

04/15/05



# THE COUNTERPOINT CONNECTION

Keeping in Touch.....

To serve you better

## Great new features in V7.5.9 May 2005

### **Point of Sale**

**Restrict cash drawer open**—You can now specify whether a user is authorized to physically open a cash drawer when the user enters the drawer's opening or closing amounts.

**Validated returns from Ticket History**—You can now easily view and return an entire ticket from Ticket history. This feature allows you, for example, to return 30 items that a customer purchased last week. You can even use the payment information from the original ticket. Once you have retrieved the ticket, you can choose to return only selected ticket lines by removing lines from the return ticket.

**Print voids**—You can now configure your system to allow or require the printing of voids in Ticket Entry. A user-defined form may be printed for both current voids (i.e., tickets voided prior to completion) and post-voids (i.e., tickets voided after completion).

**Track security overrides**—In previous versions, if a user was not authorized to perform a function, an authorized user could perform that function with a security override. CounterPoint now tracks all security overrides performed in Ticket Entry, or Order Entry that affect documents, including overrides for prices, commissions, expired store credits, and so forth. A report is provided in Sales History, which allows reporting by user, activity type, or date of the last security override performed on a ticket. Security overrides may also be recorded in the Point of Sale transaction log.

**Validated coupons**—Support is now provided in Regular Ticket Entry for validated coupons. Validated coupons can only be tendered if the specified qualifications are met (e.g., "buy a tree" or "any purchase over \$100"). Each coupon's value can be a dollar amount (e.g., \$5 off), a discount percentage (e.g., 10% off), or a user-specified value. You can apply coupons to the same item or to different items (e.g., "\$1 off any widget" or "buy a burger, get a free drink"). You can also specify whether coupons can be used multiple times and whether they can be combined with other coupons. Coupons are recorded as Discount line items.

### **Inventory**

**Barcode lookup in View Inventory History**—You can now enter a barcode in Inventory / View / Inventory history to find an item.

### **Labels**

**NiceLabel Engine 3.6.5 (Windows)** - CounterPoint supports the printing of graphical labels using the NiceLabel Engine. Support is provided for pre-defined labels as well as labels designed using the NiceLabel Pro label designer (sold separately). This version includes NiceLabel 3.6.5, an updated version of the print engine.

# Continued.....

# New features continued

## Ecommerce

Multiple Member price lists (contract pricing) - In previous versions, you could publish 3 different prices for each item, including List Price (for display only), Selling Price (general public price), and Member Price (available only to members). CPOne Store Administration allowed you to specify which customer categories qualified for the Member Price instead of the normal Selling Price.

You can now create up to 24 different Member price lists. These expanded capabilities allow your CPOne store to offer special pricing for different customer categories or individual customers. For example, in addition to your normal Selling Price, you could have separate price lists for your Small-wholesale, Large-wholesale, Giant-wholesale, and Educational-discount customers. You could also publish a Member price list for Acme Goodcustomer, one for Zenith Greatcustomer, one for the members of the St. Mary's buying group, and so forth, up to a maximum of 24 unique Member price lists.

Each Member price list corresponds to a specific customer number and prices are calculated and published using the specified customer's calculated prices. CPOne Store Administration allows you to specify which customer categories qualify for each of the 24 Member price lists.

This feature requires CPOne V2.0, which is planned for June 2005.

Discountable items—CPOne supports two types of discounts – customer-specific discounts (based on CounterPoint customer discount percents) and CPOne promotional discounts. In previous versions, both of these order-level discounts were calculated for all items.

You can now use Setup / Ecommerce / Item mapping in CounterPoint to specify which items are discountable in CPOne. You can choose to allow CPOne to discount all items, no items, only Discountable items, only items that are not currently on sale, or only Discountable items that are not currently on sale.

Importing CPOne order times—The order time is now imported for CPOne orders.

To see more new features go to [www.synchronics.com/latestfeatures](http://www.synchronics.com/latestfeatures)

If you would like to see something added to CounterPoint go [www.synchronics.com](http://www.synchronics.com) and tell them what you want, in design request. Synchronics really wants to hear from you. The best ideas come from you!!





Reports:

I'm always surprised how under used the reports are in CounterPoint. There is a wealth of information at you fingertips. Below are just a few of the reports available.

/Inventory/Reports/Standard/Min-Max Report/

This report will help you set your minimum and maximum stock levels. You enter the time period to base the min-max analysis on, how many weeks supply to keep on hand. Also how long it takes to get the order from the date the order is placed. If you want, it will also update your item files minimum and maximum for you.

/Inventory/Reports/Standard/Inventory Analysis/

This can show all, hot, or cold selling items. This report can also rank items or categories. Besides showing quantity on hand, retail and profit of on-hand inventory. It shows weeks of supply and turn rate. Turn rate can be a handy tool to see if you need to stock more of a certain item. (The turn rate is the number of times per year that the average quantity on-hand will be sold, based on the movement rate for the reporting period you enter.)

/Inventory/Reports/Standard/Valuation & Historical Valuation/

Allows you to see you're current or as of any particular date, the retail, average cost, and last cost of your inventory.

Purge:

Some people are a little leery of "Purge" but it can be a great help. If you're tired of looking at Items you no longer have then here's a way to get rid of them. When you purge an inactive item, all associated inventory records, barcodes, notes, prices, vendor items, and keywords are also purged. However, historical detail is not removed when inactive items are purged.

/Inventory/Purge/Inactive items/

You can specify a date, and then only items with a **Last sold** date on or before this date are included. You can also specify to purge items that have never sold. Lastly purge any item or only items marked "Inactive".

If you would like to speed up Sales History reports and to free up disk space, you can also purge historical information, both in Sales History and in Purchasing History.

/Sales History/Purge/

/Purchasing/Purge/

And if you use the Sale Prices feature. You should periodically purge this as well.

/Inventory/Purge/Sale prices/

More.....

Training Company:

The training company can be the most effective way to figure out a problem. If you have a report an order or a process, and you can't figure out how something happened. Use the training company. The training company allows you to run thru processes to see how something will work and how it will affect reports, without affecting your real company. So regardless what happens, your real company is safe and there is no need to go back and void tickets or make historical corrections.

### **Features so little used, you might think they were secret:**

If you press Shift-F1 in many fields you can get help on that field. There are two problems with this. One, help is not available in all fields, two, it is generic help, and it may not be specific enough for your company. Well you can create your own help screens for any field in the system. Best of all, your help screens have precedence over the built in help screens. So your custom help comes first.

Do you sometimes have registers using the wrong drawers. You can set the register to default to a specific drawer or even have it be set to a drawer that the user can't change.

At busy times do you get irritated when you don't notice a bad scan where the barcode was not on file, you continue scanning items only to find out that you just sold 300 thousand items because the barcode just got used as the quantity. You can have the system play a sound file when there is a bad scan. Also you can force the system to require you to press the 'Esc' key after a bad scan. This will prevent the register from accepting any more scans until you press the 'Esc' key.

You new you could customize the toolbar. Did you know that you can create a unique toolbar for each user and then lock the toolbar so the user can't make any changes. This also applies to screen size and fonts.

If you have a 'problem' user, and want to find out what they do that causes the problem. You can record there activity, so you can play it back latter to see what they did. Almost like watching a VCR.

Want to get rid of the \$ on the POS screen. Just like every thing in this section, it's all done in the CounterPoint startup file. All the settings mentioned and more are available. Check in the CounterPoint documentation or setup a time for us to show you how this can all be made to work for you.

