Kit Sorting Order** from the **Inventory** menu.

To add an item to the current invoice using the bar code scanner, scan the bar code of an inventory item when the cursor is blinking in the **Search by Item Number** box. The number will appear on the grid. If you are entering the number by hand, you must press **<ENTER>** after typing the number. You can also partially enter an item number and then press the down arrow key **<?>** to get a listing of all items beginning with those numbers. For example, if you know that the item number of a can of Coke begins with 0112 but don't know the rest, you can type 0112 then press **<?>** and all the items whose numbers begin with 0112 will be displayed.

If the quantity for an item you are adding to the invoice is different than one, you may change it prior to scanning or entering the item by pressing <**ALT-Q**> or clicking on the **Quantity** box. Note that the quantity can be negative and it does not need to be a whole number. **If the customer is returning an item, use a negative quantity. This will add a negative amount to the current total as well as properly update the in-stock amount of the inventory item once the transaction is completed.**

Totals

Running totals are kept for the current invoice. Each time you add a new inventory item to the invoice, the totals portion is updated. If you are using a pole display, it will be updated as well.

Grand Total: This line displays the invoice total after taxes but before any invoice discounts.

Sub Total: This line displays the total amount of all the items in the invoice added together before taxes or discounts.

Tax (1st): This line displays the total amount of tax for the invoice before any invoice discounts.

Disc %: This line displays the discount percentage applied to an entire invoice. This line only appears when the discount is applied to the entire invoice by selecting **Invoice Discount** from the **Invoice** menu or pressing <**CTRL-D**>.
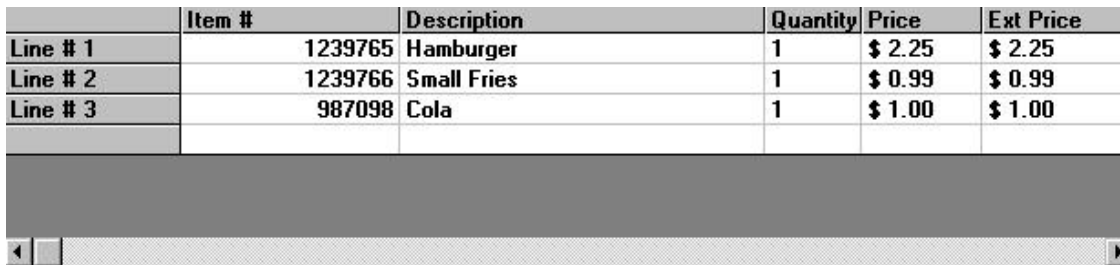
Disc Total: This line displays the new Grand Total due to the invoice discount percentage.

Tax (2ⁿᵈ): This line displays the total amount of tax for the invoice after any invoice discounts.

D Total: This line displays the invoice total after taxes and invoice discounts.

Invoice Grid

	Item #	Description	Quantity	Price	Ext Price
Line # 1	1239765	Hamburger	1	$ 2.25	$ 2.25
Line # 2	1239766	Small Fries	1	$ 0.99	$ 0.99
Line # 3	987098	Cola	1	$ 1.00	$ 1.00

The Invoice Grid shows all of the items that are in the current invoice. It is located in the bottom half of the Invoice Screen. Five columns are always in view: **Item #**, **Description**, **Quantity**, **Price**, and **Extended**. Scrolling to the right by clicking on the right arrow in the bottom right-hand corner of the grid reveals additional information about the item, such as the tax, discount levels, serial number, and bonus points. **NOTE:** A cashier can only scroll to reveal additional information about an item if both **Add Inventory/Kits** and **Update Inventory/Kits** are set to **"Yes"** in the **Permissions** tab of the **Employee Maintenance** screen.

If you need to change information on an invoice, press <**CTRL–G**> to move the cursor to the invoice grid, then use the arrow keys to move to the invoice you wish to change. You may change the quantity or price of an item, or you can delete the item by pressing <**CTRL–DEL**>.

Invoice Options

End Transaction:

End Transaction

Once all of the items have been added and you have selected the payment method (cash is the default), press <**ALT-E**> or click on **End Transaction** to complete the invoice.

Void Invoice: To void the current invoice, select **Void This Invoice** from the **Invoice** menu or press <**CTRL-V**>.

Hold Invoice: This function allows you to place the current invoice on hold. To place an invoice on hold, select **Put Invoice On Hold** from the **Invoice** menu or press <**CTRL-H**>. You will be prompted to enter an On Hold ID of up to 4 characters to use later to recall the invoice. **NOTE:** To recall an on hold invoice, select **Recall Invoice** from the **Sales Information** menu. You will be prompted to enter the Hold ID that you originally entered when you placed the invoice on hold.

Current Customer

The default customer for each invoice is **101 Cash Customer**. You can also keep track of your customers by creating a customer number for each customer and then selecting it for the current invoice (Creating a customer is explained in detail in **Chapter 3: Customer Control**). There are two ways to select a customer for an invoice, **Quick Search** and **Find**. **Quick Search** allows you to select a customer by entering his number while **Find** allows you scroll through your customer records. **More Info** displays the customer number, discount level, and address of the current customer. It also gives you the option of having the current invoice sent to the customer's **Ship To Address**. **NOTE: Cash customer cannot have a ship to address.**

To select a customer for the current invoice when you know the customer number:

- ?? Click on **Quick Search** or press **<ALT–K>**.

- ?? Type in the customer number, then press **<ENTER>** or click on **OK**.

- ?? If the customer number is valid, that customer will appear in the current customer box.

To select a customer for the current invoice when you don't know the customer number:

- ?? Click on **Find** or press **<ALT–F>**.

- ?? Click on **Next** or **Previous** (or use **<ALT–N>** and **<ALT–P>**) to scroll through the customer records.

- ?? Once the desired customer's record is displayed, click on **Select** or press **<ALT–L>** to select the customer.

- ?? Click on **Exit** or press **<ALT–X>** to exit without selecting a customer.

To use the **Ship to Address** for a customer:

- ?? Click on **More Info** or press **<ALT–M>**.

- ?? Click on the **Send to Ship to Address** box.

- ?? Click on **OK**, and then continue with the invoice.

NOTE: In order to use the **Send to Address**, you must first enter one in the **Customer Maintenance** screen.

Payment Options

Cash

To choose cash as the form of payment for an invoice, click on the **Cash** button (Modern) or select **Cash Payment** from the **Invoice** menu (Traditional). You can also press **<F6>** in either screen.

Check

To choose check as the form of payment for an invoice, click on the **Check** button (Modern) or select **Check** from the **Invoice** menu (Traditional). You can also press **<F7>** in either screen.

Credit Card

To choose credit card as the form of payment for an invoice, click on the **Credit** button (Modern) or select **Credit Card** from the **Invoice** menu. You can also press **<F8>** in either screen.

Credit Card Type: Enter the information about the card being used for this invoice. Choose the type of credit card (**Master Card, Visa, American Express, Discover, Other,** or **None**). To enter the credit card number and expiration date, click on the field and type. If you are using a touch screen, you may also press the number sign to use an on-screen number pad. Enter the credit card number with no spaces and the expiration month and year as two digits.

Credit Card Transaction Type: Choose **Force** if the card information is processed through an outside terminal. You will be required to enter an approval code. Choose **Sale** to process this transaction as a sale automatically through IC VERIFY. Choose **Credit** to process this transaction as a credit through IC VERIFY.

Once all the information has been entered, click on **OK** or press **<ALT–O>** to process the invoice as a credit card sale. Click on **Cancel** or press **<ALT–C>** to exit without saving information.

On Account

On Account allows a customer to put the invoice on his account. Only customers who have an open account can choose this form of payment. To choose On Account as the form of payment for an invoice, click on the **Account** button (Modern) or select **On Account** from the **Invoice** menu. You can also press **<F9>** in either screen. **NOTE: You cannot choose On Account as a form of payment for Cash Customer #101.**

Split Tender

Split Tender allows a customer to pay for an invoice using two or more forms of payment. To use split tender on an invoice, enter the amounts in the corresponding fields (Modern) or select **Split Tender** from the **Invoice** menu (Traditional). Select the forms of payment by clicking on the corresponding field or using the shortcut keys. Press **<ALT-C>** for cash, **<ALT-H>** for check, **<ALT-R>** for credit card, **<ALT-A>** for on account, or **<ALT-G>** for gift certificate. Enter the amount using either the keyboard or the on-screen number pad. Once you have made your selection, click on **OK** or press **<ALT–O>**. You can click on **Cancel** or press **<ALT–E>** to exit without choosing a form of split tender.

Invoice Properties
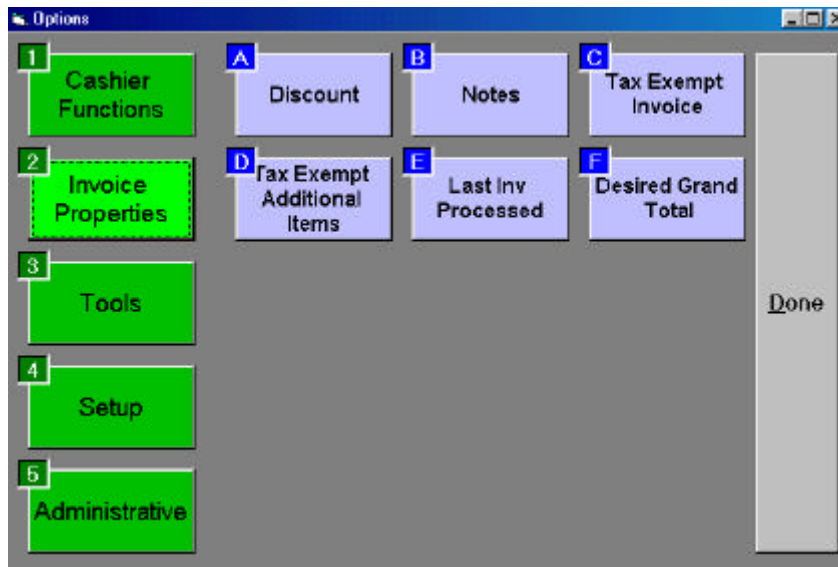
The Invoice Properties menu allows you to access different functions that are applicable to an entire invoice. To access this menu, select **Invoice Properties** from the **Options** menu or press **<F11>**.

Discount

This function allows you to apply a specific discount amount to the current invoice. To apply a discount percentage to an invoice, click on **Discount**. Enter the discount amount as a percentage (ex: 15 for 15%), then click on **OK** or press **<ENTER>.** Click on **Cancel** to quit without applying a discount. To access this function from the Traditional Invoice Screen, select **Invoice Discount** from the **Invoice** menu or press **<CTRL-D>**.

Notes
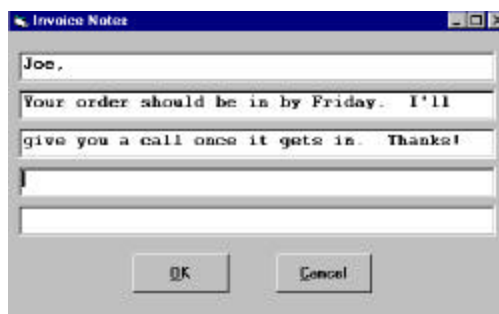
Invoice Notes allow you to establish a personal relationship with each customer. Additionally, such notes can be used to track specific information associated with an invoice. These notes can be viewed whenever the invoice is recalled or reprinted. To add a note to an invoice from the Modern Invoice Screen, click on **Notes**. To access Invoice Notes from the Traditional Invoice Screen, select **Invoice** Notes from the **Invoice** menu or press **<CTRL-T>**. You can type up to five lines with 42 characters each per note. **NOTE: Notes can be changed for On Hold Invoices, but once an invoice is processed to completion, the notes cannot be changed.**

Tax Exempt Invoice/Tax Invoice

By default, Cash Register Express applies tax to each invoice. To bypass taxing taxable items on an invoice from the Modern Invoice Screen, click on **Tax Exempt Invoice**. To re-apply tax to an invoice, click on **Tax Invoice**. To choose no tax for an invoice from the Traditional Invoice Screen, select **No Tax This Order** from the **Tax** menu or press **<CTRL-X>**. To tax an invoice, select **Tax This Order** from the **Tax** menu or press **<CTRL-O>**.

Tax Exempt Additional Items

When this option is selected, additional items added to the invoice will be tax-exempt. To access this option from the Traditional Invoice Screen, select **Exempt Additional Items** from the **Tax** menu.

Last Invoice Processed
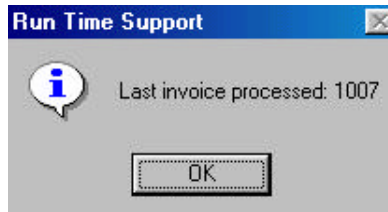
This function displays the invoice number of the last invoice processed on that computer. To access this screen from the Modern Invoice Screen, click on **Last Inv Processed** in the **Invoice Properties** menu. To access this screen from the Traditional Invoice Screen, select **Last Invoice Processed** from the **Sales Information** menu or press **<CTRL-F8>**.

Desired Grand Total

This function allows you to manually change the grand total for an invoice. For example, let's say that a customer purchases an item and the total comes to $10.23. The customer pays $10.00 but can't find any change so you decide to just charge him the $10.00. You can click on **Desired Grand Total** to change the grand total of the invoice to $10.00 and CRE will automatically calculate and apply the proper discount. To use this function, click on **Desired Grand Total** in the **Invoice Properties** menu.

Non-Inventory Item

This feature allows you to add an item to an invoice that is not part of your inventory. To access this screen, select **Non-Inventory Item** from the **Invoice** menu (Modern) or the **Inventory** menu (Traditional). You can also press **<CTRL–N>** in either Invoice Screen.

To add a non-inventory item to an invoice:

?? Enter the description, cost, quantity, and price of the non-inventory item. Click on the box next to the desired tax level(s) to choose the type of tax to be applied to this item. If **Auto Cost %** is set to **Yes** in the **Setup Screen**, CRE will automatically calculate the cost once the price of the non-inventory item is entered.

?? Click on **Add To Invoice** or press **<ALT–A>** to add the item to the invoice. Click on **Cancel** or press **<ALT–C>** to quit without adding the item to the invoice.

Void Invoice

To void the current invoice, select **Void Invoice** (Modern) or **Void This Invoice** (Traditional) from the **Invoice** menu or press **<CTRL–V>** .

Generate Pull Order

This feature allows you to put an invoice on hold and print an order sheet. This feature is useful for stores that stock many items and only retrieve them upon purchase. For example, if a customer places an order over the phone, the cashier can click on **Generate Pull Order** and print an order in the warehouse so that the items can be pulled out of stock. The cashier can then recall the pull order when he is ready to end the transaction. To use this function, select **Generate Pull Order** from the **Invoice** menu (Modern Invoice Screen only).

Print Ticket/Voucher

This feature allows you to print additional tickets or vouchers for an item (Traditional Invoice Screen only). **You must enter the administrator password before printing additional tickets or vouchers.**

Steps for Invoicing an Order

1. **Select Customer** (Chapter 4: Creating Invoices)**:**

    ?? Use the default **Cash Customer (#101)**

    Or

    ?? Use **Find** or **Quick Search** to select a customer

2. **Tax** (Chapter 4: Creating Invoices)**:**

    ?? Use the default **Tax Invoice**

    Or

    ?? Select **Tax Exempt Invoice**

    NOTE: In the Traditional Invoice Screen, you must select **No Tax This Order BEFORE** you add any items to the invoice or else taxable items will be taxed.

3. **Select Inventory Items** to be placed on the Invoice Grid (Chapter 4: Creating Invoices)**:**

    You can either scan in the item number with a bar code scanner or manually enter the item number or item name. If you don't know the entire number for an item, you can type the first few characters then click on the down arrow to display all the items beginning with those characters.

    A. **Select Modifiers** for an item (Chapter 2: Inventory Control)**:**
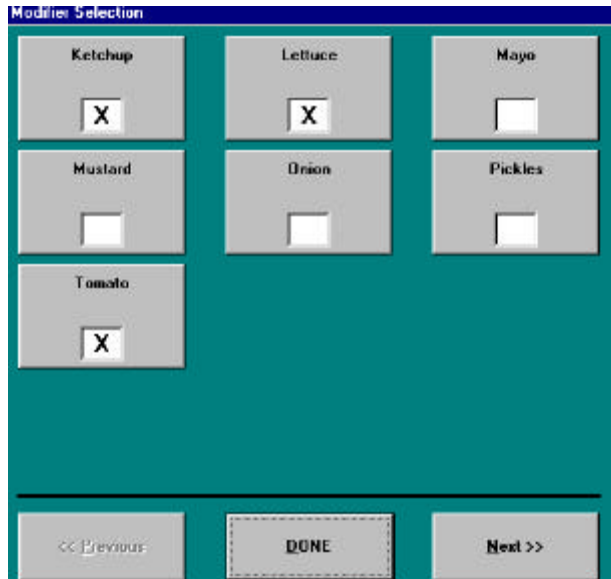
    If you selected modifiers for an item in the **Inventory Maintenance** screen, a screen like this will appear when the item is selected for an invoice. Select modifiers by clicking on the corresponding boxes with the mouse or use **<TAB>** to move to the desired box then type '**X**'. Selected modifiers are indented below the item in the inventory grid.

B. **Non-Inventory** Items (Chapter 2: Inventory Control)**:**

If you wish to add a non-inventory item to the invoice grid, select **Non-Inventory Item** from the **Invoice** menu (Modern) or the **Inventory** menu (Traditional). The Non-Inventory Item screen will appear. Enter the required information, then click on **Add to Invoice** or press **<ALT–A>** to add the item to the current invoice. To quit without adding an item, click on **Cancel**.

NOTE: All items entered using the Non-Inventory Item screen will be tracked under the item **Non-Inventory Item**.

4. **Deleting an Item from the Invoice Grid** (Chapter 4: Creating Invoices)**:**

To delete an item from the invoice, highlight the item to be deleted, and then click on **Delete** (Modern) or press **<CTRL–DEL>** (Modern and Traditional). The item will be deleted from the invoice grid.

5. **Changing the Item Quantity on the Invoice Grid** (Chapter 4: Creating Invoices)**:**

You may change the quantity for an item once it has been added to the invoice grid. In the Modern Invoice Screen, position the cursor on the desired item then click on **Quan Change.** In the Traditional Invoice Screen, position the cursor on the desired quantity then press **<BACKSPACE>**. Enter the correct quantity once the prompt appears, then press **<ENTER>** or click on **OK**, or click on **Cancel** to exit without changing the quantity.

6. **Changing the Item Price on the Invoice Grid** (Chapter 4: Creating Invoices)**:**

You may change the price for an item once it has been added to the invoice grid. In the Modern Invoice Screen, position the cursor on the desired item then click on **Price Change.** In the Traditional Invoice Screen, position the cursor on the desired price then press **<BACKSPACE>**. Enter the correct price once the prompt appear, then press **<ENTER>** or click on **OK**, or click on **Cancel** to exit without changing the price.

7. **Repeat steps 3-6 for all items purchased.**

8. **Invoice Notes** (Chapter 4: Creating Invoices)**:**

Add notes to an invoice by selecting **Notes** from the **Invoice Properties** screen (Modern) or **Invoice Notes** from the **Invoice** menu (Traditional).

9. **Invoice Discount** (Chapter 4: Creating Invoices)**:**

Apply a specific discount amount to the entire invoice by selecting **Discount** from the **Invoice Properties** screen (Modern) or **Invoice Discount** from the **Invoice** menu (Traditional).

10. **Line Discount** (Chapter 4: Creating Invoices)**:**

Apply a discount to a specific line number of the invoice by clicking on **Discount** (Modern) or selecting **Line Discount** from the **Invoice** menu (Traditional) or by pressing **<CTRL–L>** (Both).

11. **Put Invoice On Hold** (Chapter 4: Creating Invoices)**:**

Place an invoice on hold by clicking on **Hold Invoice** (Modern) or by selecting **Put Invoice On Hold** from the **Invoice** menu (Traditional). You will be prompted to enter a Hold ID of up to 4 digits.

12. **Recall On Hold Invoice** (Chapter 4: Creating Invoices)**:**

   To recall an On Hold Invoice, select **Recall On Hold Invoice** from the **Cashier Functions** screen (Modern) or the **Sales Information** menu (Traditional). You will be prompted to enter the Hold ID that you originally entered when you placed the invoice on hold.

13. **Select Payment Method** (Chapter 4: Creating Invoices)**:**

   There are five payment methods:
   - ?? **Credit Card:**   You will be prompted to enter credit card information for the sale
   - ?? **Cash:**   This is the default payment method.
   - ?? **Check:**   You will be prompted to enter the check number.
   - ?? **Split Tender:**   This uses a combination of two or more payment methods.
   - ?? **On Account:**   This form of payment can only be selected if the customer has an open account.

14. **End Transaction** (Chapter 4: Creating Invoices)**:**

   Once all of the items have been added and you have selected the payment method, click on **End Transaction** or press **<ALT–E>** to complete the invoice.

15. **Amount Tendered:**

   This is the amount of money that the customer gave to the cashier. Enter the correct amount tendered, then click on **OK** or press **<ENTER>** to complete the transaction. Click on **Cancel** or press **<ALT-E>** to exit without completing the transaction.

16. **Receipt Prompt:**
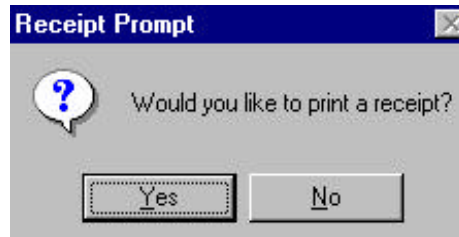
   If **Print Invoices** is set to **Prompt** in the **Setup Screen**, this screen will appear. Click on **Yes** or press '**Y**' to print a receipt, or click on **No** or press '**N**' if you do not want to print a receipt.

   Change:
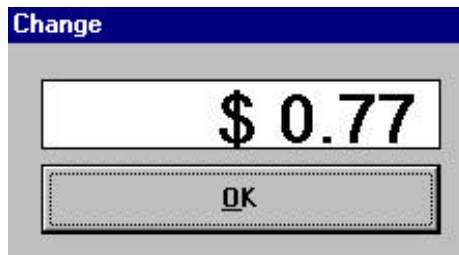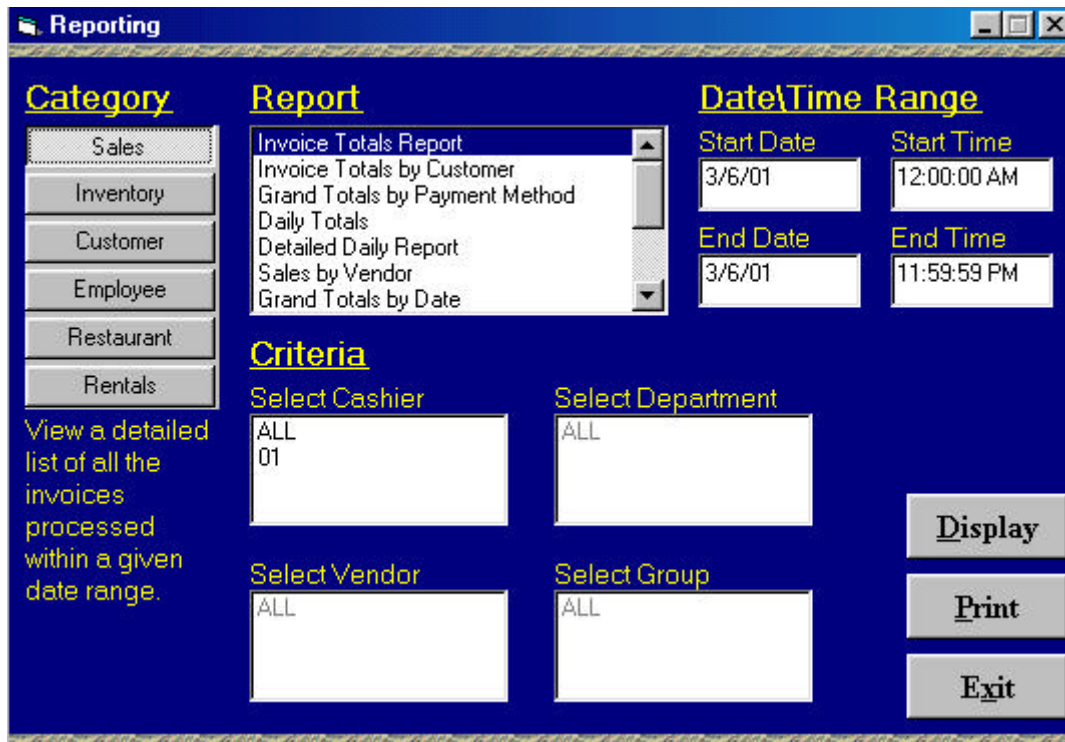
   This is the amount that the customer should receive back based on the amount tendered and the grand total of the invoice. Click on **OK**, press **<ENTER>**, or press **<ALT–O>** to clear the screen for a new invoice.

Chapter 5:

Reports

Reporting Screen

Cash Register Express offers you the ability to generate a wide variety of reports. The following are brief descriptions of all the reports. Many of the reports require parameters in order to run them, such as a date range, and most of the reports can be displayed on the screen and then printed from there. Some reports can only be printed to receipt printers. To access this screen, select **Reporting Screen** from the **Tools** menu (Modern) or **Reports** menu (Traditional) in the Invoice Screen menu bar or press **<ALT–R>** in the Invoice Screen. Once a report is selected and the parameters are entered, click on **Display** or press **<ALT-D>** to view the report. Click on **Print** or press **<ALT-P>** to print the report. To exit without generating a report, click on **Exit** or press **<ALT-X>**.

Sales Reports

Invoice Totals Report

This report prints detailed information from invoice processing. You can view an **Invoice Totals Report** for all cashiers or for a specific cashier. You can also choose to view either complete, on hold, or voided invoices. You can select any date range you wish. To view a single day, use the same start and end date. The report displays the following information about an invoice: Date/Time, Invoice Number, Customer Number, Cashier ID, Payment Method, Total Cost, Total Price, Tax, Grand Total, and Gross Profit. It also displays the total number of invoices processed and the grand totals. To view this report, select **Invoice Totals Report** from the **Reporting Screen**.

Invoice Totals by Customer

This report displays all invoices in a given date range. It is sorted by customer last name. To view a single day, use the same start and end date. The report displays the following information about an invoice: Customer Last Name, Customer First Name, Invoice Number, Date/Time, Customer Number, Total Price, and Grand Total. It also displays the total of all invoices in the specified date range for each customer and a grand total of all invoices. To view this report, select **Invoice Totals by Customer** from the **Reporting Screen**.

Grand Totals by Payment Method

This report breaks down the invoices by their payment methods. To view this report, select **Grand Totals by Payment Method** from the **Reporting Screen**.

Daily Totals

This report is a summary of all the invoices for all cashiers for the specified date. This report will print on a standard receipt printer. To print this report, select **Daily Totals** from the **Reporting Screen**.

Detailed Daily Report
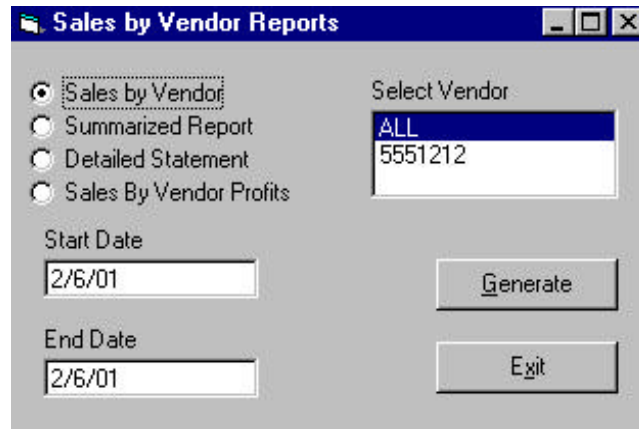
The Detailed Daily Report (DDR) lists the sales totals for the day on a receipt printer. You can also get a breakdown by payment type, accounts receivable payment type, department, or item. You can choose to print for all cashiers or for a particular cashier, as well as for all stations or for a particular station. You can also choose **Include Costs** if you have an 80 column printer. This will print the cost, extended cost, gross margin, and gross margin %. If the **Line Discount Totals** feature is selected, the DDR will list the total dollar amount of line discounts given for each department and overall. You may also choose to **List Vendor Payouts** on the DDR (see **Chapter 6: CRE Tools: Tools Menu: Vendor Payouts** for more information on this feature).

The **Z-Out feature** can only be used when the DDR is printed for an individual cashier. When this option is selected, CRE will record the time and date of when you printed the report for that particular cashier. When you next print that cashier's DDR, CRE will default the start date and time to whenever you last printed the report. The end date and time will default to the current date and time. This ensures that you will always print the Z-Out for the last shift of information, with no overlap.
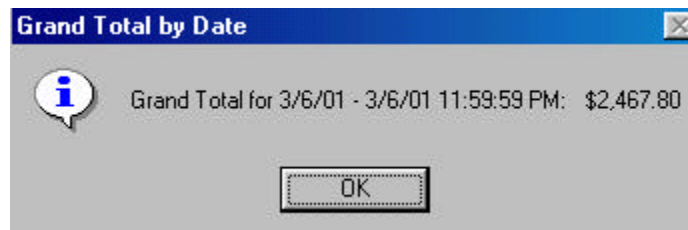
To print this report, select **Detailed Daily Report** from the **Reporting Screen**, select the desired cashiers, date, and breakdown, and then click on **Print** or press **<ALT–P>**. Click on **Exit** or press **<ALT-X>** to exit without printing the report.

Sales by Vendor

This report displays a breakdown of sales during a specified date range for each item by vendor. You can choose to generate this report for either a specific vendor or for all vendors. The report displays the following information: Vendor Number, Date, Item Number, Item Name, Quantity, and Extended Price. To display this report, select **Sales by Vendor** from the **Reporting Screen**, enter the desired information, then click on **Generate** or press **<ALT-G>**. Click on **Exit** or press **<ALT-X>** to exit without generating this report.

Grand Totals by Date

This function displays a message box with the selected day's grand total. To access this screen, select **Grand Totals by Date** from the **Reporting Screen** and enter the desired date.

Grand Totals by Salesperson

This report prints the grand total for each salesperson for a specified date range. You can choose to generate this report for either a specific salesperson or for all salespeople. To print this report, select **Grand Totals by Salesperson** from the **Reporting Screen**, enter the desired information, then click on **Generate** or press **<ALT-G>**. Click on **Exit** or press **<ALT-X>** to exit without printing this report.

Grand Totals by Department

This function displays a message box with the grand total for the specified department as well as the amount of items from that department that were sold. To access this screen, select **Grand Totals by Dept** from the **Reporting Screen**, then enter the desired department, starting date, and ending date.

Grand Totals by Item

This function displays a message box with the grand total for the specified item as well as how much of that item were sold. To access this screen, select **Grand Totals by Item** from the **Reporting Screen**, and then enter the item number, starting date, and ending date.

Grand Total of Tax Exempt Sales
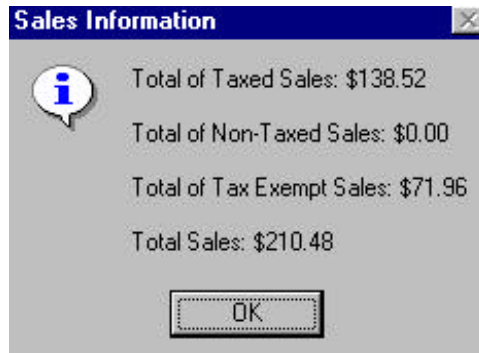
This function displays a message box with the total of taxed sales, the total of non-taxed sales, the total of tax exempt sales, and the total sales all before taxes were applied. To access this screen, select **Grand Total of Tax Exempt Sales** from the **Reporting Screen** then enter the starting and ending dates.

Daily Gross Profits
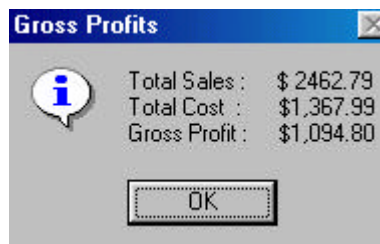
This function allows you to quickly see the gross profit for the specified date. To access this screen, select **Daily Gross Profits** from the **Reporting Screen** and enter the desired date.

Check Sales

This report lists the check numbers and amounts for each check sale. This report contains the following information: Date, Cashier ID, Customer #, Check #, Invoice #, and Amount. To view this report, select **Check Sales** from the **Reporting Screen**.

Sales by Zip Code

This report lists the number of customers in each zip code. This report allows you to see how many sales were processed for each zip code, therefore generating regional sales figures. This information can assist in advertising budgeting. To view this report, select **Sales by Zip Code** from the **Reporting Screen.**

NOTE: To set up CRE to prompt you to enter a zip code at the end of each invoice, check the box next to Prompt Zip Code on the Invoice Settings tab of the Setup Screen.

Inventory Reports

List Alphabetical

This report displays a list of all the items in the inventory in alphabetical order by item name. The report contains the following information about each item: Item Name, Item Number, Department, Cost, In Stock, Value, and Price. The items on the report are divided by Department. To view this report, select **List Alphabetical** from the **Reporting Screen**.

List Numerically

This report displays a list of all the items in the inventory in numerical order by item number. The report contains the following information about each item: Item Number, Item Name, Department, Cost, In Stock, Value, and Price. The items on the report are divided by Department. To view this report, select **List Numerically** from the **Reporting Screen**.

Reorder Report

This report displays a list of inventory items that have fallen below their respective reorder levels. The report contains the following information about each item: Item Number, Item Name, Item Name, Department, Cost, In Stock, Value, Price, Reorder Level, Reorder Quantity, Vendor Number, Company, and Part Number. To view this report, select **Reorder Report** from the **Reporting Screen.**

Matrix Quantity

This report displays how many items of a particular group are in stock. You can see how many of a certain color or size are in stock from this report. To view this report, select **Matrix Quantity** from the **Reporting Screen**.

Daily Itemized Sales
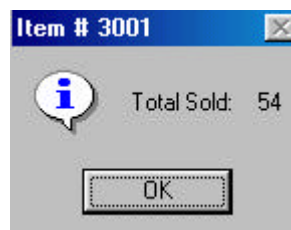
This function displays a message box with the total number sold of a particular item on a particular date. To access this screen, select **Daily Itemized Sales** from the **Reporting Screen**, and then enter the item number and the desired date.

Daily Sales by Department

This function displays a message box with the total number of items sold from a particular department on the selected day. To access this screen, select **Daily Sales by Department** from the **Reporting Screen**, and then enter the department number and the desired date.

Inventory Sales Summary

This report lists a monthly breakdown of quantity sold, total cost, total sales, and gross profit for every inventory item. The items are listed by item name. To view this report, select **Inventory Sales Summary** from the **Reporting Screen**.

Serial Number Sales

This report lists all the serial numbers sold for a specified range of dates. The following information is displayed in the report: Invoice Number, Date, Serial Number, Item Name, Item Number, and Customer Name. To view this report, select **Serial Number Sales** from the **Reporting Screen**, and then enter the desired dates.

Department Listing

This report generates a complete listing of all the Department IDs with their corresponding descriptions. To view this report, select **Department Listing** from the **Reporting Screen**.

Items by Department
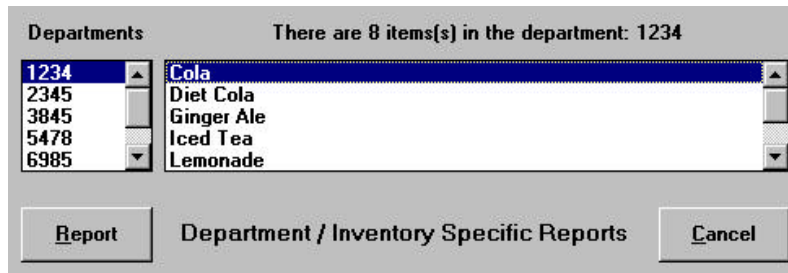
This report displays information about inventory in a specific department. The following information is displayed in the report: Item Name, Item Number, Department, Cost, In Stock, Value, and Price. To view this report, select **Items by Department**. Use the mouse or the arrow keys to highlight the desired department. Click on **Report** or press **<ALT–R>** to display the report. Click on **Cancel** or press **<ALT–C>** to exit without viewing the report.

Vendor Listing

This report generates a complete listing of all the vendors and their corresponding vendor number. The following information is displayed in the report: Vendor Number, Contact Name, Company Name, City, State, Zip Code, and Phone Number. To view this report, select **Vendor Listing** from the **Reporting Screen**.

Items by Vendor

This report lists items for a specified vendor in numerical order by item number. The following information is displayed in the report: Item Number, Item Name, Department, Cost, In Stock, Value, and Price. To view this report, select **Items by Vendor** from the **Reporting Screen** then enter the desired vendor number.

Current Value
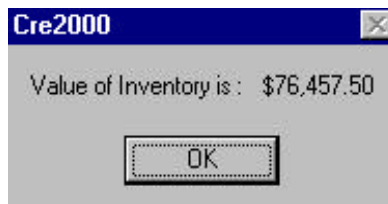
This function displays a message box with the current value of your inventory. To access this screen, select **Current Value** from the **Reporting Screen**.

Current Items

This function displays a message box with the current number of valid items. To access this screen, select **Current Items** from the **Reporting Screen**, then enter the start and end date of the desired date range.

Received Items

This report displays a list of all items received into your store via purchase orders or instant purchase orders. To view this report, select **Received Items** from the **Reporting Screen**.

Top Sellers

This report lists the 25 top selling inventory items during the specified date range. To view this report, select **Top Sellers** from the **Reporting Screen** then enter the start and end date of the desired date range.

Customer Reports

Accounts Receivable Summary

This report displays a summary of all customers and their current balances. The following information is displayed in the report: Customer Number, Last Name, First Name, Company Name, and On Account Balance Due. To view this report, select **A/R Summary** from the **Reporting Screen**. You can choose to sort by **Customer Number** or by **Last Name**.

Accounts Receivable Statement

This function prints a detailed statement listing purchases and payments for either all customers or a specific customer. To print a statement for all customers, select **A/R Statement** from the **Reporting Screen** then select **All Customers**. You will be asked whether or not to print statements for customers that have a total balance due of $0.00 and to enter the starting date of transactions. To print a statement for a specific customer, select **A/R Statement** from the **Reporting Screen** and choose **Specific Customer**, then enter the customer number. **NOTE: Invoices that have been fully paid appear on the statement for 30 days.**

Aging By Company

This report displays a list of all customers, their current balances, and for how long the balances have been outstanding. Overdue balances for each customer are listed in periods of 1-30 days, 31-60, 61-90 and 90+. To view this report, select **Aging By Company** from the **Reporting Screen**.

Membership

This report generates a list of all the customers who have an active club membership. The report lists the Customer Number, Full Name, and Membership Expiration Date. To view this report, select **Membership** from the **Reporting Screen**.

Purchasers of Item

This report displays a list of all customers who purchased a specific item. The following information is displayed in the report: Date, Time, Customer Number, First Name, and Last Name. To view this report, select **Purchasers of Item** from the **Reporting Screen**.

Sales History

This report displays the sales history of either all customers or a specific customer for a specified range of dates. The report shows every invoice and every item sold to the customer along with how many bonus points were earned. Each customer record appears on a separate page. To view this report, select **Sales History** from the **Reporting Screen**. Enter the start and end date, select either all customers or enter a specific customer number, and then click on **Display** or press **<ALT-D>**. Click on **Exit** or press **<ALT-X>** to exit without viewing the report.

Most Frequent Buyers

This function displays a message box with the top ten frequent buyers for a specified date range. To access this screen, select **Most Frequent Buyers** from the **Reporting Screen**, then enter the start and end date of the desired date range.

Phone Listing

This report generates a list of customers and their phone numbers. You can sort the list by either customer number or customer last name. The following information is displayed in the report: Customer Number, Last Name, First Name, Company Name, Phone Number, and Alternate Phone Number. To print a Customer Phone List by Customer Number, select **Phone Listing** from the **Reporting Screen**, type '**1**', then click on **OK** or press **<ENTER>**. To print a Customer Phone List by Customer Last Name, select **Phone Listing** from **Reporting Screen**, type '**2**', then click on **OK** or press **<ENTER>**.

Ship To Info
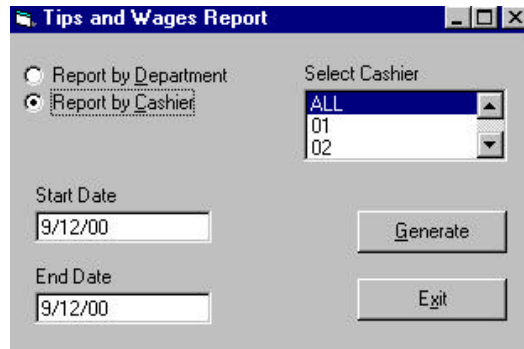
This report generates a list of customers and their Ship To addresses. All customer information, including credit card information, is printed. To print this report, select **Ship To Info** from the **Reporting Screen**.

Customer Referral

This report allows you to view a listing of all the referral sources for your customers. To view this report, select **Customer Referral** from the **Reporting Screen**. For more information on this feature, see **Chapter 3: Customer Control**.

Employee Reports

Hours and Wages

This report displays the total wages earned and tips collected in a specified date range. You can choose to generate this report for a specific cashier or employee department. To display this report, select **Hours and Wages** from the **Reporting Screen**, enter the desired information, then click on **Generate** or press **<ALT-G>**. Click on **Exit** or press **<ALT-X>** to exit without generating this report.

Server Tips

This report lists all of the server tips for credit card purchases during a specified time range. The report lists the Server ID, Date, Time, Invoice #, and Tip Amount and is sorted by Server ID. To view this report, select **Server Tips** from the **Reporting Screen**.

Commissions

This report lists all of the commissions earned by a salesperson. This report lists the Salesperson ID, Date, Invoice #, Total Price, and Commission. To view this report, select **Commissions** from the **Reporting Screen**.

Restaurant Reports

Number of People Served

This function displays a message box showing how many people were served within a specified time range when recorded through touch screen invoicing in Restaurant Pro Express. You will be prompted to enter the start date and the end date of the desired range. To access this screen, select **# of People Served** from the **Reporting Screen**

Server Tips

This report lists all of the server tips for credit card purchases during a specified time range. The report lists the Server ID, Date, Time, Invoice #, and Tip Amount and is sorted by Server ID. To view this report, select **Server Tips** from the **Reporting Screen**.

Rental Reports

Late Rentals

This report lists rentals that are currently overdue. To print this report, select **Late Rentals** from the **Reporting Screen**.

Currently Rented

This report lists items that are currently rented. The following information is displayed in the report: Item Number, Item Name, and the Customer Number, Customer Name, and phone number of the customer currently renting the item. To view this report, select **Currently Rented** from the **Reporting Screen**.

In Store

This report lists rental items that are currently in the store. The following information is displayed in the report: Item Number, Item Name, and the Customer Number, Customer Name, and phone number of the last customer to rent the item. To view this report, select **In Store** from the **Reporting Screen**.

History

This function displays the rental history of a rental item. The top grid contains the following information: Date the item was rented, Invoice Number, Customer Number that rented the item, and Price. The bottom grid contains the following information: Item Number, Total Number of times that the item has been rented, and the total amount of money from the rental (not including tax). To view this screen, select **History** from the **Reporting Screen**. Click on **Select** or press **<ALT–S>** then enter the item number. Click on **Exit** or press **<ALT–X>** to exit the **Rental History** screen.

Sample Report


```
****************************************************************************
              Inventory List (Alphabetical Order)    9/13/00    Page #   1
****************************************************************************

Item Name                   Item Number    Department   Cost    In Stock    Value     Price

***** your description ***** Non_Inventory   (none)     $0.00   999,995.00   $0.00     $0.00

  TOTALS:                                              $0.00   999,995.00   $0.00     $0.00


Cola                         987098         1234       $0.50    100.00      $50.00    $1.00
Diet Cola                    987099         1234       $0.50    100.00      $50.00    $1.00
Ginger Ale                   987097         1234       $0.50    100.00      $50.00    $1.00
Iced Tea                     987095         1234       $0.50    100.00      $50.00    $1.00
Lemonade                     987096         1234       $0.50    100.00      $50.00    $1.00
Pink Lemonade                987101         1234       $0.50    100.00      $50.00    $1.00
Root Beer                    987100         1234       $0.50    100.00      $50.00    $5.25
Spring Water 24oz Bottle     987456         1234       $0.50    100.00      $50.00    $1.00

  TOTALS:                                              $4.00    800.00      $400.00   $12.25


Cheeseburger                 10326497       1375       $1.75    250.00      $437.50   $2.75
Hamburger                    1239765        1375       $1.50    250.00      $375.00   $2.25

  TOTALS:                                              $3.25    500.00      $812.50   $5.00

              TOTAL INVENTORY VALUE:                            $1,212.50
```

The above is a sample Cash Register Express report. At the top of each report view screen there are several command buttons with specific functions:

Use these buttons to go to the first and last pages of the displayed report.

Use these buttons to the previous or next page of the displayed report.

Click on this button to print the current report. You may print the whole report or a selection of pages.

Click on this button to export your report to another program. The following are your choices of format: Lotus 1-2-3 spreadsheet, Excel spreadsheet, Word for Windows, Crystal Reports, Data Interchange Format, HTML, Record Style, character-separated values, comma-separated values, paginated text, rich text format, text, tab-separated values, and tab-separated text. You must save the export file as a disk file (default) or Microsoft Mail (MAPI).

Chapter 6:

Cash Register Express Tools

Tools Menu

Modern
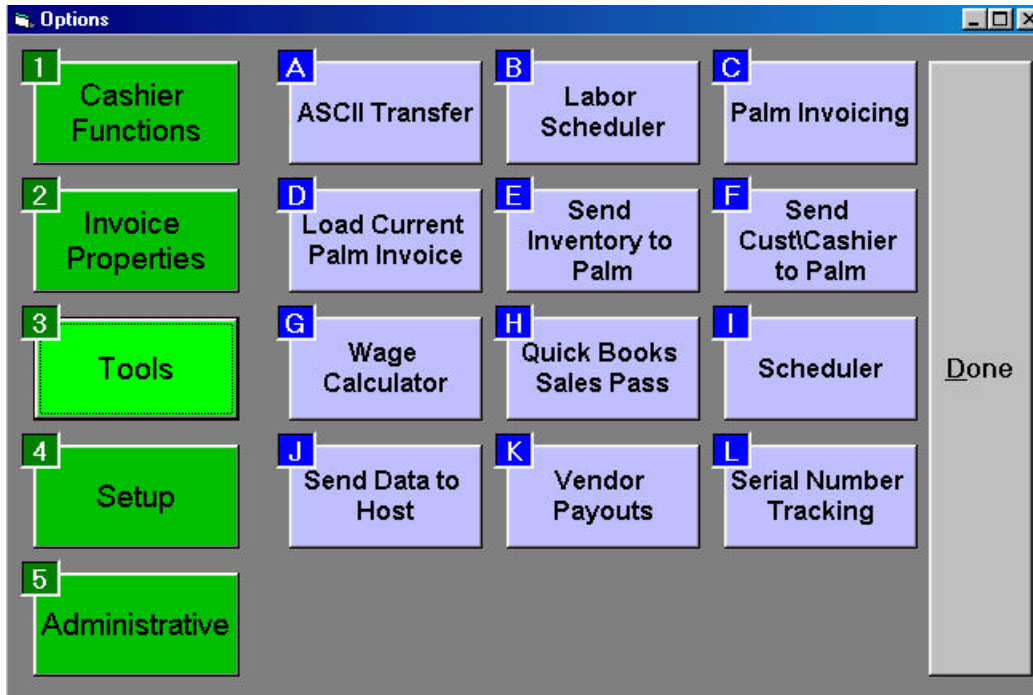
Traditional

The **Tools** menu contains several tools to use with Cash Register Express. To access this menu, click on **Tools** in the **Options** menu (Modern) or on the **Invoice Screen Menu Bar** (Traditional).

ASCII Transfer

Import Inventory
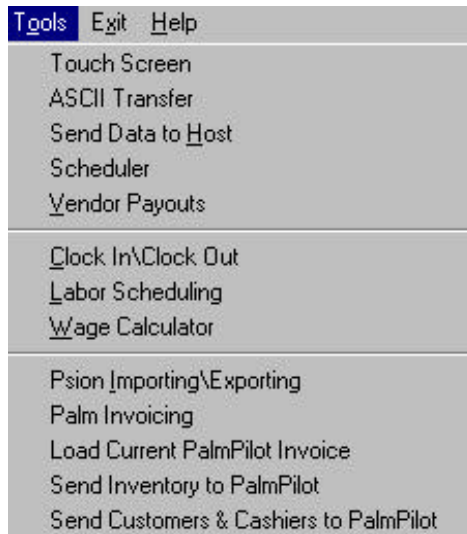

Import Inventory allows you to import delimited or non-delimited text. The text must in the following order: Item Name, Item Number, Cost, In Stock, Price, Department, and Retail Price. You are also allowed to select a default tax rate for all the items being imported. To import text, select **ASCII Transfer** from the **Tools** menu. To use a delimiter, click on the box next to **Delimiter Used** or press **<ALT-D>**. Choose either **Replace in Stock** or **Add to In Stock** by clicking on the appropriate circle or pressing **<ALT–R>** for replace or **<ALT–A>** for add. Click on **Import** or press **<ALT–I>** to import the text. You will be prompted to choose a tax rate and to choose your import file.

Export Inventory

Export Inventory allows you to export invoice information to another program. Enter a start date and an end date for the invoices you would like to export, then choose to export either all invoices or payment or only those invoices or payments that haven't yet been exported. Click on **Export** or press <**ALT–E>** to export the selected invoice information.

Import Account Adjustments
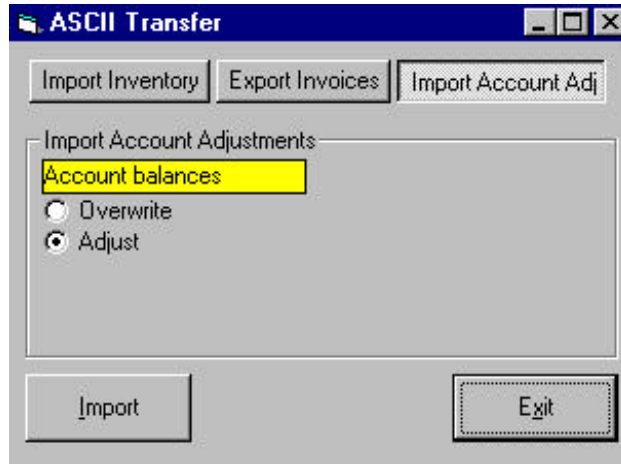
Import Account Adj allows you to import customer account balances and balance adjustments from another program. Choose **Overwrite** to overwrite the current account balance information with the imported information, or you can choose **Adjust** to adjust the current account balance information based on the imported information. Click on **Import** or press <**ALT–I**> to import the customer balance information.

Labor Scheduling
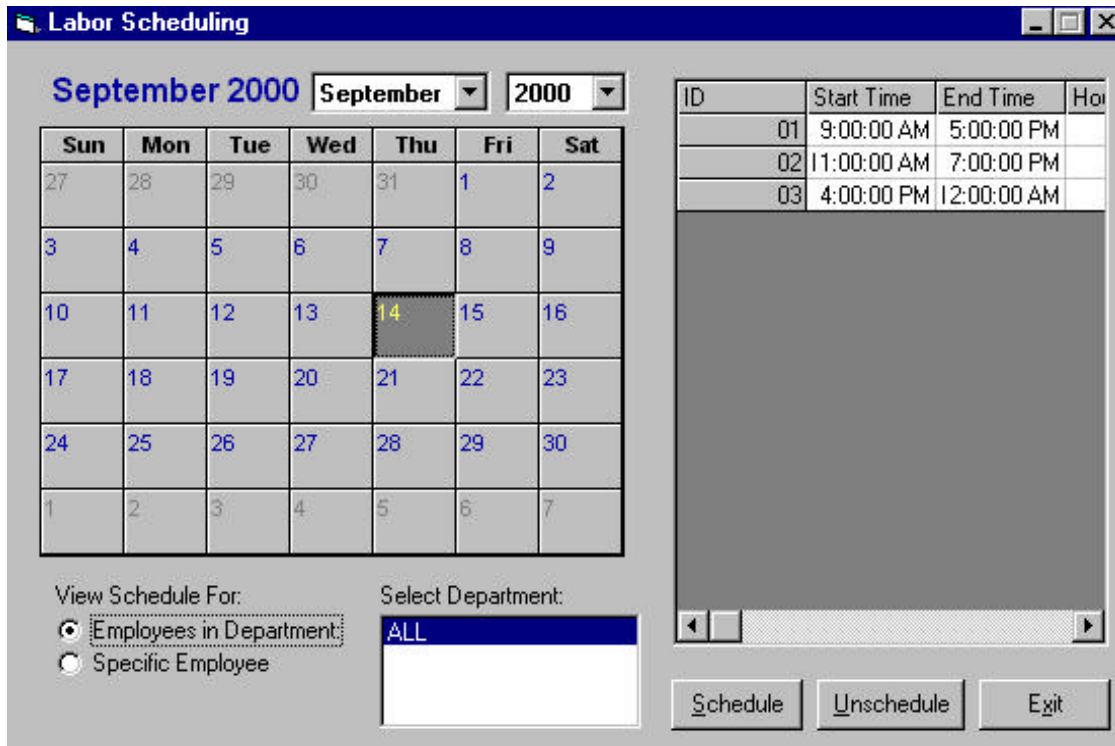
Labor Scheduling allows you to create work schedules for your employees in CRE.

Schedule

To schedule an employee:

- ?? Select a day by clicking on a day on the calendar.

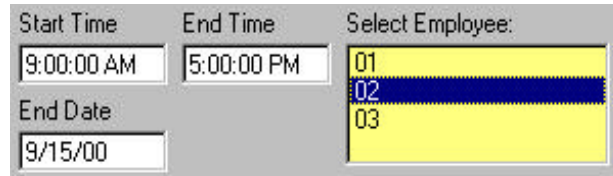- ?? Click on **Schedule** or press **<ALT-S>**.

- ?? Enter the desired information then click on **Done** or press **<ALT-D>**.

Start Time	End Time	Select Employee:
9:00:00 AM	5:00:00 PM	01
End Date		**02**
9/15/00		03

Unschedule

To unschedule an employee:

- ?? Click on the event that you wish to cancel.

- ?? Click on **Unschedule** or press **<ALT–U>** to unschedule the employee.

View Schedule

To view a day's schedule:

- ?? Select a day by clicking on a day on the calendar.

- ?? Choose which schedules to display, either **Employees in Department** or **Specific Employee**.

- ?? Select **ALL** to display all employees in all departments, or select a specific department or employee to display.

- ?? The Employee ID, Start Time, End Time, and Hour/Min for the selected employees will appear in the grid.

Palm Invoicing

Palm Invoicing allows for remote invoicing. You can do invoicing away from a computer and then transfer data to the main database at a later time. To use this function, select **Palm Invoicing** from the **Tools Menu**.

Load Current Palm Pilot Invoice

This function allows salesman to do invoicing on the go with their Palm Pilot and transfer all their invoices to CRE 2000 when they return. To use this function, select **Load Current Palm Invoice** (Modern) or **Load Current Palm Pilot Invoice** (Traditional) in the **Tools Menu**.

Send Inventory to Palm Pilot

This function allows you to import your inventory onto a Palm Pilot. To use this function, select **Send Inventory to Palm** (Modern) or **Send Inventory to Palm Pilot** (Traditional) in the **Tools Menu**.

Send Customers & Cashiers to Palm Pilot

This function allows you to import your customers and cashier IDs to a Palm Pilot. To use this function, select **Send Cust/Cashier to Palm** (Modern) or **Send Customers & Cashiers to Palm Pilot** (Traditional) in the **Tools Menu**.

Wage Calculator

Wage Calculator allows you to calculate an employee's wages for a specified range of dates based on the hourly wage entered in **Employee Maintenance**. To calculate an employee's wages, select **Wage Calculator** from the **Tools Menu**, select the employee, enter the tax rate and range of dates, then click on **Calculate** or press **<ALT-C>**. Click on **Exit** or press **<ALT-X>** to exit without calculating wages.

QuickBooks Sales Totals Pass

The **QuickBooks Sales Interface** allows you to pass sales and tax totals to QuickBooks. A separate pass file is generated for each day or range of days selected. To access this screen, select **Quick Books Sales Pass** from the **Tools** menu (Modern) or **Quick Books Sales Totals Pass** from the **Sales Information** menu (Traditional).

You must define your QuickBooks accounts and names through **Quick Books Setup** in the **Setup** menu prior to creating your QuickBooks import files.

History of each day's sales and tax totals passed is maintained for your review. Import files are placed in your CRE2000 directory as an **.IIF** file. These files may be deleted once you have imported them to QuickBooks.

History – Sales Totals Passed to Quick Books

This grid displays the QuickBooks import files that have been created.

Date: This is the date that the import file was created.

QB File Name: This is the location and name of the import file.

CRE Undep. Funds: This is the amount of undeposited funds.

CRE Sales Income: This is the amount passed to Sales Income.

CRE Sales Tax: This is the amount passed to Sales Tax.

Pass Sales Totals

Date: This is the date that the CRE Sales and Tax were accumulated for the Import File.

CRE Sales Income: This is the amount that will be passed to Sales Income.

CRE Sales Tax: This is the amount that will be passed to Sales Tax.

CRE COGS-Info Only: This is the Cost of Goods Sold for this day's sales. It is an information only field and is not passed to QuickBooks.

Start Date: This is the beginning date for which you wish to create sales total import files.

End Date: This is the end date for which you wish to create total import files.

Control Buttons

Select: This button selects sales information for the specified date range and places this information in the Pass Totals grid.

Create QuickBooks File: This button creates a separate import file for each pass file in the Pass Sale Totals grid. These files are stored in the CRE directory as an .IIF file. This also creates a history record indicating that a file was created on this date. **NOTE:** CRE uses the following notation for naming QuickBooks files: **QB<*ddmmyy*>.IIF**. If the specified date range were September 1, 1998 through September 3, 1998, CRE would create three files: QB010998.IIF, QB020998.IIF, and QB030998.IIF.

Cancel: This button clears the Pass Sales Totals grid.

Invoke QuickBooks: This button loads QuickBooks so you can import the files created.

Exit: This button exits the QuickBooks Interface screen.

To create a QuickBooks file:

??   Enter the **Start Date** and the **End Date** of the desired range.

  ??   Click on **Select** or press **<ALT–S>** to place an entry in the **Pass Sales Totals** grid for each day in the specified range.

  ??   Click on **Create QuickBooks File** or press **<ALT–B>** to create a QuickBooks file for each day in the specified range. You can verify that the file was created in the **History – Sales Totals Passed to QuickBooks** grid. **NOTE: Every QuickBooks file that you create will be stored in the History grid for reference purposes.**

Scheduler
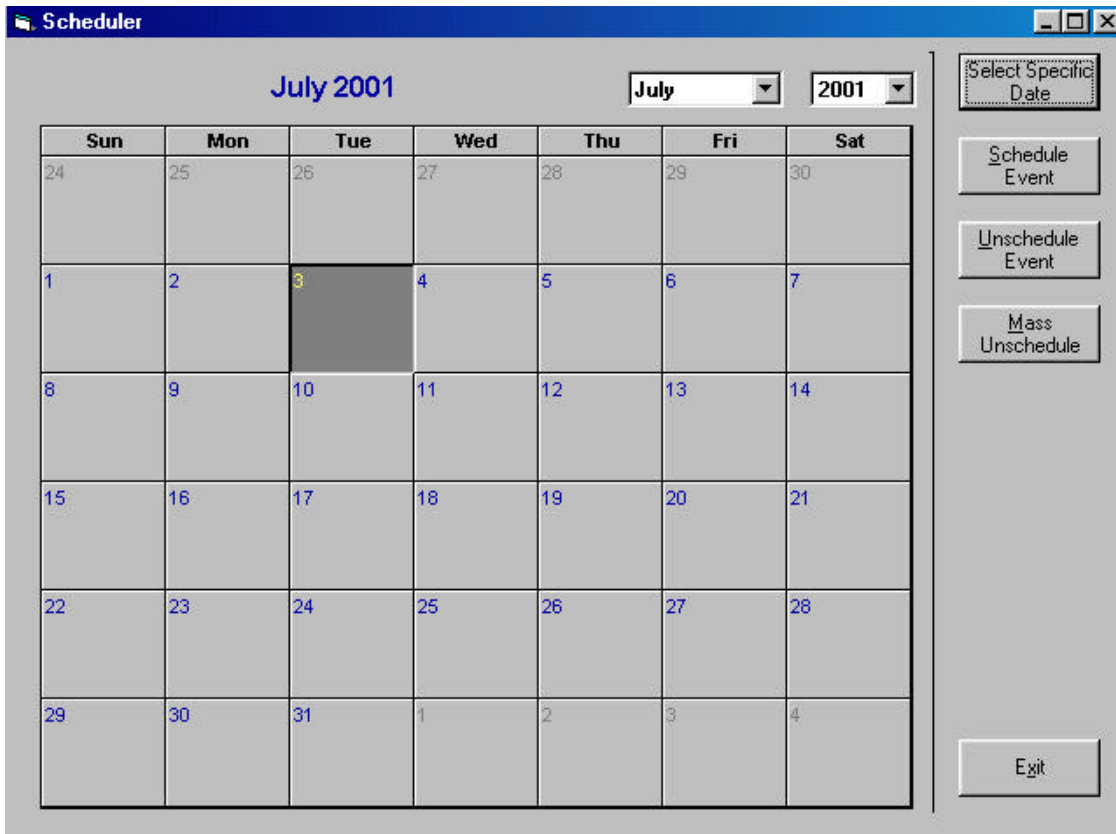
Scheduler allows you to schedule events under different Cashier IDs. To use this function, select **Scheduler** from the **Tools** menu.

Select Specific Date

Select this option to move to a specific date on the calendar (Example: 7/2/01 for July 2, 2001)
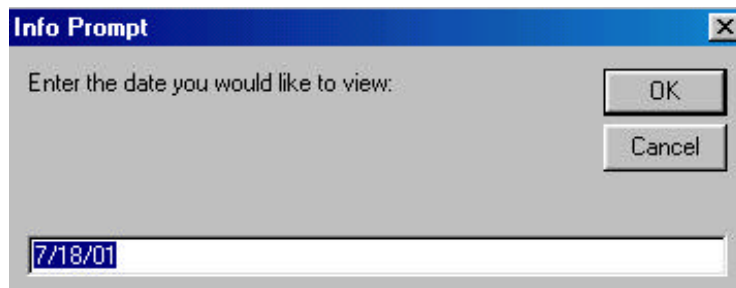
Schedule Event

To schedule an event:

- ?? Select a day by either clicking on a day on the calendar or selecting a date using **Select Specific Date**.

- ?? Select the start time of the event by clicking on the appropriate box under the desired Cashier ID.

- ?? Click on **Schedule Event** or press **<ALT–S>**. This screen will appear.

- ?? Select a customer by clicking on **S** or by pressing **<ALT–S>**. Then enter the correct end time of the event and description.

- ?? Click on **OK** or press **<ALT–O>** to schedule the event or click on **Cancel** or press **<ALT-C>** to exit the screen without scheduling an event.

Unschedule Event
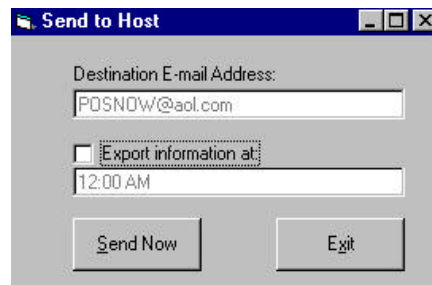
To unschedule an event:

> ?? Click on the event that you wish to cancel or use the arrows to highlight the desired event.

> ?? Click on **Unschedule Event** or press **<ALT–U>** to unschedule the event.

Mass Unschedule

Mass Unschedule unschedules all past scheduled events. To do this, click on **Mass Unschedule** or press **<ALT – M>**.

Send Data to Host

This function allows you to automatically e-mail invoice export files created through the ASCII Transfer screen to the address specified in the **Internet Features** tab of the **Setup Screen**. To access this function, select **Send Data to Host** (Modern) or **Send to Host** (Traditional) from the **Tools Menu**. Click on **Send Now** or press **<ALT-S>** to send a file immediately. To send the file at a later time, click on **Export Information At**, enter the desired time for transfer, then click on **Activate Timer** or press **<ALT-A>**.

Vendor Payouts

This function allows you to pay vendors on the fly with cash from the cash drawer when they deliver shipments to your store. CRE will deduct the amount paid from cash in the Detailed Daily Report (DDR). You can also choose to list vendor payouts in the DDR (see **Chapter 5: Reports: Reporting Screen: Sales Reports: Print Detailed Daily Report** for more information). To use this function, select **Vendor Payouts** from the **Tools** menu.

Serial Number Tracking

This function allows you to track a serial number for an item that was purchased. To track a serial number, select **Serial Number Tracking** from the **Tools** menu, click on **Track,** enter the serial number, then click on **OK** or press **<ENTER>**. The serial number will appear, as well as the associated item number, item name, price, invoice number, date that the invoice was processed, and the customer who purchased the item. If the serial number has been used more than once, you can use **Next** and **Previous** to track all the occurrences of that serial number until the correct one is displayed.

Chapter 7:

Using IC Verify with
Cash Register Express

Setting Up IC Verify for DOS in Windows 95 or 98 to work with Cash Register Express

1. Click on the **Start** button and select **Run**. Type **command** to go to the DOS prompt.

    ?? Type **CD** at the DOS prompt to go to the root directory (**C:**).

    ?? Type **MD\MULTI** to create a directory called **C:\MULTI**.

2. Type **CD\ICVERIFY** to relocate to the ICVerify directory.

    ?? Type **ICVerify** to run ICVerify, then test the program by running a credit card through ICVerify. Test ICVerify without Cash Register Express running to be sure that the program is running properly by itself.

    NOTE: If there are problems running ICVerify in DOS, ICVerify will not work properly with Cash Register Express.

    ?? Type **exit** to exit from the DOS prompt and return to Windows.

3. Create a shortcut for ICVerify on the Windows Desktop.

    ?? Right click on the desktop to display a menu of options for the desktop.

    ?? Select **New** then select **Shortcut**.
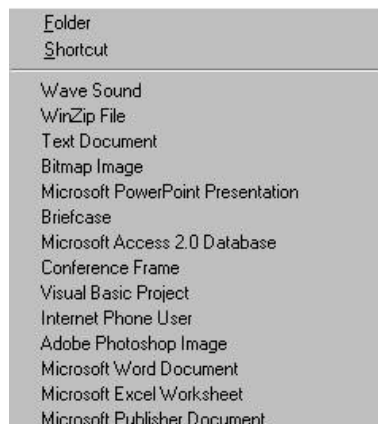
?? For the command line, type **c:\icverify\icverify.exe /n/o/m c:\multi**, then click on **Next**.
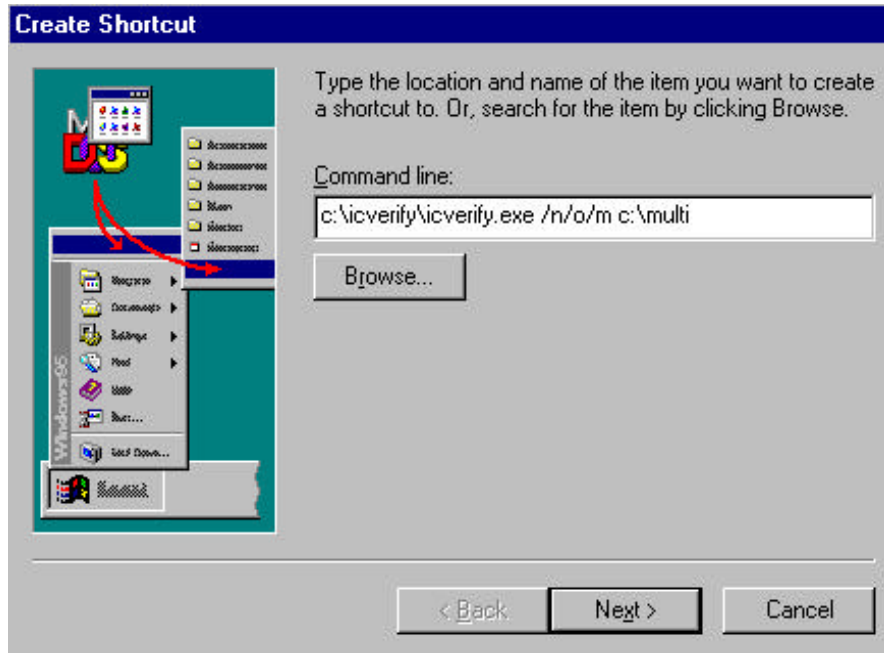
4. Launch Cash Register Express. At the Login Screen, click on **Setup** then select **Setup File Locations**. You will be asked to enter the drives that the CRE database, Windows, and IC Verify are on. Be sure that the drive specified for IC Verify is the same as the one the IC Verify is actually on.

?? Launch IC Verify in Windows then launch Cash Register Express. Test that IC Verify works with CRE by processing a credit card transaction.

Setting Up IC Verify for Windows 95 or 98 to work with Cash Register Express

1. Load the IC Verify Setup program.

    ?? Click on **Start**, and then select **Programs**, **IC Verify for Windows** then **IC Verify Setup**.

2. Click on **Merchant Information** and make sure that **Evaluate Rsp** is set to '**Y**' for short response. Save the changes, then exit.

3. Load the IC Verify Multi User Processor.

    ?? Click on **Start** then select **Programs**, **IC Verify for Windows** then **IC Verify Multi User**. Make sure that the **Request Directory** is set to **C:\MULTI**.
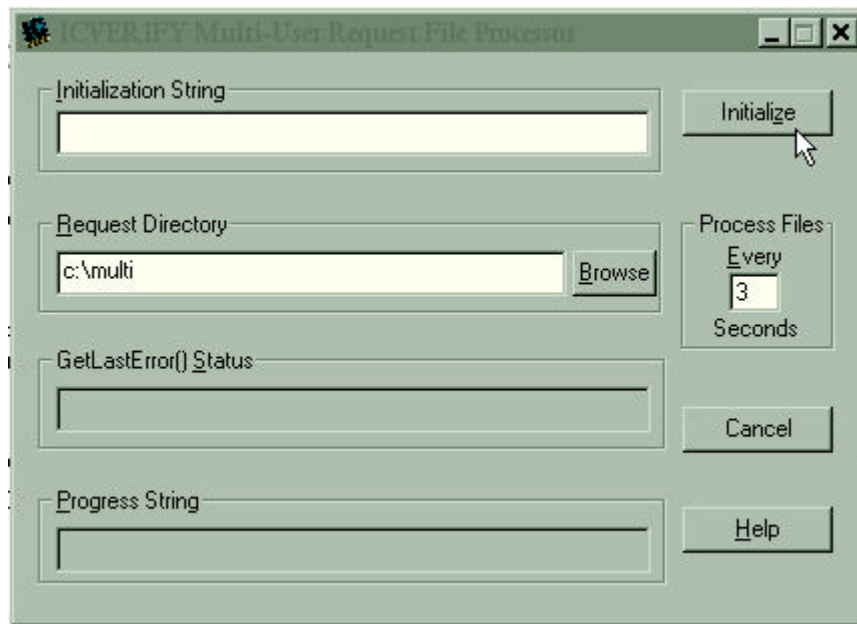
4. Click on **Initialize** and wait for IC Verify to report **DLL Successfully Initialized**. Run **Cash Register Express** without exiting the **IC Verify Multi User File Processor**. Cash Register Express is now ready to work with IC Verify.

Chapter 8:

Restaurant Pro Express

Log-In Screen

The first screen that appears when you run Restaurant Pro Express is the Log-in Screen. To log in to Restaurant Pro Express, enter your **Server ID** and **Table #**, then click on **Enter** or press **<ALT-E>**. Click on **Delete** or press **<ALT-D>** to backspace or click on **Clear** or press **<ALT-C>** to clear the entire field.

File Menu

File
Select Industry
Select DB Location
Compact & Repair DB
Check DB
Clear DB
Backup DB

Employee Maintenance
Change Passwords

Add Station
Set Station ID
Setup Screen
Order Filling

Register
View Options Screen

Exit
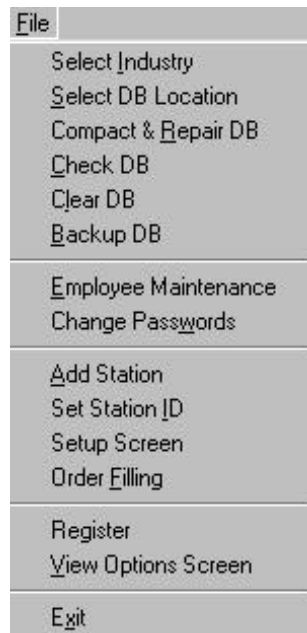
Several of the functions listed in the Restaurant Pro Express File menu have the same functionality in Cash Register Express.

For more information on the following functions, see **Chapter 1: Setting Up Cash Register Express: File Menu**:

- ?? Select Industry
- ?? Select Database Location
- ?? Compact & Repair Database
- ?? Check Database
- ?? Clear Database
- ?? Employee Maintenance
- ?? Change Passwords
- ?? Add Station
- ?? Register

For more information on **Setup Screen**, see **Chapter 1: Setting Up Cash Register Express: Setup Menu: Setup Screen**.

Set Station ID
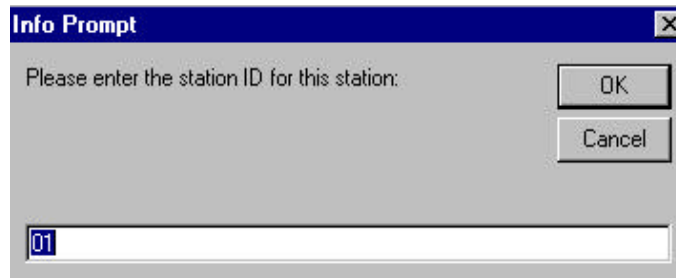
This function allows you to set station IDs for different stations once they have been created using **Add Station**. To access this function, select **Set Station ID** from the **File** menu. For more information on adding station IDs, see **Chapter 1: Setting Up Cash Register Express: File Menu: Add Station**.

Order Filling
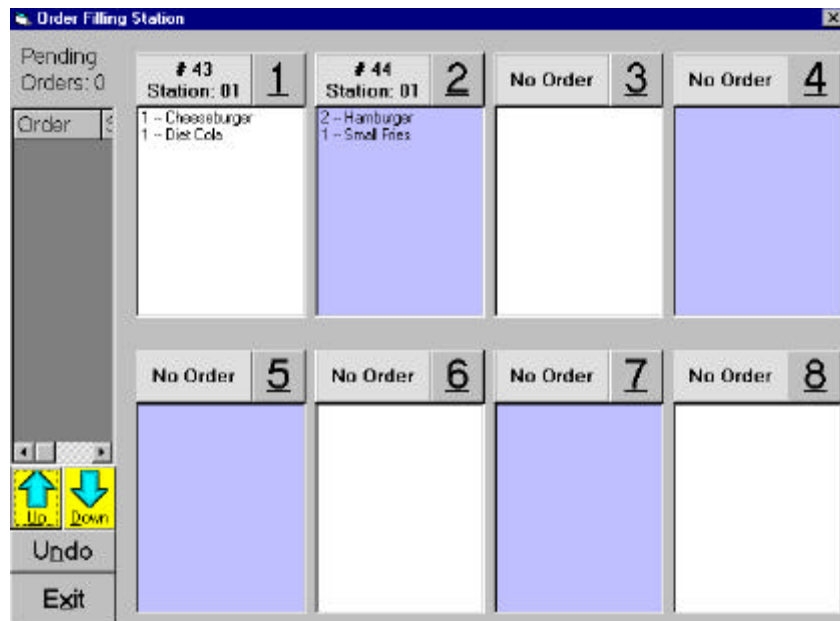
This screen displays all orders sent to this Station ID as designated in the **Printers** tab of **Inventory Maintenance**. Each tile shows a different invoice and they are displayed in the order in which they were placed. When an order has been completed, click on **No Order** or the corresponding number or press **<ALT-#>** to remove it from the active orders.

View Options Screen

This function allows you to view the Options Screen for more setup options. These options include: adding inventory (See **Chapter 2: Inventory Control**) and adding customers (See **Chapter 3: Customer Control**). To display the Options screen, select **View Options Screen** from the **File** menu.

Invoice Screen

The Invoice Screen is where all of your daily invoicing will be done. Administration tasks such as **Reports, Accounts Receivable, Purchase Orders,** and **Inventory Control** are performed in different screens. Select **View Options Screen** from the **File** menu in the **Log-In** screen to access these functions. Further explanations on these functions can be found in earlier chapters.

Before you begin processing invoices, you must manually enter your inventory items into RPE. You may want to enter just a few items at first so you can get a feel of how the program works, and then progressively add more items. Refer to **Chapter 2: Inventory Control** for more information on adding inventory items.

NOTE: For Restaurant Pro Express, all items MUST be entered into a department to appear on the Invoice Screen.

Dissecting the Invoice Screen

Totals

Running totals are kept for the current invoice. Each time you add a new inventory item to the invoice, the totals portion is updated. If you are using a pole display, that will be updated as well. The top number is the **Grand Total.** This line displays the invoice total after taxes. The second line is the **Tax Amount**. This line displays the total amount of tax for the entire invoice.

Invoice Grid

The Invoice Grid shows all of the items in the current invoice. The first column shows the item description. The second column indicates the quantity of that item, and the third column indicates the total price for that line. Use the arrows on the side of the grid to scroll up and down. The selected line of the invoice is highlighted yellow. To select a line, use the **Prev** and **Next** buttons below the grid to move the marker to the desired line or click on the desired line with the mouse.

Departments

All of the departments are listed in alphabetical order on the left side of the screen. Up to seven departments can be displayed on the screen at one time. Use the corresponding **Prev** and **Next** buttons to scroll up and down through the list of departments. To select a department, press the desired button. Once the department is selected, the button will be a lighter color and all the items in that department will appear on the screen.

Items

Once a department has been selected, all of the items in it will be displayed. Up to twenty-one items can be displayed on the screen at one time. Use the corresponding **Prev** and **Next** buttons to scroll left and right through the list of items.

To select an item, press the desired button. Once an item has been selected, it will appear on the Invoice Grid. **NOTE:** To enter a multiple quantity for an item, you must press the **#** button and enter the appropriate quantity **BEFORE** selecting the item. For more information on the **#** button, see the following section.

Additional Invoice Screen Buttons

Delete: Click on this button to delete a line from the current invoice. To delete a line, use **Prev** and **Next** to highlight the desired line, then click on the **Delete** button. You will be prompted to enter the administrator password before being able to delete a line.

Line Discount: Click on this button to discount a line in the current invoice. To discount a line, use **Prev** and **Next** to highlight the desired line, then click on the **Line Discount** button. Enter the percentage (not the decimal value) to be discounted then press **OK** to apply the discount. If you make a mistake, you may press **Clear** to re-enter a percentage or press **Cancel** to exit the screen without applying a discount.

Quantity: Click on this button to enter a multiple quantity for an item. Enter the desired quantity then press **OK**. If you make a mistake, you may press **Clear** to re-enter an amount or press **Cancel** to exit without choosing a quantity. Once the quantity has been entered, select the desired item. **NOTE: You must enter the appropriate quantity BEFORE selecting the item**.

Extra Item: Click on this button to add a non-inventory item to the invoice. Enter the dollar amount of the non-inventory item then press **OK** to add the item to the invoice. If you make a mistake, you may press **Clear** to re-enter an amount or press **Cancel** to exit the screen without adding an item. The item will appear as **Extra Item** in the Invoice Grid.

Customer: Click on this button to select a customer for the current invoice. This will bring up the customer selection screen:

To search for a customer, partially enter a customer number and then press the down arrow key **<?>** to get a listing of all customers beginning with those numbers or letters. You can also use the left and right arrows to scroll through your customers. Click on **Select** to select the customer for the current invoice. You can also click on **Add** or **Edit** to open the **Customer Maintenance** screen (See **Chapter 3: Customer Control**).
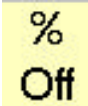
Invoice Discount: Click on this button to discount an entire invoice. Enter the discount percentage (not decimal) for the invoice. Press **OK** to apply the invoice discount or press **Cancel** to exit without applying a discount. Press **Clear** to re-enter a percentage.

Check: Click on this button to print a check for the current invoice.

Time: Click on this button to clock in or clock out. For more information on this function, see **Chapter 6: CRE Tools: Clock In/Clock Out**.

Mark for Split: Highlight the desired item then click on this button to select the items to split onto another check using the split check feature.

Split Check: Click on this button to split the current check into multiple checks in the instance that the customers decide to pay separately. **NOTE: The items highlighted using the Mark for Split option will be moved onto a new check.**

Option

Click on this button to view more additional options – **Last Receipt**, **Open Drawer**, and **Party Size**.

Last Receipt: Click on this button to print a copy of the last receipt printed at this station.

Open Drawer: Click on this button to open the cash drawer. You will be prompted to enter the administrator's password.

Party Size: Choose this option to enter the number of people in the party for the current invoice. Enter the correct number of people then press **OK**. If you make a mistake, you may press **Clear** to re-enter an amount or press **Cancel** to exit the screen without entering a party size.

Done

Click on this button to display options for exiting the invoice screen – **Hold**, **Void Invoice**, **Last Receipt,** and **Exit**.
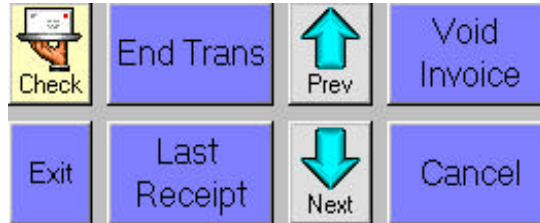
End Transaction: Click on this button to end a transaction. If **Prompt Amount Tendered** is set to **Yes** in the **Setup Screen**, the amount tendered screen will appear:

Enter the amount tendered in the correct field(s) (**Cash, Check, Credit Card, On Account,** or **Gift Certificate**). You can enter the amount using either the keyboard or the on-screen number pad. Once you have made your selection, click on **OK** or press **<ALT–O>**. You can click on **Cancel** or press **<ALT–E>** to exit without ending the transaction.

Amount Due: This is the amount due from the customer for the current invoice.

Amount Tendered: This is the payment received from the customer.

Amount Remaining: This is the amount still due on the invoice. Parentheses indicate a negative amount remaining (i.e. change to the customer).

Void Invoice: Click on this button to void the current invoice. You will be prompted to enter the administrator password.

Last Receipt: Click on this button to print a copy of the last receipt printed.

Exit: Choose this option to exit the RPE Invoice Screen and return to the RPE Log-In Screen.

Payment Options

Click on this button to display payment options for the current invoice –**CC Info**, **On Account**, **No Tax This Order**.
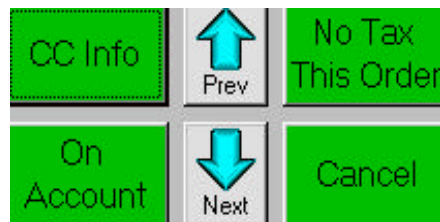
CC Info: Click on this button to choose Credit Card as the form of payment for the current invoice. You will be prompted to enter the credit card information.

No Tax This Order: Click on this button if tax should not be applied to the current invoice.

On Account: Click on this button to choose On Account as the form of payment for the current invoice. You must select a customer before choosing this option.

Hold

Click on this button to place the current invoice on hold. You will be returned to the Restaurant Pro Express Log-In screen.

Invoice Information

Table #	Server ID	Party
12	01	[Smith]

This box shows information about the current invoice – **Table #**, **Server ID,** and **Party.**

Table #: This is the table number where the party is seated.

Server ID: This is the Server ID of the employee serving this party.

Party: This is the party name. If a customer is selected, the customer's last name will appear here, otherwise N/A.

Restaurant Invoicing Tips

Server IDs

?? When assigning Server IDs, make sure that they are easy to remember, such as the server's initials.

Item Numbers

?? When assigning item numbers to items, have all similar items start with the same number. For example, have all burgers start with 1000 (Hamburger – 1000, Cheeseburger – 1001, BLT – 1002, etc.). This will make reports much more organized and easier to read.

Departments

?? When assigning a department ID to a department, select a number that is similar to the items in that department. For example, if you were to create a department called "Burgers", you would assign it Department ID 1000 since all of the burgers have item numbers that begin with 1000.

Appendix

A Quick Tutorial of Cash Register Express

This quick tutorial is designed to familiarize you with Cash Register Express. For this tutorial, we will be adding inventory, departments, and customers for a fictitious company. We will also process some transactions to get a feel for the invoicing process.

Add a Department

1. To add a department, select **Department Maintenance** from the **Administrative** screen in the **Options** menu (Modern) or from the **Inventory** menu (Traditional).

2. A window entitled **Department Maintenance** will appear on your screen, as shown below:

3. Click on **Add**.

4. For **Department ID**, enter **1000**.

5. Use **<TAB>** to move from **Department ID** to **Department Description**.

6. For **Department Description**, enter **Hardware**.

7. Choose the **Department Type** as **Regular**.

8. Click on **Save**. You have just entered a department.

Add a Vendor

1. To add a vendor, select **Vendor Maintenance** from the **Administrative** screen in the **Options** menu (Modern) or from the **Inventory** menu (Traditional).

2. A window entitled **Vendor Maintenance** will appear on your screen, as shown below:

3. Click on **Add**.

4. For **Vendor Number**, enter 1000.

5. Press **<TAB>** to move the cursor to the **Company Name** field. Type **PC America**.

6. Press **<TAB>** to move the cursor to the **Contact First Name** field. Type **John**. Press **<TAB>** to move the cursor to the **Contact Last Name** field then type **Smith**.

7. Press **<TAB>** to move the cursor to the **Address** fields. Type **60 North Harrison Ave.** in **Street Address** and **Suite 40** in **Extended Address**. Move the cursor to the **City** field then type **Congers**. Move the cursor to the **State** and **Zip Code** fields then type **NY** and **10920**.

8. Move the cursor to the **Telephone Number** field then type **800-722-6374**. Press **<TAB>** to move the cursor to the **Fax Telephone Number** field then type **914-267-3550**.

9. Click on **Save**. You have just added a vendor.

Add an Inventory Item

1. To add inventory, click on the **Inventory** menu, then select **Inventory Maintenance**. The screen below should appear:

2. Click on **Add**.

3. Click on the department that you created earlier in **Department Maintenance**. It is listed in the **Department** field at the upper left-hand corner of the screen.

4. Press **<TAB>** to move the cursor to the **Item Number** field, or click on that field with the mouse. Type **101**.

5. Press **<TAB>** to move the cursor to the **Description** field. Type **Buzzsaw**.

6. Press **<TAB>** to move the cursor to the **Cost** field. The **Cost** is how much the item cost to purchase from the vendor. Type **175.00**.

7. Press **<TAB>** to move the cursor to the **Price** field. The **Price** is for how much the item is being sold. Type **275.00**.

8. Press **<TAB>** to move the cursor to the **Retail Price** field. The **Retail Price** is a reference field. It can be used to record how much the item in question is going for in the market. Type **300.00**.

9. Press **<TAB>** to move the cursor to the **In Stock** field. This field specifies how much of the item you have in stock. Type **100**.

10. Click on **Tax 1**.

11. Select the vendor that you added in **Vendor Maintenance** by clicking on it or using the arrow keys to highlight it.

12. Press **<TAB>** to move the cursor to the **Reorder Level** field. This field specifies how much the In Stock amount should be reduced to before needing to reorder this item. Type **25**.

13. Press **<TAB>** to move the cursor to the **Reorder Quantity** field. This field specifies how much of the item should be reordered at a time. Type **50**.

14. Click on the other tabs to display more options for an inventory item. Enter information as needed. Once you have finished entering all the information for an item, click on **Save**. You have just added an item to your inventory.

Add a Customer

1. To add a customer, select **Customer Maintenance** from the **Invoice** menu (Modern) or the **Customer** menu (Traditional). The **Customer Maintenance** screen, shown below, should appear:

2. Click on **Add**.

3. Assign a Customer Number in the **Customer Number** field. It is recommended that you use the customer's telephone number. For this customer, type **2673500**.

4. Press **<TAB>** to move the cursor to the **First Name** field. Type **John**.

5. Press **<TAB>** to move the cursor to the **Last Name** field. Type **Smith**.

6. Press **<TAB>** to move the cursor to the **Company Name** field. Type **PC America**.

7. Press <**TAB**> to move the cursor to the **Primary Phone Number** field. Type **914-267-3500**.

8. Press **<TAB>** to move the cursor to the **Street Address** field. Type **60 North Harrison Ave Suite 40**.

9. Press <**TAB**> to move the cursor to the **Alternate Phone Number** field. Type **800-722-6374.**

10. Press **<TAB>** to move the cursor to the **City** field. Type **Congers**.

11. Press **<TAB>** to move the cursor to the **State** field. Type **NY**.

12. Press **<TAB>** to move the cursor to the **Zip Code** field. Type **10920**.

13. Click on the arrow next to the **Discount Level** field and choose **B**.

14. Click on **Save**. You have just added a customer with only the basic customer information. You may need to enter the information in other fields later on down the road. **NOTE:** CRE does not require you to enter customers. The default will always be **Cash Customer**.

Process a Cash Transaction

Processing a cash transaction involves selecting the customer who wishes to make a purchase and finding the item that the customer wants to purchase.

To select a customer (**Chapter 3: Customer Control**):

1. There is a group of buttons under the heading **Customer Info** (Modern) and **Current Customer** (Traditional). These buttons are **Find**, **Quick Search**, and **More Info**. These buttons are shown below:

Modern
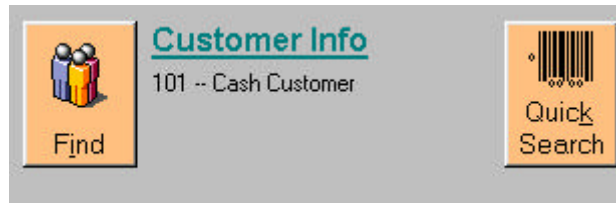
Traditional
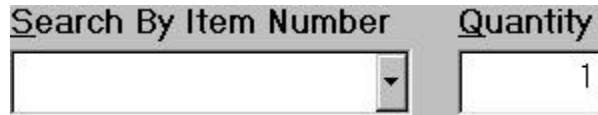
2. Clicking on **Find** will take you to the **Customer Maintenance** screen.

3. To find the customer that you want, click on the **Next** button until the desired customer is on the screen.

4. Once the desired customer is on the screen, click on **Select**. You will see the customer information in the window to the left of the **Find** button.

5. You can also select a customer using **Quick Search** if you know the customer's Customer Number. Click on **Quick Search**, enter the customer number, and then click on **OK**. The customer information will appear in the window to the left of the **Find** button.

6. Click on **More Info** to display the complete customer information (Traditional).

7. Next, we need to find the inventory that the customer wishes to purchase. There is another area entitled **Item Search**. This is where we choose the item and the quantity to be purchased.

To choose an inventory item:

1. Click on the down arrow in the **Search by Item Number/Name** area. A list with all of the inventory items should drop down. Double click on the desired item. You can also scan in the item number or enter it in by hand.

Modern

Traditional

2. The item will appear in the invoice grid.

3. You may change the quantity for an item once it has been added to the invoice grid. In the Modern Invoice Screen, position the cursor on the desired item then click on **Quan Change.** In the Traditional Invoice Screen, position the cursor on the desired quantity then press **<BACKSPACE>**. Enter the correct quantity once the prompt appears, then press **<ENTER>** or click on **OK**, or click on **Cancel** to exit without changing the quantity.

4. You may change the price for an item once it has been added to the invoice grid. In the Modern Invoice Screen, position the cursor on the desired item then click on **Price Change.** In the Traditional Invoice Screen, position the cursor on the desired price then press **<BACKSPACE>**. Enter the correct price once the prompt appear, then press **<ENTER>** or click on **OK**, or click on **Cancel** to exit without changing the price.

5. Click on **End Transaction**. You will be prompted to enter the amount tendered. Enter the amount tendered if it is different than the amount displayed, and then click on **OK**.

6. A window will appear displaying the change for the customer. Click on **OK** when you are finished. You have just processed a cash invoice.

Shortcut Keys

These shortcut keys only work from the main Cash Register Express invoice screen. If any control has an underscore (_) under a letter, that option can be activated by pressing **<ALT>** + **<LETTER WITH UNDERSCORE>**. For example, the menu command **Exit** can be activated by clicking on **Exit** or by pressing **<ALT–X>**.

Modern

Cashier Functions	<F10>
Clock In/Out	<F3>
Customer Maintenance	<F4>
Delete Item	<CTRL-DEL>
Discount – Invoice Discount	<CTRL-L>
Help – Invoice Screen Help	<F1>
Inventory Maintenance	<F2>
Inventory – Toggle Item Search	<SHIFT-F2>
Invoice – Hold Invoice	<CTRL-H>
Invoice – Void Invoice	<CTRL-V>
Invoice Properties	<F11>
Item Options	<F12>
Non-Inventory Item	<CTRL-N>
Payment – Cash	<F6>
Payment – Check	<F7>
Payment – Credit Card	<F8>
Payment – On Account	<F9>
Price Check	<F5>

Traditional

Customer Maintenance	<F4>
Customer – Look Up Customer	<CTRL–U>
Daily Gross Profits	<SHIFT–F1>
Department Maintenance	<F3>
Discount – Invoice Discount	<CTRL–D>
Discount – Line Discount	<CTRL–L>
Help – Invoice Screen Help	<F1>
Inventory Maintenance	<F2>
Inventory/Kit Sort Order – Sort by Item Name	<SHIFT–F7>
Inventory/Kit Sort Order – Sort by Item Number	<SHIFT–F8>
Invoice – Invoice Notes	<CTRL–T>
Invoice – View Line Info	<CTRL–I>
Invoice – Void This Invoice	<CTRL–V>
Kit Maintenance	<SHIFT–F3>
Non-Inventory Item	<CTRL–N>
Payment – Cash	<F6>
Payment – Check	<F7>
Payment – Credit Card	<F8>
Payment – On Account	<F9>
Price Check	<F5>
Purchase Orders	<CTRL-P>
Return Rentals	<CTRL–F1>
Sales Information – Last Invoice Processed	<CTRL–F8>
Sales Information – Print Last Invoice Processed	<SHIFT–CTRL–F8>
Select Invoice Grid	<CTRL–G>
Tax – No Tax This Order	<CTRL–X>
Tax – Tax This Order	<CTRL–O>

Common Questions and Answers

Q: I'm running Cash Register Express on a fast computer. Why does it take so long to add an item to my invoice?

A: The most efficient retail store will have an item number label on every item in the store. Your **Inventory Sort Order** should be set to **Sort By Item Number** in the **Inventory** menu, and **Bar Codes** should be set to **Enabled** in the **Inventory** menu. As long as you know the item number and the above two parameters are set, you should be able to have instant lookup by either typing in the item number or scanning in the items' bar codes from the **Search by Item Number** box.

Q: I often get messages that I should register within the next 100 invoices, but I never got around to it. Now I get a message that says the 200 invoice limit was exceeded and I can no longer get into Cash Register Express. What do I do now?

A: Call your dealer. They will help you on the proper registration process.

Q: I often get messages that SHARE.EXE is not loaded properly but I installed it before I ran the program. Why do I still get this message?

A: SHARE may not have been installed properly. SHARE must be specified in either your **AUTOEXEC.BAT** or **CONFIG.SYS** files, but not both. Make sure to use the proper spelling and specify the proper directory. The most common way to load SHARE is to put the following line in your AUTOEXEC.BAT: **C:\DOS\SHARE.EXE /L:500**. You do not need SHARE if you are using Windows for Workgroups or Windows 95.

Q: I am using a barcode reader or wand. When I scan the barcode, either no numbers show up or not all the numbers show up. Why is this happening?

A: Your barcode reader or wand is probably not set up correctly. To test this, try scanning a barcode in DOS or in a simple program such as **Microsoft Notepad**. If the numbers on your barcode are not showing up correctly, your barcode reader or wand is not set up properly. Check the manual of your input device for help with setting up your barcode reader or wand.

Q: I accidentally added the wrong item onto an invoice. How do I get this item off of the invoice?

A: Press **<CTRL–G>** to set the focus to your invoice grid. Use the arrow keys to move the box onto the line of the item you would like to delete from your invoice. Press **<CTRL–DELETE>** to delete the item from your invoice.

Q: My customer bought something and now wants to return his purchase. How do I do this?

A: To do a return in CRE, all you have to do is create a new invoice in which you add the items to the invoice with a negative quantity. For example, if a customer bought two boxes of diskettes from you, you would add –2 boxes of diskettes to the invoice. CRE will automatically take money out of your profits and update the quantity.

Q: I get a message stating the Database has been corrupted when starting Cash Register Express. How do I fix this?

A: Your database may have been corrupted for a number of reasons. Perhaps you had a power outage, or maybe you turned off your computer before exiting CRE. The way to fix your database is to select **Repair Database** from the **Utility** menu in the **Log-in Screen**.

Q: Why can't I enter departments in the Inventory screen?

A: You must enter your departments in the **Department Maintenance** screen and then they will be made available for selection from the **Inventory Maintenance** screen.

Q: What is the ****non-inventory** item for and can I delete it?**

A: No, you should not delete it or modify it. You will need this item in your inventory in order to add **Non-Inventory** items to your invoice. If this item is delete, the Non-Inventory feature will not work properly.

Q: Which printer driver should I use for my receipt printer?

A: **Generic/Text Only** is the required printer driver and is included with Windows. It can be set from the **Set Default Printer** option from the **Setup** menu of the Main Invoice Screen.

Q: How can I enter additional Cashier IDs?

A: To add a Cashier ID, select **Employee Maintenance** from the **File** menu in the **Log-In Screen**. You will be prompted to enter the administrator's password. Click on Add or press **<ALT-A>**. Enter the new Cashier ID and the employee's information. When you are finished, click on **Done** or press **<ALT-D>**. To quit without adding a Cashier ID, click on **Cancel** or press **<ALT-C>**. NOTE**: Cashier IDs must be two characters long.** The default password for new cashiers is **Cashier**. You may change this password in **Employee Maintenance** or by selecting **Change Password** in the **File** menu.

Q: Where does Cash Register Express store all of my information?

A: All of your information (invoices, customers, vendors, inventory, etc.) is stored in one Microsoft Access-compatible file. The file is labeled **CRE2000.MDB**. It is stored within the **DATA2000** subdirectory of the **CRE2000** main directory.

Q: Why can't I delete inventory items?

A: If an inventory item has never been used in a past invoice, you are free to delete it. However, if an item has been used in a past invoice, you cannot delete it. An extra few items will not take up space or slow you down in any way. Also, if you are trying to get a detailed sales history, it is important that all the proper information is there to recall when it is needed. If the item were deleted, you could not get an accurate report.

Cash Drawer Test

Testing a Cash Drawer Connected to a Star Parallel Printer

1. Go to the DOS prompt (**C:**)

2. Type **COPY CON LPT1: <ENTER>**

Type **A   <ENTER>**

Type **<CTRL> Z <ENTER>** (Your cash drawer will open)

An Alternate Test:

1. Go into your DOS directory (for example, DOS, CD\\DOS)

2. Go into **QBASIC** (Type **QBASIC <ENTER>**)

3. Press **<ESC>** to clear the QBASIC screen.

4. Enter the following simple QBASIC program:

OPEN "LPT1" FOR OUTPUT AS #1:PRINT #1,CHR$(7):CLOSE

For Epson (TM300 ONLY) use **OPEN "LPT1" FOR OUTPUT AS #1:PRINT #1,CHR$(&H1B);"p";CHR$(0);CHR$(25);CHR$(250);**

5. Press **<SHIFT – F5>** to run your program. Your drawer should open now.

6. Press any key to continue.

7. Repeat step 5 as often as you want to test your cash drawer.

8. Press **<ALT – X>** to leave QBASIC and return to DOS.

Testing a Cash Drawer Connected to a Serial Port

1. Go to the DOS prompt (**C:**).

2. Type **MODE COM1:300,N,8,1 <ENTER>**

Type **COPY CON COM1: <ENTER>**

Type **A   <ENTER>**

Type **<CTRL> Z <ENTER>** (Your cash drawer will open)

* Type **MODE COM2:300,N,8,1 <ENTER>** if you are using **COM2**.

Logic Controls Pole Display Test

The following test sequence will verify that your pole display is properly working. Before you start the following procedure, you must install the pole display correctly as outlined in the Pole Display manual. This test procedure assumes that the pole display is plugged into the COM1 port of your computer.

If COM2 is used, substitute COM2 for COM1 in Step 2.

1. Go to the DOS prompt (**C:**).

2. Type **MODE COM1 96,N,8,2** **<ENTER>**

Type **TYPE CON>COM1**   **<ENTER>**

Type **"ABCDEFGHIJKLMNOPQRS"**   **<ENTER>**

If the following characters are shown on the display, your pole is working:

ABCDEFGHIJKLMNOPQRS

_

3. Type **<CTRL – C>** to return the computer back to the normal display mode.

If you are using Windows 95 or Windows 98, your communication port settings should match the following:
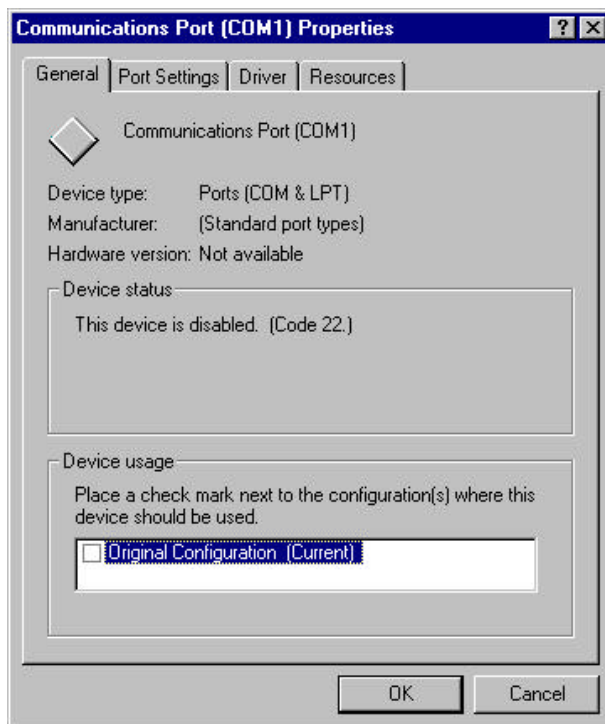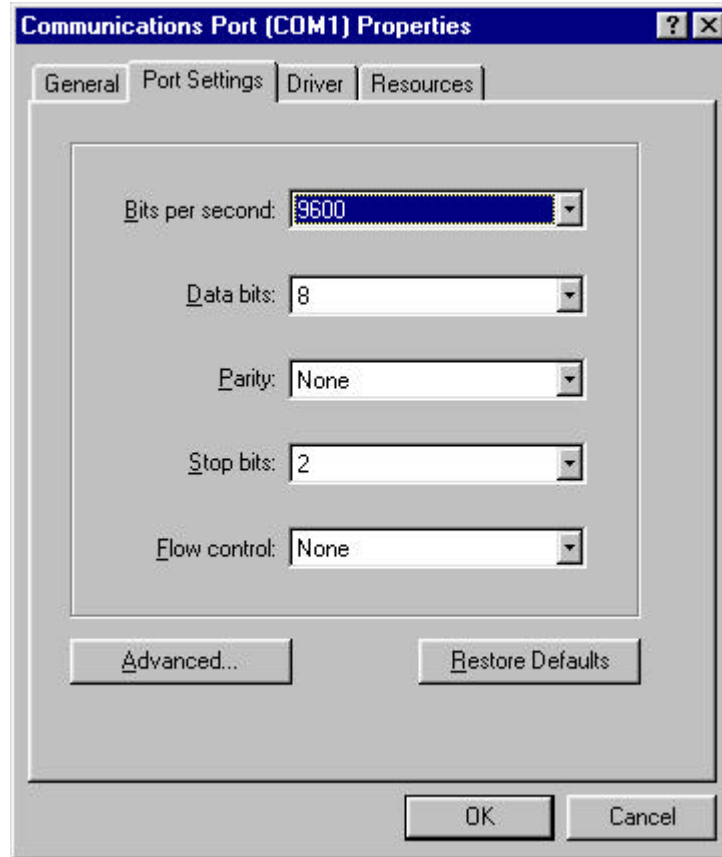
After changing the settings, Windows 95 or Windows 98 may prompt you to reboot your computer.

Mailing Labels
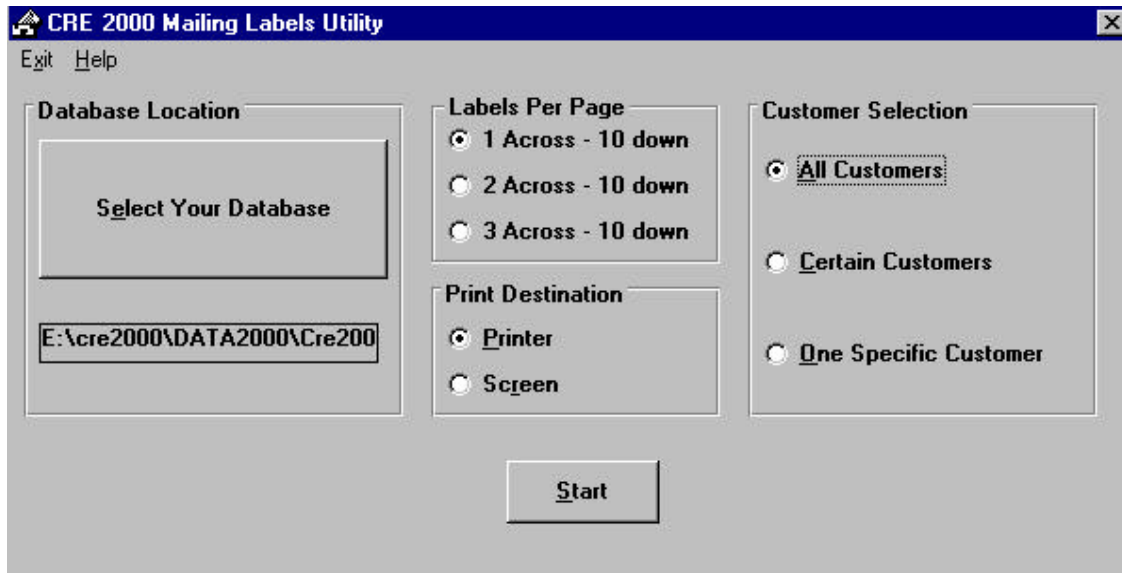
Mailing Labels allows you to print a label for each customer that you have set up. To use this function, select **Programs** from the **Start Menu**, select **CRE2000**, and then select **Mailing Labels**.

To print labels:

??	Click on **Select Your Database** or press **<ALT–E>**, and then select the CRE2000 database file.

??	Select the proper label format in the **Labels Per Page** field.

??	Specify the destination as either a printer or the screen in the **Print Destination** field.

??	Choose for whom you wish to print labels (**All Customers**, **Certain Customers**, or **One Specific Customer**) in the **Customer Selection** field.

??	Once you have made all your selections, click on **Start** or press **<ALT–S>**.

Installation Notes:
Using WinZip to Unzip a Zipped Version of CRE

The following are instructions on how to install a zipped version of Cash Register Express. The instructions are assuming that you already have WinZip installed on your computer. If you don't have WinZip, you can download it from the Download page on the PC America web site. The address is http:\\www.pcamerica.com.

1.   Open the folder where the zipped file is.

2.   Double-click on the icon of the zipped file. A screen will appear and you will be prompted to enter where you wish to unzip the file. You should unzip to the default folder unless that particular directory is located on a different drive. For example, if your CRE2000 directory is located on your D drive, type **d:\cre2000**. It is recommended that you only change the drive, not the name of the directory
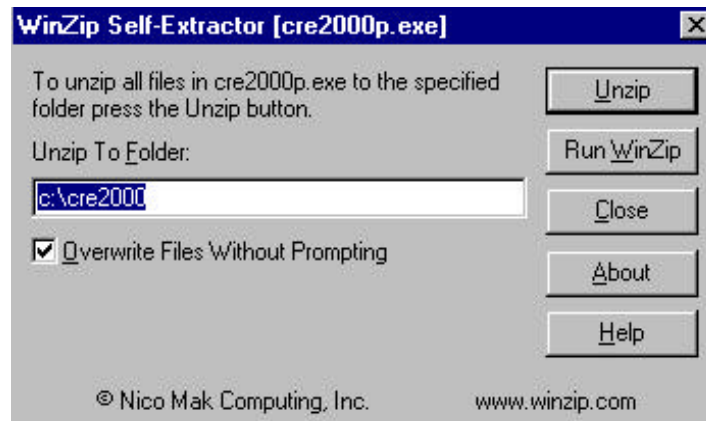
3.   Click on **Unzip** once you have specified the destination folder. WinZip will unzip the selected file to the designated folder.

4.   Once the file has been unzipped, WinZip will display a message stating that the file was extracted successfully. Click on **OK** or press **<ENTER>**.

5.   Click on **Close** to exit WinZip.

Troubleshooting

Error 5 Illegal Function Call – Accounts Receivable Section. The Balance due does not equal the total of the invoices in the Accounts Receivable Section. A possible remedy is to change the balance due in Microsoft Access to the correct amount or to do a Balance Adjustment in the General screen.

Error 7 Out of Memory. Exit Cash Register Express and close down all other applications that are running in Windows. Then, restart Cash Register Express.

Error 13 This error often occurs when ending transactions using Discount Level Pricing. One possible explanation for this error is that the pole display is causing the error when the COM port is disabled. This error could also occur due to the international settings of a computer. Check the international settings for things like a period not really being a period.

Error 48 Error Loading DLL.

Error 57 Device I/O Error. Check to see that your Pole Display, Cash Drawer, and/or Printer are properly connected. If you are not using these peripherals, be sure that **No** is selected for this devices in the **Setup** screen. Another possible reason this error would occur is that the cash drawer is set to COM1 rather than LPT1 when using a cash/Star 212 parallel combination. The reason this error would occur is that CRE tried to send a signal to the COM port but there was no device connected to it.

Error 75 This error can occur for a number of reasons:

1. First, verify that the database file location is correct. You can check this with **Setup File Locations**. The default is **C:\CRE2000\DATA2000**. If the location is correct, then check to see if the files **CRE2000.MDB**and **CRE2000.LDB** actually reside in the **C:\CRE2000\DATA2000** directory.

2. Check that the files **CRE2000.MDB** and **CRE2000.LDB** exist. If they don't, delete the subdirectory **\DATA2000** and the file **CREDBL.PCA** and re-run Cash Register Express.

3. The file server may be shared as read only instead of full access.

Error 76 Path Not Found. This error can occur for a number of reasons:

1. Check that the directory **\WINDOWS** exists on the drive that contains Windows. If not, create a new directory called WINDOWS.

2. This error usually occurs when CRE can't find the database. Use **Setup File Locations** to make sure that you are specifying the correct location of the database.

Error 91 This error involves Cash Register Express – Network Version and could be a possible Sharing Violation. You may have more than one computer on the network and did not assign each a separate Station ID. Another possible reason for this error is if you upgraded from an earlier version and you conducted the automatic conversion with backing up the database and compacting it.

Error 94 There is a null (blank) value in your information somewhere. If, for example, you get this in the Vendors screen, review your entries to make sure that you are not missing any required values. Also, it is important to check that there is no punctuation in certain fields because this will also cause this error.

Error 340 Invalid Property Value. This error often occurs in Bar Code Express. Try changing the font names in the design label screen to a more standard format.

Error 482 Printer error. This error indicates that there is a problem that prevents printing. Some possible causes are that you have selected the wrong default printer or none at all, your printer is not online, or your printer is jammed or out of paper.

Error 3000 This error can occur for a number of reasons:

1. Cash Register Express is currently in use by another user or session. You need to close down the other session before beginning a new one. Or, the database file may be currently in use by Microsoft Access.

2. Undefined Access Error. This error can usually be fixed by running the **Compact & Repair Database** utility. If you get an error 3000 while repairing, try rebooting the computer first.

Error 3008 Cash Register Express still loaded in memory. This error usually occurs when you are trying to convert your database. Rebooting your computer will usually solve this problem.

Error 3018 You are missing a data field. This error is most likely caused if you have upgraded to a newer version of CRE and have not used the Conversion Utility. You can run the Conversion Utility by selecting **Conversion Utility** from the **CRE2000** folder in the Windows **Start Menu**.

Error 3021 No current record. Try repairing and compacting your database.

Error 3022 Duplicate key. This error occurs when you are trying to create an item (such as a customer, inventory item, kit, invoice, etc.) with a duplicate value of the indexed filed. (Example: duplicate customer number, item number, invoice number, etc.).

Error 3037 See error 7.

Error 3040 Disk I/O error. When this error is followed by error 91, repair your database. Repairing the database should correct this error.

Error 3041 Incompatible Database Version. Try renaming the file **VBDB300.DLL** in your **C:\WINDOWS\SYSTEM**directory to **VBDB300.OLD** and reinstall Cash Register Express.

Error 3044 Data file not found. This error usually occurs when CRE cannot locate the database. Use **Setup File Locations** to make sure that you are specifying the correct location of the database.

Error 3049 The database file has been corrupted. This error is usually a result of a power failure or turning off your computer before exiting CRE or Windows. You can repair your database by using **Compact & Repair Database**.

Error 3075 Invalid characters in item. This error usually occurs when an apostrophe (**'**), pound sign (**#**), asterisk (*****), or ampersand (**&**) appears in an item name or item number. Try changing the problem item then reprocess the invoice.

Error 3077 Error occurs when searching for an item. An item in the inventory may have a quotation or some other punctuation mark in its item name or item number. Try re-entering the item in the inventory without using any punctuation.

Error 3078 Couldn't find a table. See error 3049.

Error 3163 Data too long to be entered into the database. This error usually occurs with non-inventory items. The item description may contain too many characters. Try shortening the description.

Error 3167 Record already deleted. The error occurs because CRE is trying to access a deleted item. To fix this, run **Compact & Repair Database** and **Backup Database**.

Error 3183 Not enough space on temporary disk. Free up hard drive space by deleting unwanted or unnecessary files and/or directories.

Error 3196 CRE is currently in use by another user or session. You must close down the other session before beginning a new one.

Error 3197 Corrupted database. Run **Compact & Repair Database**.

Error 3356 Currently locked by another user. When repairing database, make sure that all other stations are turned off before attempting repair database, then try to repair database while all other computers are turned off.

Error 20504 Crystal Report *.RPT file not found. This error occurred because you are missing one of the crystal report files in your install directory. Reinstall CRE to fix this problem.

Error 20525 Unable to load report. This error means that there is some error in loading the report because the report is probably corrupted. Reinstall CRE to fix this problem.

Error 20526 This error occurs if you are printing a report and have not yet specified a default printer. Specify a default printer by selecting **Set Default Printer** from the **Setup** menu in the Main Invoice Screen.

Error 20529 This error usually occurs when trying to print reports. This error indicates that your hard disk is full and there is not enough space to either load or export the report data. Try freeing up some hard disk space.

Error 20533 Unable to open database file within Crystal Report. Contact PC America with the report you are trying to run. Crystal sometimes generates this error when the database structure has changed, so it has to be updated.

Error 20534 Error in Crystal Report DLL. This error occurs when one of the DLL file is corrupted. You should rename it and then reinstall CRE to replace the corrupt file. Check for DLL files with wrong dates, times, and/or sizes (especially with a size zero).

Technical Support

If you have any problems or questions and you cannot find the answers in the help section or in the manual, PC America will be happy to give you technical support.

Technical support is FREE for 90 days after your purchase.   Including upgrades, Technical Support is $300 (single user) or $499 (multi user) per year after your initial free period. Technical support is available 9 am to 6:00 pm EST Monday through Friday. 24 Hour Technical Support Contracts are available for an additional $395 per year. 24 Hour Technical Support Contracts must be arranged at least one week prior to usage.

CRE software upgrades are available from the Internet at http://www.pcamerica.com. Call Technical Support or your sales person to get the necessary password for any upgrade. All upgrades require WinZip. If you do not have WinZip, it is also available on the PC America web page. Upgrades are also available on CD for $10 plus the appropriate shipping charge. Additional or new copies of the manual are available for $25 each.

We also welcome any comments or suggestions about our software. You can reach our technical support representatives at:

Voice: 845-267-3549

Fax: 845-267-3550

Mail: PC America
         Attn: Technical Support
         60 North Harrison Avenue
         Suite 40
         Congers, NY 10920

If you are faxing or mailing any questions, comments, or suggestions to us, please include your name, phone, and/or fax number, the name of the company that you own or for which you work, the name and version of the program you are using, and a detailed explanation of your questions or comments so we can help you most effectively.

CASH REGISTER EXPRESS 8.xx SUPPORT OPTIONS

NEW Cash Register Express 8.xx Update. The new 8.0 Update is available **NOW**. The 8.xx Update is FREE on the internet if you purchased Cash Register Express within the last 90 days. If you purchased Cash Register Express or technical support within the past 12 months, a partial credit is available towards the purchase of updates and technical support options below.

New **Cash Register Express** owners receive 90 days of FREE Technical Support and Updates.

Please choose a technical support plan below and fax your technical support contract back to **845-267-3550**.

?? **1 Year Single User Upgrades and Incoming Technical Support ($300).** Technical support contract includes 10 incoming telephone calls (you call us) or a maximum of 120 minutes (whichever comes first). Technical support is available 9 AM – 6 PM EST, M-F by calling 845-267-3549.

?? **1 Year Multiuser (2-5 stations) Upgrades and Incoming Technical Support ($499).** Technical support contract includes 10 incoming telephone calls (you call us) or a maximum of 120 minutes (whichever comes first). Technical support is available 9 AM – 6 PM EST, M-F by calling 845-267-3549. Add $100 per station for updates and technical support for each station above 5 users.

?? **Add $100 for Outgoing Technical Support.** Call PC America at 1-800-PC-AMERICA or 1-800-722-6374 X502 and receive a callback within 3 business hours available 9 AM – 6 PM EST.

?? **Add $395 to any of the above contracts for 24 Hour Extended Technical Support.** Technical support contract includes up to 10 telephone calls including 5 emergency incidents up to 120 minutes. If your system is down, this is considered an emergency incident. Standard technical support is available 9 AM – 6 PM EST, M-F. Emergency technical support is available 24 hours per day by calling 1-800-PC-AMERICA or 1-800-722-6374, choosing option 3 and leaving an emergency message. A technical support person will be paged a call you back (limited to U.S.A. 50 states).

Name on Credit Card _____

Company Name _____

Street Address _____

City, State and Zip Code _____

Credit Card Number _____

Credit Card Expiration Date _____ Today's Date _____

Signature _____

PC America Technical Support Frequently Asked Questions

? ?**Busy Signals when calling for technical support**. Our technical support lines are free at least 40% of the day between 9 AM and 6 PM, EST, M-F. We do not place callers in a queue to wait for the next available support person. If you get a busy line, keep trying. Most callers can use *66 on their telephone to automatically keep calling until the line is not busy….or, try one of the tech support alternatives listed below.

? ?**Live Online Support**. You can now reach the technical support department live 9 AM – 6 PM, EST, M-F by using America Online Instant Messenger (AIM). You do not need America Online to use this service. Anyone with Internet Access can use AIM free of charge. Go to www.aol.com and download America Online Instant Messenger. Our online chat name is POSNOW.

? ?**Support Via Email**. You can get support at no charge by writing to posnow@aol.com. This email address is monitors 3 times per day, 5 days per week. You will normally receive a reply the same day.

? ?**Support on the Internet**. Any question you may have, has probably been answered already. Prior to calling, you should try looking at our support page at www.pcamerica.com.

? ?**Network Problems**. If you have two or more computers connected via a network and you did not purchase your Network from PC America, we cannot support your network at no charge. Our technician will ask you to confirm that your network is working by using Network Neighborhood to test your connection. If you network is not connected, you must seek help from the person who installed your network…or, PC America can help you get your network working via a $99 Network surcharge.

? ?**Other Hardware Problems**. If you purchased your hardware from a company other than PC America, we cannot give you hardware support at no charge. We have methods of testing most of your hardware. If you hardware is working properly, we will support your hardware with CRE2000. If your hardware is not working properly, you must go back to your original hardware supplier for support or pay a surcharge for support from PC America. The most frequent problems we find with hardware are serial port conflicts with modems and modem software and printer conflicts with certain printers which have software that takes over the parallel port.

? ?**IC Verify Credit Card Processor Problems**. If you have purchased IC Verify from PC America or any other source, you must first get IC Verify to work all by itself, independent of CRE2000. To get support with IC Verity, you must call Cybercash for assistance. The phone number is in your IC Verify Manual). If you want PC America to help you to get IC Verify to work, there is a $99 tech support surcharge. Most problems related to IC Verify are caused by having the wrong bank credit card phone number for processing, incorrect modem strings (which can be reset automatically within IC Verify), conflict with fax software, or use of the wrong serial port. Once you have IC Verify working independently, we can help you to get it to work properly with CRE2000 (or just look in the manual).

? ?**Upgrades**. Upgrades to a new version are $300 Single User and $495 Multiuser. Upgrades through the Internet are FREE with selected technical support contracts when purchased within 30 days of the expiration date of your **tech support contract.**