

# Retail STAR Newsletter

## December, 2010



### Physical Inventory: Posting your Counts

To continue our discussion on inventory from our last newsletter, once you have finished counting your inventory and have checked and fixed any counting mistakes and discrepancies, you are ready to post the physical inventory.

It should be noted that posting is final. There is no going back to the worksheet or altering any counts after a PI has been posted. It is very important that you view the Variance report (F11 in the PI Module) beforehand, and that you double-check your counts to make sure they are accurate BEFORE you post. Also, it is a good idea to make a backup of your data before you post.

When you are ready to finish your inventory, press the F8 Post button. Remember, when you post a PI, it posts all the current worksheets at once. There are three options you are presented with when posting inventory:

**Post only counted UPC Entries:** This option posts only the items on the worksheet that have a check mark in the "Counted" column. This allows you to post only certain things on a worksheet, and ignore others. This option is normally selected when conducting an inventory of the entire store.

**Post All UPC entries on Worksheets:** This option posts every entry on the worksheet, regardless of whether it has a check in the counted column or not. This is handy when you have a lot of items on the worksheet that have a zero count, and you just want to post all of them. This option is normally selected when conducting a partial inventory.

**Zero OH for items that are NOT on Worksheets:** This option is either incredibly useful, or incredibly dangerous! This will zero out the inventory for every item that is NOT on any of your worksheets. This is very useful if you are counting your entire store. If you are doing a cycle-count, or a small selective inventory, you do NOT want to use this option. There is no way to reverse this option once it has been posted, so make sure you are positive that this is what you want to do. Select this option if you are conducting a full inventory only. It should NOT be selected if conducting a partial inventory

After you have selected the options you want, the only thing left to do is post the inventory. You will want to get everyone out of your system before you post and give yourself plenty of time to let the Posting finish. Once that is finished, your physical inventory is complete!

### Helpful Reminder

#### Creating Returns:

It is important to remember that the best practice for returning items in Retail STAR is to create a new receipt with the items that need to be returned, and then turn that receipt into a return.

You can turn a receipt into a return receipt by clicking on F4 Receipt and then clicking on Return.

It is not advised that you pull up the original receipt and return that. This is done to keep reports and historic data as accurate as possible.



### How to take a Manual Backup for Inventory

Before you post your inventory, it is a good idea to make a backup of your database, just in case the posting doesn't go as planned. Here are the steps to create a backup:

- First, navigate to the hard drive where Retail STAR is installed (usually D:/), and create a new folder called PIBACKUP.
- Open up Office STAR and click on Utilities. (This option may not be available for limited access users.)
- Click on SQLBase Backup Utility.
- Inside that utility, navigate to the folder you created. You may need to click on the drop-down box at the bottom of the Utility to select the correct driver letter. Once you see PIBACKUP, double-click on it.
- Now, click on F10 Run. The backup will begin.
- Once it is finished, the application will display a message at the bottom of the screen that the "Backup has been completed."
- Click on F12 Exit to leave the Backup Utility.

After that, you are ready to post your inventory, and you have a current backup file to revert back to if you have a problem.

## Retail STAR December Holiday Support Hours

Friday, Dec 24 <sup>th</sup>	6 AM to 3 PM PST
Saturday, Dec 25 <sup>th</sup>	Closed
Friday, Dec 31 <sup>st</sup>	6 AM to 3 PM PST
Saturday, Jan 1 <sup>st</sup>	7 AM to 4 PM PST Emergency Service

## i.STAR Help Phone Line

If you have an i.STAR website and need assistance or technical support, there is now a live support option over the phone!

i.STAR Technical Support is available Monday through Friday from 8 AM to 5 PM PST.

The phone number for i.STAR Technical Support is (800) 949-1470 Option 8.

## Rates for Limited Support Customers

As of January 1, 2011 the rates for customers with a Limited Support Contract for weekend support and calls that exceed the total annual hours allotted will be \$90 for the first 15 minutes and \$60 for each 15 minutes thereafter per call.

## Report STAR Physical Inventory Column Descriptions

**PI** - This column reports the number of units counted in a physical inventory during the selected date range.

**PIExp** – This is the number that your system expected or thought you had before the inventory. Usually it is the EI before the inventory was taken.

**PIVar** – This is the difference between the two above figures. Negative values would be shrinkage; positive values would be gains.

**\$PICost** – These are the units you counted multiplied by the RWAC, or Running Weighted Average Cost.

**\$PIRet** – These are the units you counted multiplied by the retail price.

**\$PIVarCost** – This is the value at cost of the PI variance, or deference.

**\$PIVarRet** – This is the value at retail price of the PI Variance.

**\$PIVarLC** – This is the value of the PI Variance in Landed Cost, which take into account the freight of the PO, as long as you have added the freight to the PO.

## Training Webinars

CAM will be conducting a web-based seminar at 7:30am and 12:30pm PST on Wednesday, January 19th. The webinar will cover a brief overview of Physical Inventory preparation and PI review.

You can submit questions for review, and the moderator will try to incorporate them into the webinar.

If you are interested in participating, please send an email with your preferred time to [training@camcommerce.com](mailto:training@camcommerce.com).

Please Note: Space is limited to keep the session manageable, so send your e-mail soon!

Upcoming webinars will be announced in future newsletters so stay tuned.