

# *Retail Kontrol* Back Office

**HERTS**  
**BUSINESS**  
**MACHINES**



This manual relates to:

Retail Kontrol Stock V 1.4.0.2

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# **A Brief Overview**

HBM Retail Kontrol is a powerful reporting, programming and stock control tool. We will show you in this guide how to do each of these different functions. But first, there are some definitions, which are important if the system is to work properly for you.

## **What is a PLU?**

It is a Price Look Up, it is the instruction on the Cash register, which enters the price and description when you sell it. A good way to describe a PLU is “As you sell it”.

## **What is a Product?**

Although they might share a name, the Product and the PLU are entirely different. The Product is “As you buy it”. It is vital for your stock control that you understand the difference as we will show you. Products are absolutely vital to the stock control package as it is the way that we know how many Mars Bars have been sold as a Mars Bar may have tens of different barcodes depending on pack offers etc.

## **What is A Group?**

A Group aids sales analysis. All PLUs must be allocated to a group, e.g. Grocery. These are in turn linked to Major Groups and Categories, which will ensure that you have the best analysis possible.

## **What is a Mixture?**

It is the combination of products to form a PLU. If that sounds complicated, I will use an example to illustrate the point. A Meal Deal may contain a sandwich, a bag of crisps and a can of soft drink at a special price. You obviously need to sell to the customer at the advertised price and move those items sold out of stock. A mixture takes care of this automatically for you.

## **What are Price Levels?**

The software currently deals with three price levels all of which have three prices within the levels. This allows you to charge different prices for the same product whilst maintaining correct stock information. It is however not as complicated as it sounds. The price levels are for different times, for instance, you may use level 1 as normal prices, level 2 as sale and level 3 as premium prices.

# HOW TO ADD PRODUCTS/ PLUS

Firstly you must ensure that the product does not already exist on your system. You can do this by clicking on **File**, then **Product** and using the Description tool, you will find if any Product matching that description is in the file. If it is, click on **List PLU** to see if there is a PLU in the file already- if there is, click on it to ensure that the price etc is correct. If there is no PLU linked to the Product, see the next section.

## ***HOW TO ADD A PRODUCT/ PLU FROM SCRATCH***

When you have an entirely new line in and you have checked that it does not already exist on the system, we need to add it.

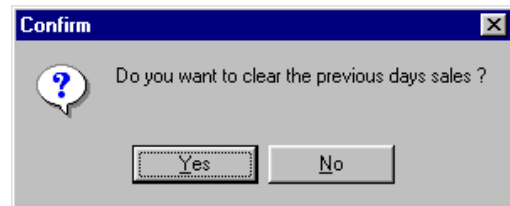
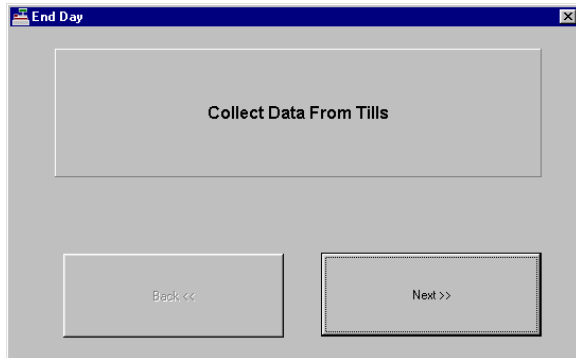
Click on **File** , **Product** and then click on **+ Add**. The Product Editor screen will appear and you must enter the Description and then the Group. Then enter the supplier name. You must then choose the Normal Delivery Size. If this is usually dozens or gallons then select the right one and it will automatically pick up the right conversion. Then enter your cost price into Pack Cost and the Unit Cost will appear next to Supplier.

Click on **Link New Barcode**. You will then be entered into the PLU Editor screen. The Product Name will automatically become the PLU name by default, you can of course change this if you wish. Now to activate your new PLU, simply give if a price (if appropriate) and click on **OK** to save or **Cancel** to exit without saving.

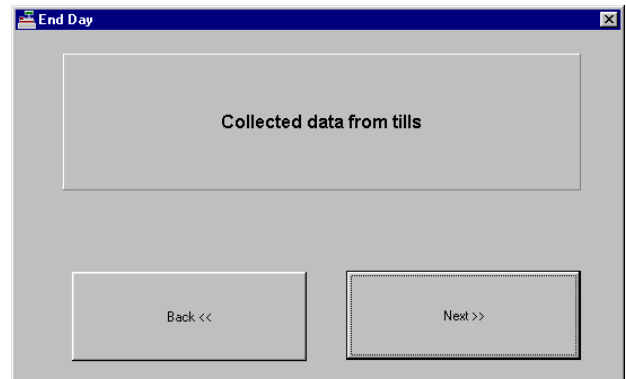
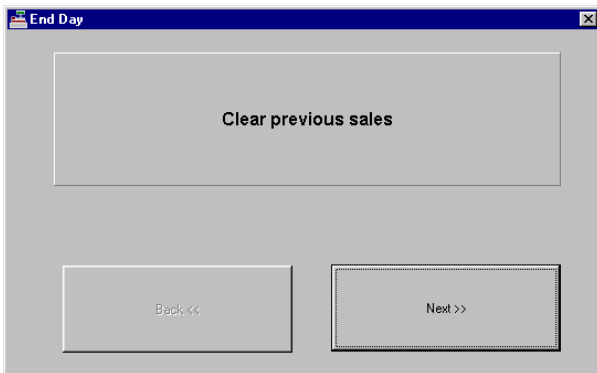
# HOW TO END THE DAY AND SALES PERIODS

## END DAY

Click on **End Day** and the following box will appear, click on **Next** and the system will ask if you want to clear the previous day's takings. If you answer Yes, the End Day procedure will proceed and add a new sales period to the database. If you answer no, the takings will be added to the previous sales.



Click **Next** to collect the sales data from the tills. When this has been completed **Next** and the program will collect the requested reports from each till in turn.




The system will then suggest the reports you should take.


**Select Sites to Consolidate**

Sales Period

Selection

Order By

 Report

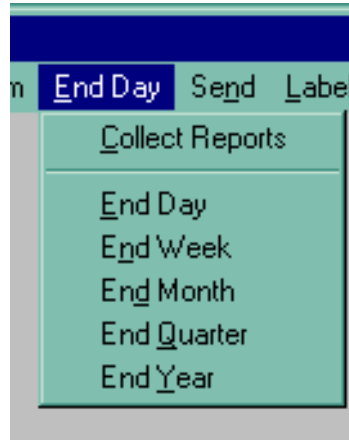
 Cancel

Select details for report

The information will be available for reporting.

## ***END SALES PERIODS***

Click on End Day and then select a sales period to end. If you do need to take Period sales reports, then you must do it before you end the period as it will not be available afterwards.



# ENTERING RETAIL KONTROL

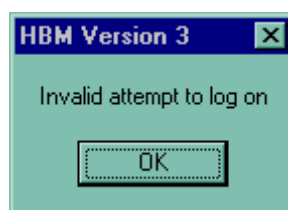
When you access Retail Kontrol, you will be presented with this screen as the program loads.



Simply click OK and the program will go onto the Password screen below.



To gain access, enter your number into the number box and your password into the password box and click Accept. If your password or number is wrong, the message below will be displayed. Attempt again after ensuring your password is correct.



# WHAT DOES EACH SECTION DO?

## FILE

### PLU

This screen allows you to maintain all the information to your PLUs, including descriptions, prices, groups and a host of other options.

Id	Barcode	Description	Conversion	Product	Gro
3985	5011045071776	'GROW IN A BAG' GROW	1	6583	
7520	5016227081246	100 FAIRY LIGHTS - C	1	11840	
7519	5016227081239	100 FAIRY LIGHTS - M	1	11839	
7523	5016227081673	180 MUSICAL CHASER L	1	11843	
7524	5016227081680	180 MUSICAL CHASER L	1	11844	
1868	35368002014	2 MEAL FEEDER C20	1	3302	
6207	5020358005019	2 PAIR MENS BONUS	1	9692	
6161	5020358080184	2 POCKET HND TOOL H	1	9636	
4050	5012095005650	2 POCKET HOLSTER	1	6862	
6155	5020358010136	2 POCKET WAIST APRON	1	9630	
2317	5010445082337	2000 HD STAPLES 8MM	1	4421	
2316	5010445082634	2500 STAPLES 8MM	1	4420	
6208	5020358005026	3 PAIR LADIES BONUS	1	9693	
4055	5012095005742	3 POCKET BIB APRON	1	6867	
6156	5020358010143	3 POCKET BIB APRON	1	9631	
6157	5020358010150	3 POCKET TOOL POUCH	1	9632	
4103	5012095010135	3 PR CULTIVATOR E-ZE	1	6918	

To view or edit an existing PLU, you should find the appropriate PLU using the search facilities- you can search by description, PLU number or group. You should then double-click on the PLU. Once in the screen, you are able to change all of the information except which Product the PLU is linked to. However, if this is a new PLU, ensure that you have added the new product first and then go to **Link To Product**, the program will autosuggest the closest description it can find, if this is incorrect, find the correct product using the search facility.

If you are adding a new PLU, you need to give it a description, the machine will generate a barcode or you can choose one. It needs to be linked to a group, and be assigned a VAT rate. You must allocate it to a group, a category and enter prices. Remember what the different price levels do.

If your Back Office is linked to the PoS Kontrol system, you will be presented with 10 selling prices. This will allow you to sell the item at different prices. Examples

where this might be used could be staff prices, prices for your best customers etc.

## Quantity Discount

You can allocate the PLU to be part of the quantity discount. To set one up, please refer to the section on quantity discounts. To set the PLU to be discounted, simply select the appropriate one from the list.

## Adjustments

Adjustments are another form of discount. It enables you to select some PLUs to offer discounts on, without discounting every item within a certain transaction. This gives you great flexibility in discounting. To set the adjustment on the PLU, simply tick the box and for more information on setting up an adjustment, refer to the appropriate section.

## Mail Order and RRP

RRP allows you to set a theoretical selling price for the PLU. Therefore, if you are forced to sell it for less, or are able to charge more for any reason, you can see how your takings for the item have been against your projected takings.

Mail Order allows you to set a different selling price for Mail Order stock and get reports based upon this. Please note that this is only relevant for people having purchased the Mail Order module.

## Price Calculator

The Price Calculator window displays the following data:

Prices For: ENG FLEECE L  
 Delivery Cost: £29.40  
 Vat Rate: 17.5  
 PLU Cost: 29.40

	Sell 1	Sell 2	Sell 3	Sell 4	Sell 5	Sell 6	Sell 7	Sell 8	Sell 9	Sell 10	Last
Cost	29.40	29.40	29.40	29.40	29.40	29.40	29.40	29.40	29.40	29.40	29.40
Sell Inc	49.99	49.99	49.99	49.99	49.99	49.99	49.99	49.99	49.99	49.99	44.99
Vat rate	17.50	17.50	17.50	17.50	17.50	17.50	17.50	17.50	17.50	17.50	17.50
VAT	7.45	7.45	7.45	7.45	7.45	7.45	7.45	7.45	7.45	7.45	0.00
Sell Ex	42.54	42.54	42.54	42.54	42.54	42.54	42.54	42.54	42.54	42.54	0.00
Margin	13.14	13.14	13.14	13.14	13.14	13.14	13.14	13.14	13.14	13.14	0.00
GP %	30.90	30.90	30.90	30.90	30.90	30.90	30.90	30.90	30.90	30.90	0.00

Buttons: Apply Group Discount, Percentage: 0, Adjust, Revert, Apply, Cancel

There is another feature on this screen, which is Price Calculator. This screen allows you to check what effect a change in your Prices/ GP % will have on the Price/ GP % and Margin.

To set this as a percentage increase/ decrease, enter the value into the box and click Adjust. To revert back to the original price, click on Revert. To check what difference a specific price would make, click on the price and change it in the following box.

The Sell Price dialog box contains the following text:

Enter new sell price  
 54.99  
 OK Cancel

The Apply Group Discount box refers to the set-up in Group. In Group, you are able to specify the percentage off the Normal Selling Price for each of the subsequent price levels. If this is set up, clicking on the box will perform that function for you.

Changes will only be accepted if you click **Apply**.

## Halo

This allows a PLU to be sold at a variable price- it can make a PLU into an “Open PLU”. As a default, the system sets it to be 0, which means that the price cannot be varied. However, by inserting the number 98 into the box, you will be able to enter a value of upto £999,999.99. Common variations may be £10 (14), £20 (24), £59 (54), £99 (94) £100 (15) or £1000 (16).

## Message

This is only for use in conjunction with PoS Kontrol. This allows you to set a description to show on the screen when the PLU is sold. Simply click on the arrow and select the one you wish to show. To create new ones, refer to the Message section.

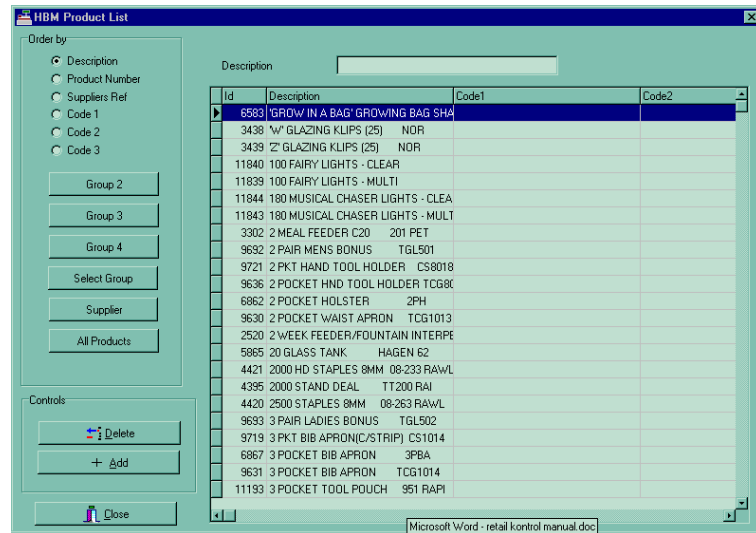
## Price Files

Price Files allow you to schedule changes to your prices. These changes can either be permanent or they can be a promotion.

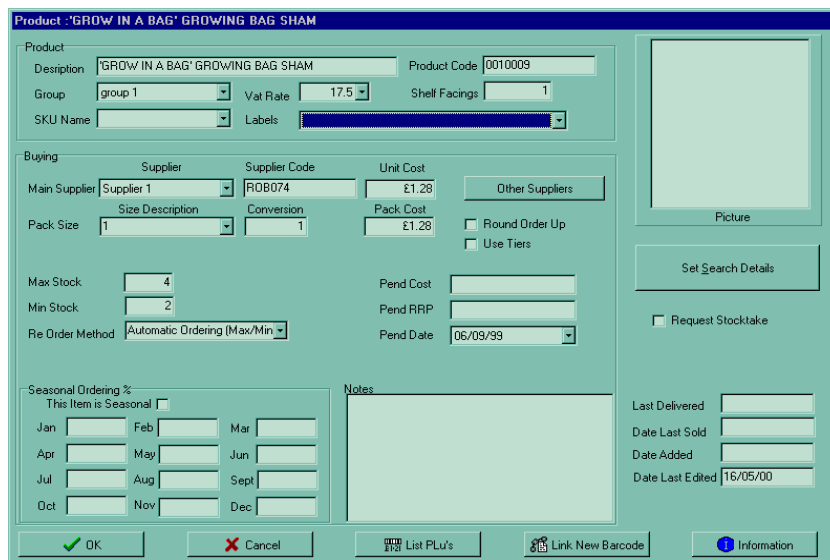
To use this feature, click on **Price Files** and then a list of future price changes will appear. To add a new one, simply click **Add** . A box will appear which will allow you to set the dates for the price change to occur and revert. The simply allocate a new price for the promotion/ change and then decide if the change is to be permanent (if it is then check the box) and which price level you wish to use. To accept this Price File, click **OK** .

# PRODUCT

This screen allows the user to add or edit products. Remember, the product is how you buy something so this will be the delivery unit, e.g. a bottle of whiskey. From here you can change suppliers, cost prices, delivery sizes and other options.



Please note that if there are any Year-to-Date sales on the Product, you will be unable to edit the description- the only time when it is possible to do this is when you have ended your year. This helps protect the integrity of your sales figures.



To Add a new product, simply click on **+Add**, to edit an existing one, double click on it in the usual way. When Adding a new product, you must give it a description- this will be the name of what is delivered, e.g. Mars Bar, not 25p

Flash Packed Mars Bar. Link it to a Group and select the SKU (Stock Keeping Unit)- this is the measure of sale e.g. pint. You must also link it to a Stock Type if you want to run different types of stocktake at different times.

Select the Supplier who most commonly delivers this product to you as number 1 and if any body else delivers it to you, click on **Other Suppliers** and enter which suppliers deliver it along with their reference code and the cost. It is important that you do this so that the Ordering Module can work properly. You must enter the delivery size. Enter the cost into Pack Cost and this will calculate the correct stock conversion and Unit Cost. If you need to link a Brand New Barcode to this product (if you are setting up) then click on **Link New PLU** and follow the instructions in the PLU section. Otherwise, exit, go into PLU and link the Product through that section.

## Re-Order Method

There are several types of re-order method. This allows you to set the Product to be ordered using automatic or manual ordering.

Automatic ordering can be done by Maximum/ Minimum stock holding, meaning that when the stock level reaches the minimum, it generates a suggested order large enough to reach the maximum level. It can also be done using Optimal, which analyses the best stockholding level dependent on your sales and creates suggested orders based on that.

Other types of ordering include manual which simply means that all orders for that Product are to created manually or when supplier is set, this means that the system will always try to order this item when the supplier you but it from has an order. This method is particularly useful for perishable items like milk and bread.

Relating to the Re-order method is Round Order Up. This works in conjunction with Automatic Ordering. It means that if you need to order three in order to get back up to maximum stock levels, but the pack size is five, then it will order five.

## Info

There is an Information Button, which will give general information about the product including sales and ordering figures.

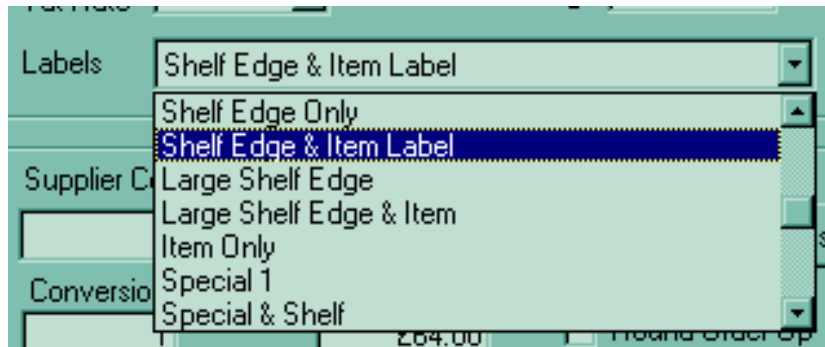
## Request Stocktake

If this button is checked, then the product will be available as a stocktake item.



## Labels & Shelf Facings

There are different types of self-generated labels that the system can produce. In its simplest forms, it will produce shelf edge and/or item labels in small or large format. You are able to specify the number of shelf edge labels that the system will produce.



## Seasonal Ordering

This allows you to set a Product to be ordered only in certain months.



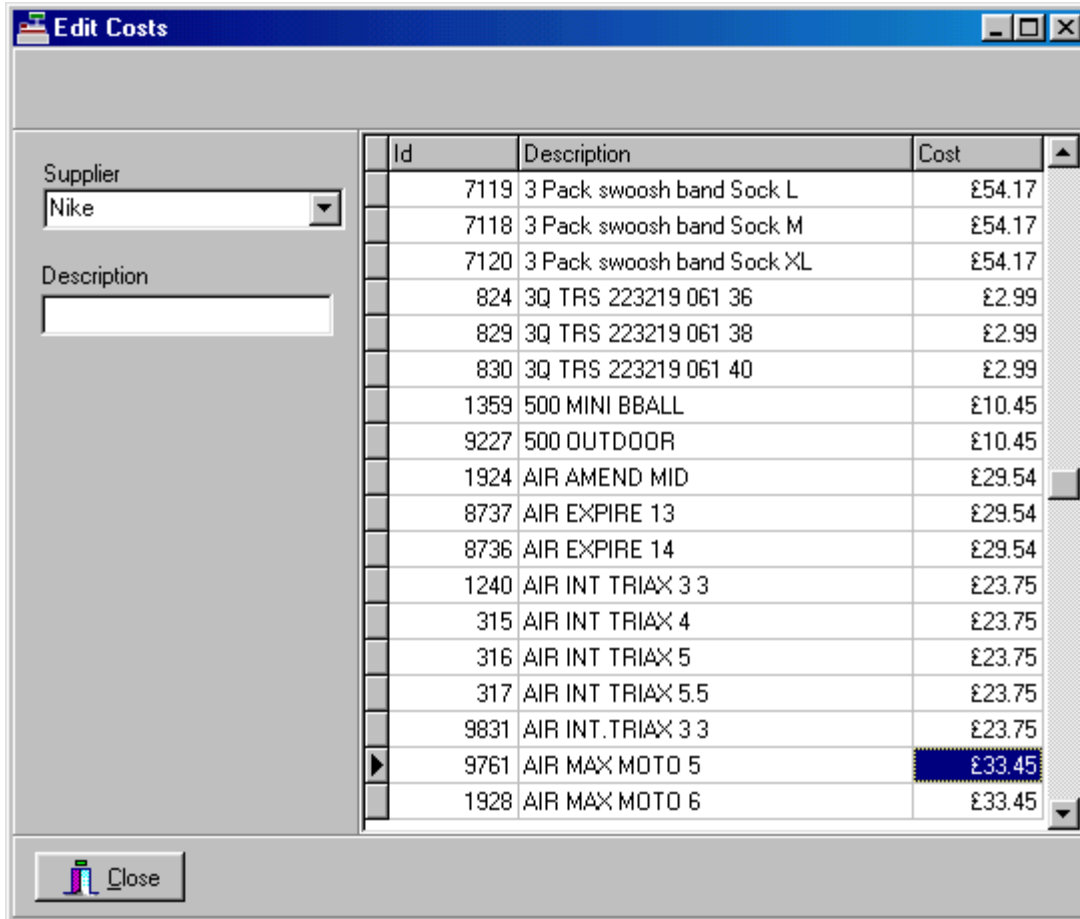
The image shows a dialog box titled 'Seasonal Ordering %'. It has a checkbox labeled 'This Item is Seasonal' which is checked. Below the checkbox are input fields for each month of the year, with values ranging from 0 to 100. The values for Oct, Nov, and Dec are 100, while all other months are 0.

Month	Percentage
Jan	0
Feb	0
Mar	0
Apr	0
May	0
Jun	0
Jul	0
Aug	0
Sept	0
Oct	100
Nov	100
Dec	100

# COST PRICES

This section allows you to change the Cost Prices in a very fast, "Excel" format. You are able to simply run down every price and change it but you can also filter by description and supplier.

Simply click on the cost to change and enter the new one, scroll down to the next one and repeat.



The screenshot shows a window titled "Edit Costs" with a table of items. The table has three columns: "Id", "Description", and "Cost". The "Cost" column for item 9761 is highlighted in blue. On the left side of the window, there are two input fields: "Supplier" (with a dropdown menu showing "Nike") and "Description" (with an empty text box). At the bottom left, there is a "Close" button with a small icon.

Id	Description	Cost
7119	3 Pack swoosh band Sock L	£54.17
7118	3 Pack swoosh band Sock M	£54.17
7120	3 Pack swoosh band Sock XL	£54.17
824	3Q TRS 223219 061 36	£2.99
829	3Q TRS 223219 061 38	£2.99
830	3Q TRS 223219 061 40	£2.99
1359	500 MINI BBALL	£10.45
9227	500 OUTDOOR	£10.45
1924	AIR AMEND MID	£29.54
8737	AIR EXPIRE 13	£29.54
8736	AIR EXPIRE 14	£29.54
1240	AIR INT TRIAX 3 3	£23.75
315	AIR INT TRIAX 4	£23.75
316	AIR INT TRIAX 5	£23.75
317	AIR INT TRIAX 5.5	£23.75
9831	AIR INT. TRIAX 3 3	£23.75
9761	AIR MAX MOTO 5	£33.45
1928	AIR MAX MOTO 6	£33.45

# RANGE EDITOR

This feature allows you to change a lot of information in a short period of time.

**PLU Range Editor**

Set as Update       Weighed Item

Set Print Labels      Item Labels

Price Change      Change by £

Maintain GP %       By GP %      Enter GP %   
 By Margin

Apply Preset Group Discounts to Price levels

Apply Adjustment  (Zero resets all)

Apply Percentage Price Change  Use a negative value to discount

Revert from last percent change ( done above ) or from snapshot below

Snapshot Sell Prices so that they can be reverted later.

Quantity Discounts

Change Group to

Apply PLU additional descriptions ( flag 3 )

To perform these functions, tick the box of the thing you would like to change. Then click on Apply.

Select the items you want to change, either by holding down Ctrl and clicking on the items or by selecting a whole sales group.

Select PLU Range

Find  Go

Group

US FOOTBALL EQUIP  
 ARCHERY EQUIP  
 ARCHERY ACCESS  
 ATHLETICS FOOTWEAR  
 ATHLETICS CLOTHING  
 ATHLETICS EQUIPMENT  
 ATHLETICS ACCESSORI  
 BADMINTON FOOTWEA  
 BADMINTON CLOTHING  
 BADMINTON EQUIPMEN  
 BADMINTON ACCESSOF  
 BASEBALL EQUIPMENT  
 BASEBALL ACCESSORIE  
 BASKETBALL FOOTWEA  
 BASKETBALL CLOTHING  
 BASKETBALL EQUIPME  
 BASKETBALL ACCESSOI  
 BOWLS FOOTWEAR  
 BOWLS CLOTHING  
 BOWLS EQUIPMENT  
 BOWLS ACCESSDRIES  
 BOXING FOOTWEAR  
 BOXING CLOTHING

Id	Barcode	Description
7195	9990720049001	ZOTEC MID HT JNR
1967	5050040595122	ZY PRO BL 13
1965	5050040595023	ZY PRO BL 8
1966	5050040595047	ZY PRO BL 9
7067	5035868969799	ZY PRO II JNR SG 3
7066	5035868969812	ZY PRO II JNR SG 4
7068	5035868969836	ZY PRO II JNR SG 5
7487	5035868793424	ZY PRO II SG 10
6764	5035868793387	ZY PRO II SG 8
7481	5035868969751	ZY PRO II SG JNR 1
1961	5035868477799	ZY PRO OG 10
1962	5035868477805	ZY PRO OG 10.5
1963	5035868477812	ZY PRO OG 11
1964	5035868477836	ZY PRO OG 12
1955	5035868477713	ZY PRO OG 6
1956	5035868477720	ZY PRO OG 6.5
1957	5035868477737	ZY PRO OG 7
1958	5035868477744	ZY PRO OG 7.5
6769	5035868477751	ZY PRO OG 8
1959	5035868477768	ZY PRO OG 8.5
1960	5035868477782	ZY PRO OG 9.5
6765	5035868793400	ZY PRO SG 9

All  
 Clear

When the selection has been made, click on apply and the changes will be applied.

# MIXTURE

A mixture dictates which products you sell when you sell a PLU. A good example of this is a Meal Deal, which sells a sandwich, a Mars bar and a Coca-Cola. When you sell a Meal Deal, you actually sell the component items. The mixture tells the program to subtract these from the stock levels when they have been sold.

To edit an existing Mixture, double click on the one you wish to edit or to add a new one, click on **Add Mixture**.

The screenshot shows the 'HBM Mixtures' window. It is divided into two main sections: 'Mixture' and 'Ingredients'. The 'Mixture' section contains a table with columns 'Description', 'Sell', and 'Cost'. The 'Ingredients' section contains a table with columns 'Description', 'Conversion', and 'convcost'. At the bottom, there are three buttons: 'Close', 'Add Mixture', and 'Print'.

Mixture		
Description	Sell	Cost
Meal Deal	£2.99	£0.98

Ingredients		
Description	Conversion	convcost
Coca Cola	1	£0.20
Mars Bar	1	£0.20
Ginsters Egg & Bacon Sandwich	1	£0.58

Enter the description and the group. If you want to, you can enter the recipe/instructions on how to prepare the mixture in the Instruction Box. This can then be printed out to make up a Recipe Book.

The screenshot shows the 'Mixture edit' window. It has several input fields and a table. The 'Description' field contains 'Meal Deal'. The 'Sell Price' field contains '£2.99'. The 'SKU Name' field is empty. The 'Group' dropdown menu is set to 'Confectionery'. There is a large 'Instructions' text area with a 'Print' button below it. The 'Ingredients' section has a table with columns 'Description', 'Cost', 'Size', 'Conversion', and 'Unit Cost'. There are '+ Add' and '- Delete' buttons to the left of the table. At the bottom, there are 'OK' and 'Cancel' buttons, and a 'Total Cost' field showing '£0.98'.

Description: Meal Deal      SKU Name:

Sell Price: £2.99      Group: Confectionery

Instructions:

Print

Ingredients					
	Description	Cost	Size	Conversion	Unit Cost
+ Add	Coca Cola	£0.20	Unit	1	£0.20
	Mars Bar	£0.20	Unit	1	£0.20
- Delete	Ginsters Egg & Bacon Sandwich	£0.58		1	£0.58

OK      Cancel      Total Cost: £0.98

To add ingredients, click on **Add** and search in the usual way. The conversion will be based on the way that you usually sell it, e.g. the sandwich etc. It is possible that in some instances, you may sell less than an entire item in a PLU, then you must enter the conversion, e.g. .5 of something. It is vital that these conversions are accurate, otherwise your stock will be incorrect. You can link the mixture to a PLU either by clicking on **Link New Barcode** (if setting up) or through the PLU file in the usual way by linking an existing PLU to the Product.

# GROUP

A group is a heading for a group of PLUs. In other words it allows you to see at a glance how every type of PLU is selling e.g. Confectionery. Each group should be linked to a category and to a major group, which in the case of drink will be drink for both and the opposite for food.

The screenshot shows the 'HBM Group Edit Form' window. The form is divided into several sections:

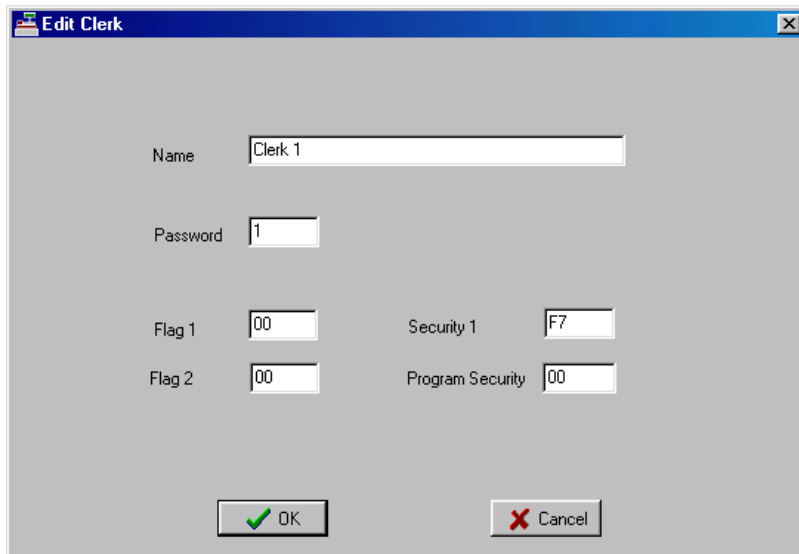
- Basic Information:** Description (ATHLETICS FOOTWEAR), Category (DRINK), ECR Name (ATHLETICS FOOTWE), Major Group (ATHLETICS), and Default Vat (17.5).
- Price Level Percentages:** A section containing nine input fields for Sell 2 through Sell 9 and a Special field, with values 95, 89, 83, 93, 87, 81, 91, 85, and 75 respectively. There is also a checkbox for 'Automatically adjust PLU price levels' which is currently unchecked.
- Price Ranges:** Max Normal Sell (£199.99) and Min Normal Sell (£19.99).
- Adjustment:** Sell Price Adjustment (Do Not Adjust).
- Buttons:** OK, Cancel, Categories, and Major Groups.

To add a new group, simply click **+ Add** and enter the relevant information, it is important to remember to include the Stocktake type, if this group is counted within your confectionery stocktake, then it is important that you register it. In addition, there are some default options towards the bottom of the box, these are particularly useful as they prevent the unintended sales of PLUs outside of their price range. This is to prevent you selling something for £299 for £2.99. There is also an option for default KP, this allows you to send the PLU through to a printer for order assembly.

The multiple selling prices are for use with PoS Kontrol. The system can be configured to take account of the percentage changes to the selling price of each individual PLU. If the box is ticked for Automatically adjust the PLU price levels, then when a new PLU linked to the Group is created, the prices will be reduced in line with the parameters set.

# CLERK

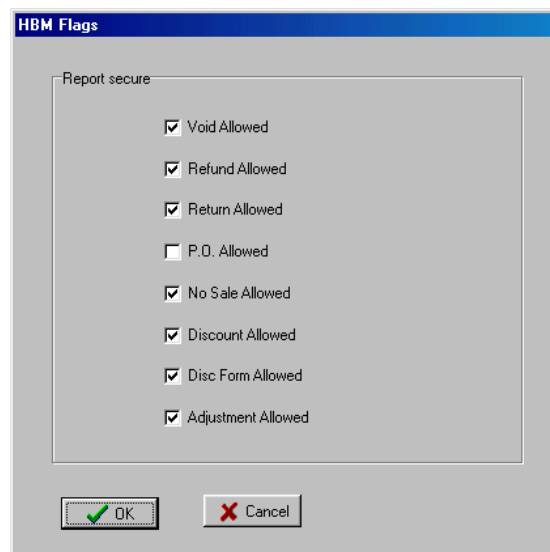
To edit the Clerk, double click in the usual way. The Clerk section controls Clerk Name, Password, Flags and Security. Do not change the flags or security options without consultation with the Technical Support Department first.



The 'Edit Clerk' dialog box contains the following fields and values:

Field	Value
Name	Clerk 1
Password	1
Flag 1	00
Flag 2	00
Security 1	F7
Program Security	00

The security section allows you set the security level for the clerk if you are using PoS Kontrol. To do this, click on the box and the following menu will appear. Tick the items you want the clerk to have permission to do and click OK to save them.



The 'HBM Flags' dialog box contains the following checked items:

- Void Allowed
- Refund Allowed
- Return Allowed
- P.O. Allowed
- No Sale Allowed
- Discount Allowed
- Disc Form Allowed
- Adjustment Allowed

# DISCOUNT TABLES

A discount table is the way you can create sales discounts like 3 for 2 or Buy One Get One Free.

The screenshot shows a dialog box titled "Discount Table" with the subtitle "Set up discount table". It contains the following fields and options:

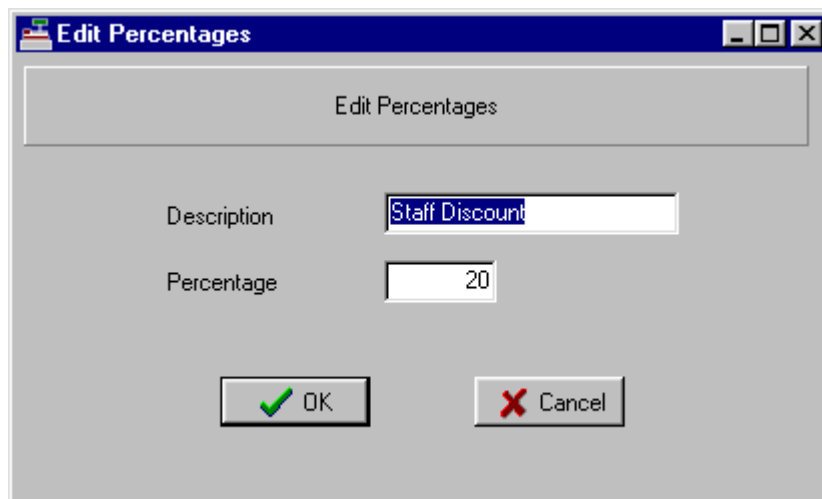
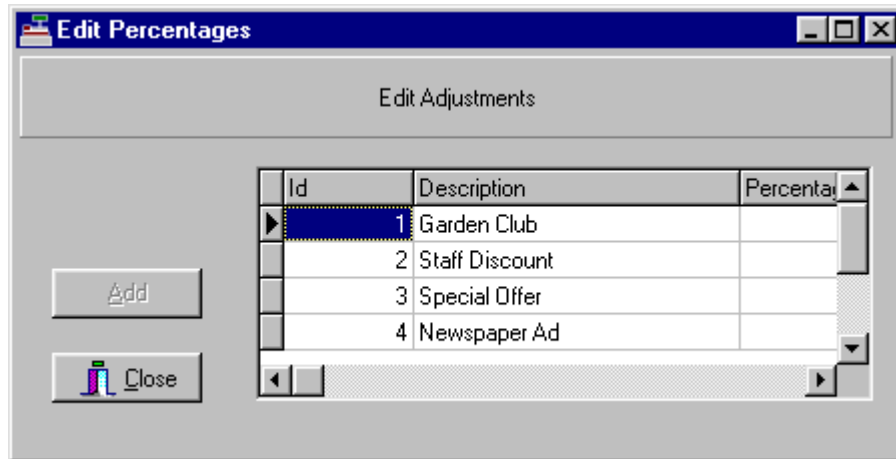
- Description: Andy Offer
- Ecr Description: Andy Offer
- Count: [ ]
- Value: [ ]
- Print Discount:
- Auto Setup:
  - Bucket Sale
  - Amount - on bucket sale
  - Free item on multi buy
- Flag: 00

Buttons: OK, Cancel

You need to give it a description. It will pick up the ECR (Till) description from that. The count is the number of items to be sold for the discount to come into effect, and the value is the discount.

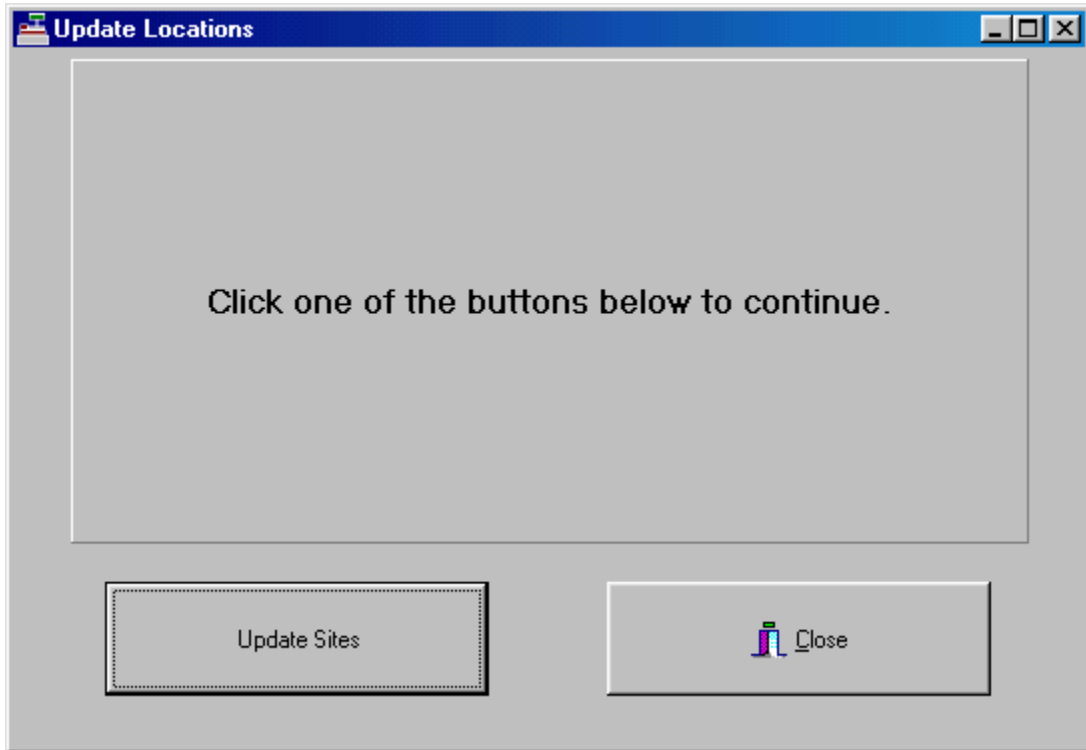
# ADJUSTMENTS

There are a number of adjustments you can set up to discount a PLU by a certain percentage for a given reason. To set one up, click on **Add** and then give it a name and a percentage. You can also edit an existing one by clicking on it, changing the name and the percentage. You must then allocate it to the PLU in the PLU screen.



## Update Sites

This is for customers with a Multi-Location or Head Office version of Retail Kontrol. This option allows all the changes you have made under the Master site to be transmitted to the sites.



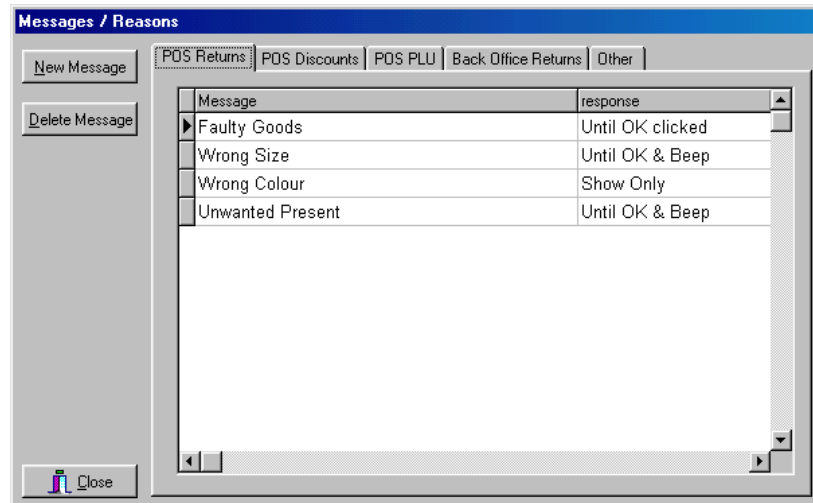
Simply click on Update Sites and the sites will be updated.

## ***Check Updates***

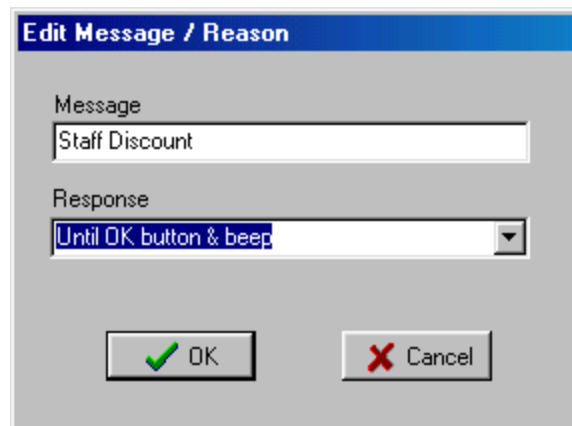
This option is only available in Head Office and Multi Location customers. This option will collect the sales data from the sites and broadcast the changes Head Office have made.

## Messages

Messages can be linked at both the Point of Sale and the Back Office to certain functions. Examples could be discounts at the Point of Sale or messages informing staff of age restrictions on certain items or selling up possibilities. At the Back Office, staff can be prompted for reasons for returns to suppliers etc.



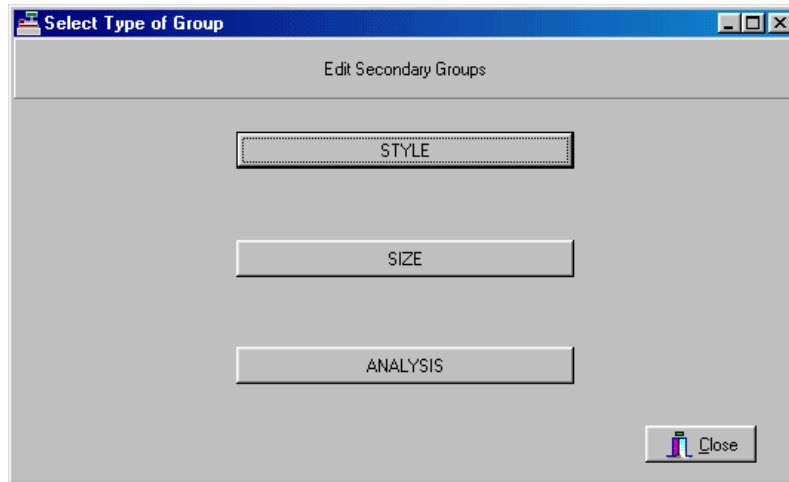
To add a new message, click on the tab of the category you want to add a message into and click on New Message.



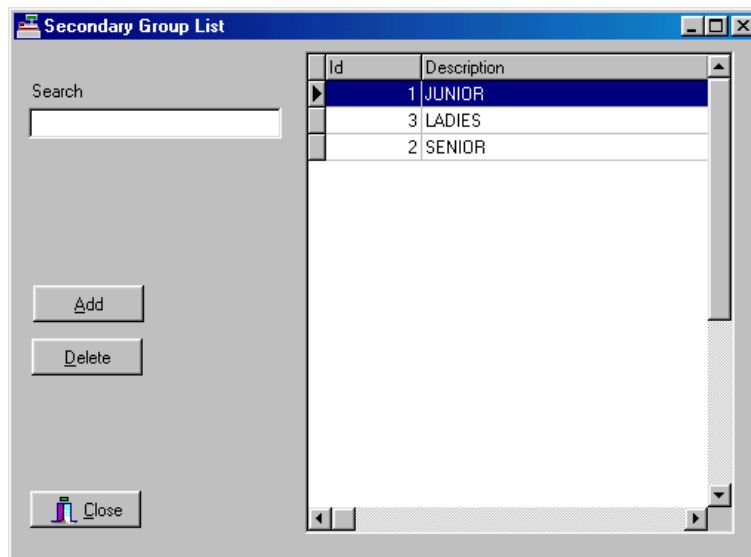
Type a message in and select how you want the staff to respond to the message. Click OK and the message will be available for selection.

## Other Groups

Each product can be linked to additional groups as well as the standard sales groups (e.g. grocery). These groups can be used for Colours, Styles etc. This is where you set them up.

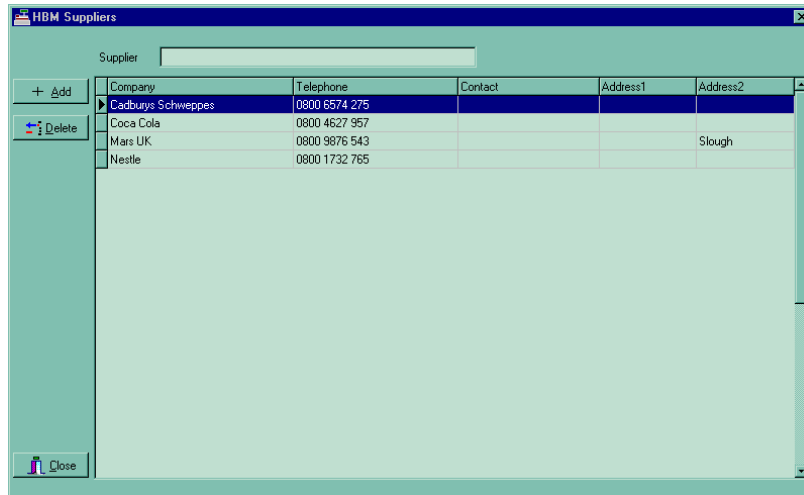


Click on the secondary group to edit and select Add. This will allow you to add a new one. Type in the new description and it will appear in the list. This will then be available for selection in Product.



# SUPPLIER

This screen allows you to enter all relevant details concerning your suppliers, from telephone numbers through to delivery charges and lead-in times. You are also able to view your purchasing history with your suppliers.



## EDIT SUPPLIER

The screenshot shows the 'HBM Supplier Editor' window. It contains several sections for entering supplier details:

- Company Name:** Company (Mars UK), Road, Town (Slough), County, Country, Postcode (SL1 4JX), Telephone (0800 9876 543), Fax (0800 2345 678), EMAIL (sales@mars.co.uk), Products (confectionery, drinks & ice cream).
- Rep. Details:** Name (Scott Wells), Telephone (0800 9876 543).
- Service Contact:** Service (Brendan McDonald), Telephone (0800 9876 543), Transport, Telephone.
- Bank:** Account #, Sort Code.
- Address:** (Empty text area).
- Performance:** Minimum Purchase (£100.00), Delivery Charge Threshold (£100.00), Lead Time (7), Delivery Charge (£15.00).
- Notes:** (Empty text area).

Buttons for 'OK' and 'Cancel' are at the bottom left.

These can be searched by name only. To add a new supplier, click on the **+ Add** Button, or to edit a supplier, double click in the usual way. None of these

fields are compulsory; they are here for your information only. The Lead Time will be filled in with the Average Delivery Time of that supplier.

In addition, you are also able to enter Manufacturer. This is useful in situations where one supplier delivers products from multiple manufacturers and where multiple suppliers deliver products from the same manufacturer. To do this, simply click on Edit Manufacturer rather than Edit Supplier but complete the process the same.

## *HISTORY*

This section allows you to view your history with a particular supplier. You must enter a Start and an End Date for this enquiry- the dates available will be those when the supplier has made deliveries to you. Your two options are to view all orders within that time span or to look at a particular product:

## *PRODUCT SEARCH*

Click on the **Product Search** button and the list of products you buy from that supplier will appear. Simply choose the product you are interested in, in the usual way.

A new screen will appear which is split into two windows. The top one shows a list of orders where that product appears and underneath is the detailed information about the orders containing those products.

## *EDIT SITES*

This is for use in multi location environments or in places where stock is swapped with other shops.

Add the sites in the same way as you would add a supplier and they will appear as sites for transferring in and out of.

# REPORTING

## REPORTS

This section allows you to generate reports based on your sales data.

There are a large number of standard sales reports available for view or print. It may be that your system is not configured for all of these reports- you will need to contact Technical Support if this appears to be the case.



Simply click on the report you want to view. Some of the reports are available over several time periods so you can view historical data.

There is a taskbar across the top of the screen. On it are options such as zoom, scroll, print and save features- these have been labelled by the program.

## PRODUCT SALES

This shows Product sales as opposed to PLU sales (remember the difference!). It will produce the report over the usual time periods and shows them in all the different price levels in both quantity and value. If you want to filter down the search down to a certain group, for example, then click on Selection and choose Group and then select the Group.

Select Sites to Consolidate

Sales Period: Day

Selection: All Items

Order By: Group / Description

Report

Cancel

Select details for report

Sales Period: Day

Selection: Group = Confectionery

Order By: Group / Description

Report

Cancel

## ***PLU SALES***

This shows PLU sales as opposed to Product sales (remember the difference!). It will produce the report over the usual time periods and shows them in all the different price levels in both quantity and value.

## ***VAT SALES***

This shows sales by VAT rate over all the available time periods. All items are displayed with the appropriate VAT rate

## ***PLU INFORMATION***

This gives you the details of what the name of the PLU is, what product it is linked to, what the departments and what the prices are.

## ***HISTORY***

Click on the required start date, the required end date. Click on report. The computer will generate the report. The report is a sales report, which will detail all sales in quantities and cash over the requested period.

## ***DAILY REPORT COUNT & VALUE***

These reports allow you to see all sales today in count and value.

## ***VIEW DATA***

This is for use only if you are using PoS Kontrol. This allows you to view sales data real time on the Back Office PC.

## ***FINANCIAL REPORT***

This report can be generated over the usual time periods. It shows how many Voids, refunds etc. have been performed over that period of time. It also shows Takings, Paid Outs and other information that will be interesting to the business.

## ***CLERK REPORT***

This allows you to view all information relating to your operators including how many times they pressed clear, or no sale, what item corrections they did, the value of their voids and refunds etc. It will also allow you to view their takings and

when they were last active. This information can be accessed over the usual time periods.

# HOW TO DO A STOCKTAKE

Please note that this is only appropriate if you are not using Radio Kontroller. Please refer to the separate booklet for instructions. This section allows you to access the powerful stocktake tool of Retail Kontrol. Simply follow these instructions.

## ENTER COUNTS

Simply enter the counts into the location where the stock is. To enter a count, enter the number counted and press the scroll button.

To finish the stocktake, click on OK and the system will produce a stock report.

Printed : 24/12/01 11:29:48

### Stock Count Result

ID	Description	Shop				Mail Order				Overall Difference	Overall Difference Value	Requ
		Theoretical Count	Count	Difference	Difference Value	Theoretical Count	Count	Difference	Difference Value			
	3 in 1 Versatile Mini Brush Groo	32.0	34.0	2.0	21.98	0.0	0.0	0.0	0.00	2.0	21.98	*
	30 % Balls GB25	47.0	43.0	-4.0	-15.96	0.0	0.0	0.0	0.00	-4.0	-15.96	*
	32 Long Plastic Tees	10.0	12.0	2.0	1.34	0.0	0.0	0.0	0.00	2.0	1.34	*
				2.0	21.98			0.0	0.00	2.0	21.98	
<b>Totals Overall</b>				2.0	21.98			0.0	0.00	2.0	21.98	

Print the report off and click Close. Retail Kontrol will then ask you if the stocktake is complete, if you answer yes then those counts will become the new opening figures.



# STOCK

This section allows you to report on all the issues to do with stock holding.



## *Inventory Report*

This report gives you a detailed account of what you have on-site at the time of the stocktake. You should print this report.

## *Stock Movements*

If you wish to check this period's stock movements, it can be done here and printed.

## *Stock Transfers*

This report allows you to report on transfers from your main stock location to others, such as Mail Order, Website or a second site.

## *End Period*

IMPORTANT do NOT end the sales period unless you are sure that you want to reset the stocktake figures to zero. This is only to be used when you are sure that you do not need to adjust any more figures.

# ORDERING

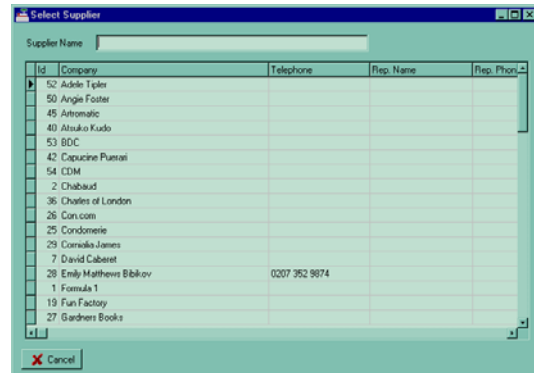
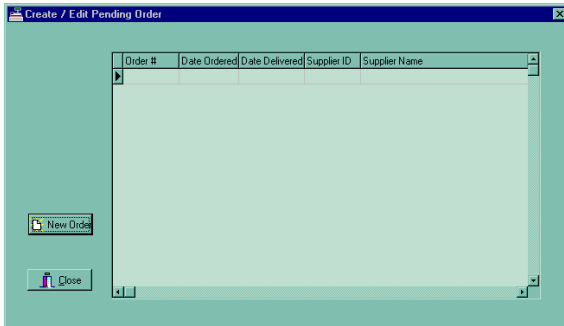
There are four different types of ordering, which can be made on the software: automatic max/min, automatic optimal, manual and always order. The ordering can vary depending on the Product so you can choose different types of ordering for different suppliers etc.



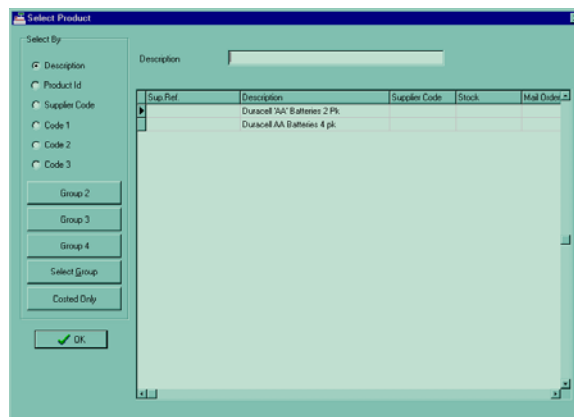
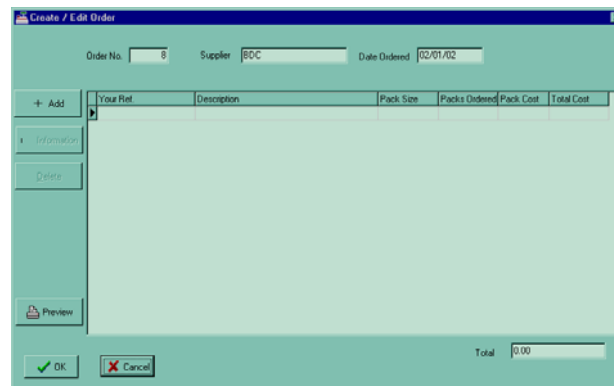
Within manual orders, there are two types: planned and unordered. Planned is to be used if you wish to send a purchase order to a supplier, you can then fax or e-mail it to your supplier. Alternatively, if you wish to order your goods verbally or when your supplier comes in, then use unordered deliveries.

# NEW ORDER

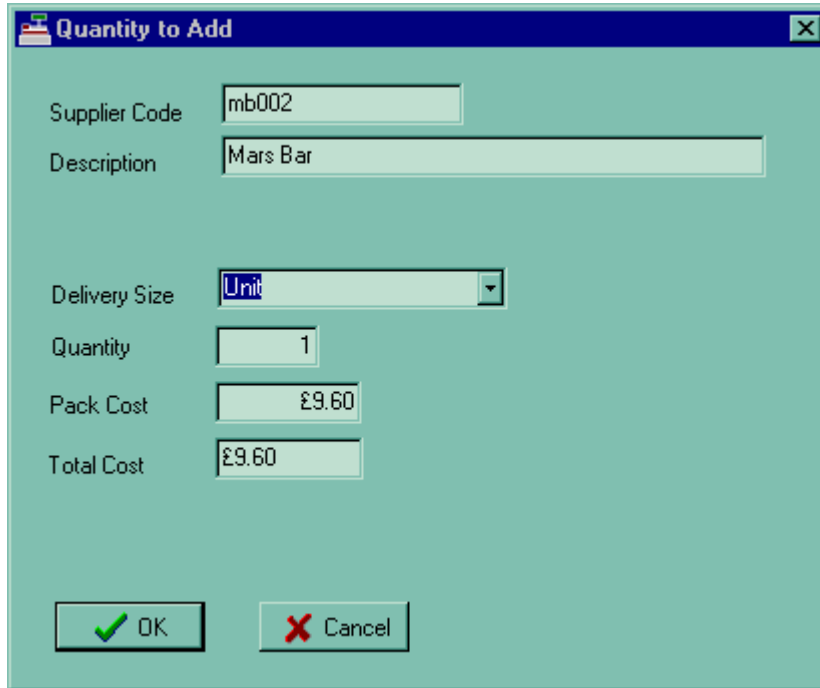
If you want to use manual planned ordering, select New Order. If you want to amend an existing order, you can simply click on it. If you want to add a New Order, click on **New Order**. It will then prompt you for a supplier, when you have selected the appropriate supplier.



An order form will appear, to add products to the order, click **+ Add**. The computer will produce the list of products that the supplier sells to you. Click on your chosen product.



Enter the number you want delivered and click **OK**. When this is complete, click **Close**. If you have made any mistakes, highlight it and click **Delete Item**. You can preview the order by clicking the **Preview** button. When you are finished, press **OK** and the order will be ready to print.

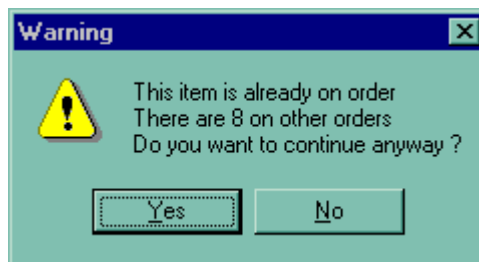


The 'Quantity to Add' dialog box contains the following fields and controls:

Supplier Code	mb002
Description	Mars Bar
Delivery Size	Unit
Quantity	1
Pack Cost	£9.60
Total Cost	£9.60


At the bottom, there are two buttons: **OK** (with a green checkmark icon) and **Cancel** (with a red X icon).

Please note that if you have already placed an order for the product you are ordering, a message will be displayed and if you wish to continue, click Yes.



The 'Warning' dialog box contains the following text and controls:

**Warning**

 This item is already on order  
There are 8 on other orders  
Do you want to continue anyway ?

Buttons: **Yes** and **No**

# PRINT ORDERS

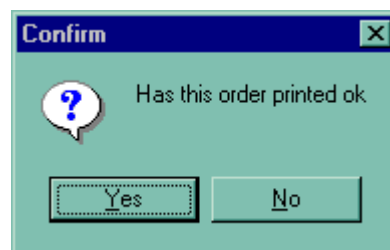


The system will store all of your orders until you decide to print them, they will then become pending orders, awaiting delivery. Press **Go** and the machine will begin to show you the orders pending.

Print the order and press **Close**.

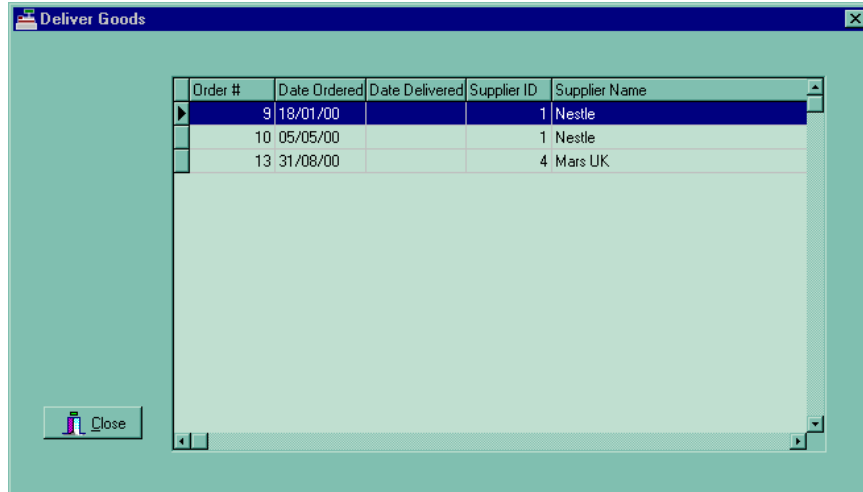


If it has printed OK answer **Yes**. Repeat this until all orders have been cleared.

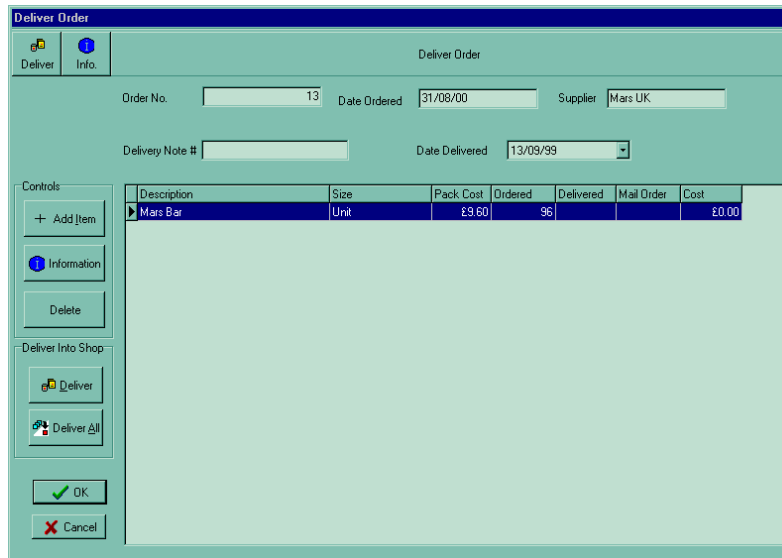


# DELIVER GOODS

This is the final stage of planned deliveries- this section is used to enter deliveries of goods you have ordered in New Order.



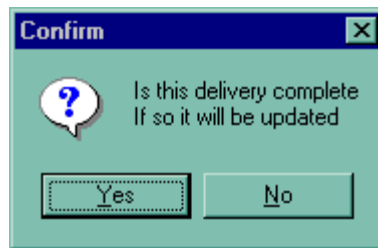
The list which will appear in front of you is all of your pending orders. Click on the order to deliver and you will return to the Order screen. If additional items have been delivered, you can add them using the **+ Add** button in the same way you did when you entered them initially in New Order. Information on all of these products is available by highlighting them and clicking **Information**.



You must include the delivery note number. There are two methods of delivering items. If the order is complete, click **Deliver All**. If the order is incomplete, then you must click on each item and then click **Deliver** you must then enter the number, which has been delivered.

When this is complete, click OK. You will then be presented with a Delivery Summary Screen which will show what has been delivered, what is short and what the value is- this should be printed and kept for invoice checking.

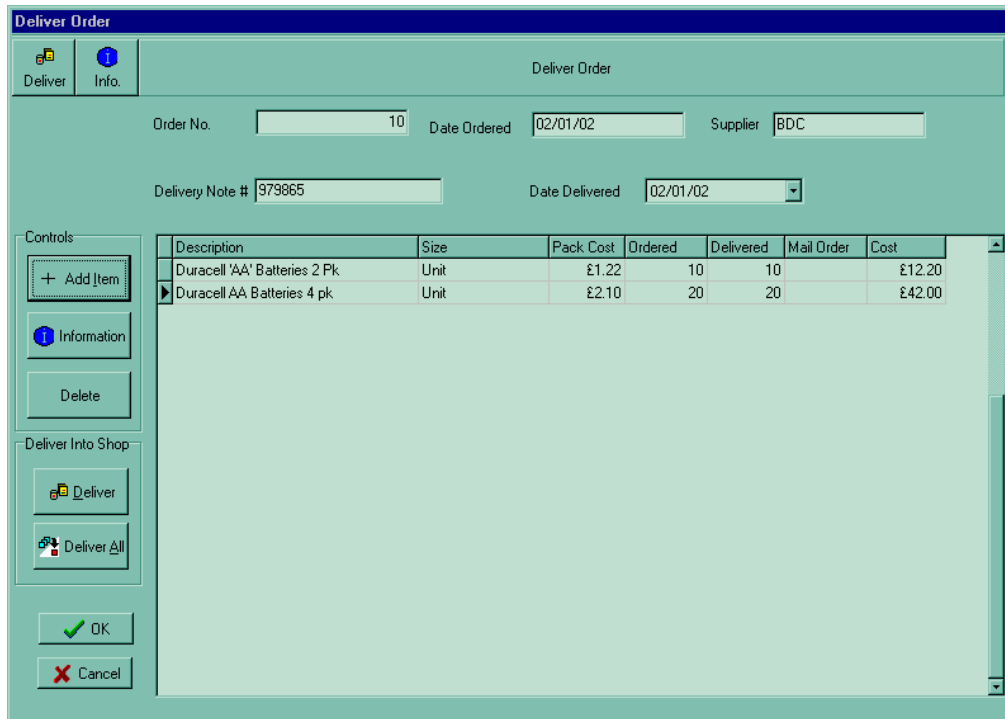
The program will ask “Is this order/delivery complete?”. If you wish to proceed, click Yes- this order will disappear from the pending file and the goods will enter stock.



# UNORDERED DELIVERIES

Unordered deliveries are most commonly used when orders are either unplanned or given verbally. The process is virtually identical to that of New Order except that order and delivery are simultaneous.

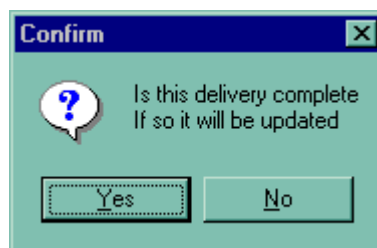
When in Unordered Delivery, click **New Order** and you will enter the Supplier Screen. Choose your supplier and you will enter the Order Screen.



Description	Size	Pack Cost	Ordered	Delivered	Mail Order	Cost
Duracell 'AA' Batteries 2 Pk	Unit	£1.22	10	10		£12.20
Duracell AA Batteries 4 pk	Unit	£2.10	20	20		£42.00

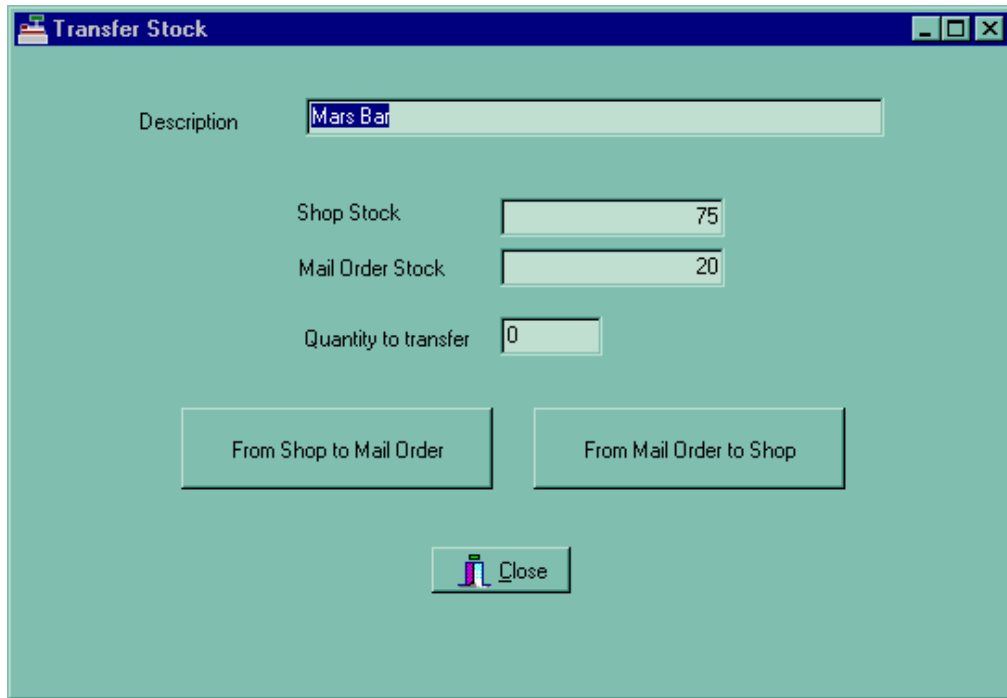
You need to enter a Delivery Note number and then you add items using the **+ Add** button. They will automatically be delivered so when you have finished, click OK.

The Delivery Summary will then appear. It is best to print the order for your records and then click **Close** and answer Yes to "Is this order/ delivery complete?".



# TRANSFER STOCK

This section is used for customers using the Mail Order/ Internet Module. This allows you to have separate stock locations for the shop and mail order/ internet.



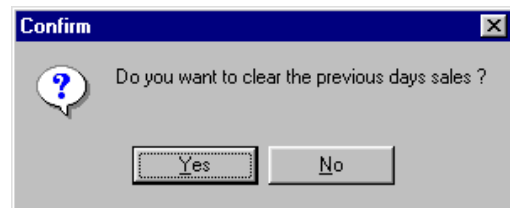
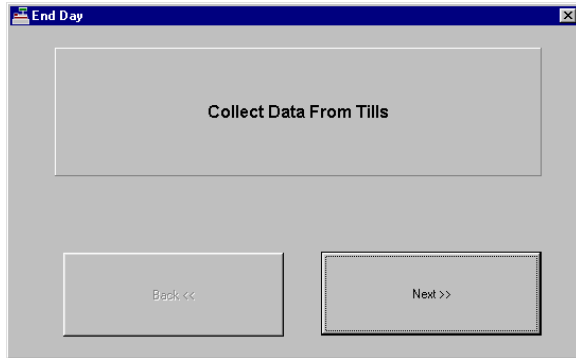
The screenshot shows a software window titled "Transfer Stock" with a light green background. At the top, there is a description field containing "Mars Bar". Below this, there are three input fields: "Shop Stock" with the value "75", "Mail Order Stock" with the value "20", and "Quantity to transfer" with the value "0". At the bottom, there are two buttons: "From Shop to Mail Order" and "From Mail Order to Shop", and a "Close" button with a small icon.

To do this, you must select a product. The system will inform you of the theoretical stock levels in each location, and you need to simply enter the quantity to transfer and click where it should be transferred.

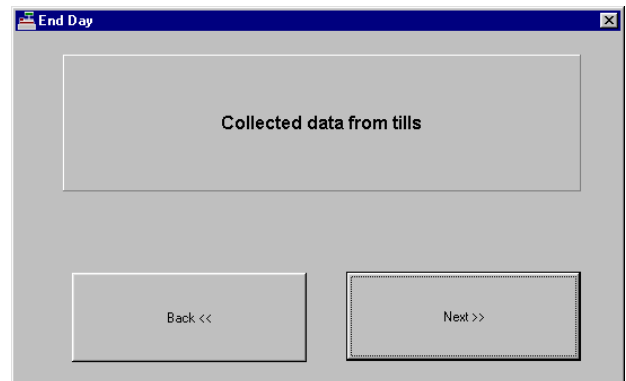
# END DAY

## END DAY

Click on **End Day** and the following box will appear, click on **Next** and the system will ask if you want to clear the previous day's takings. If you answer Yes, the End Day procedure will proceed and add a new sales period to the database. If you answer no, the takings will be added to the previous sales.



Click **Next** to collect the sales data from the tills. When this has been completed **Next** and the program will collect the requested reports from each till in turn.




The system will then suggest the reports you should take.


**Select Sites to Consolidate**

Sales Period

Selection

Order By

 Report

 Cancel

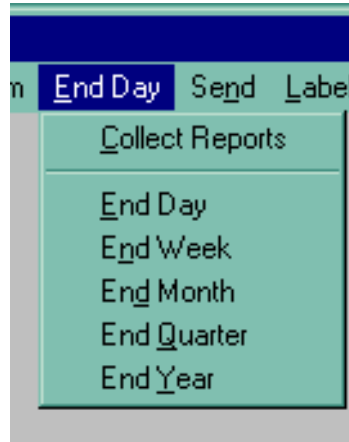
Select details for report

The information will be available for reporting.

## ***END PERIODS***

This section allows you to manually end any of your sales periods- most of these are ended manually in any case.

Click on End Day and then select a sales period to end. If you do need to take Period sales reports, then you must do it before you end the period as it will not be available afterwards.



# SEND

This section is only used if you are using batch communications. PoS Kontrol can be configured to transmit the information automatically.

To do this, simply click on Send Updates and PoS Kontrol will send off the updates to the till.

