

Fractional Quantities and the “Active” Toggle in 9.5

In Retail STAR 9.5 and above, you have two new and helpful features: Fractional Quantities and the Active toggle.

Fractional Quantities are added to the styles and allow you to sell units in amounts that are less than a whole. In POS, when you ring up an item, you can type the amount as a fraction, such as 1.5 or 2.8. This will automatically charge the correct amount based on the amount for a whole unit. For example, if a whole unit is priced at \$10, and you sell 1.5 units, the price will be \$15. This will also be reflected in the On Hand for the item, meaning that you can have less than whole units expressed in your inventory values as well.

In order to use Fractional Quantities, you will need to enable the feature in Program Setup. After that, you will have the ability to turn fractional quantities on for individual items.

The “Active” toggle has been expanded to work in more situations. In previous versions of Retail STAR, you could make an employee record inactive. This would allow you to prevent an employee from being able to sign in and from showing up in reports. However, in the event that you wanted this employee to be able to log in again, you could always go into Employee/Security and place a check next to “Active” to turn the employee back on.

Now, in Retail STAR 9.5, you can do the same thing with colors, advertisements, and even products! If you make a product inactive, you will not be able to ring up the item in POS, but you will still be able to see it in historic reports. The same thing is true for colors and advertisements. This is another way Retail STAR 9.5 give you more control over your data!

The Promotions feature and Grouping Items together at POS

We wanted to alert you of a change in the way the most recent versions of Retail STAR (version 9.5.157 or higher) groups the same items together on a sale in POS.

The Promotions feature for Retail STAR versions 9.5.157 and above replaced the XY Pricing feature used on older versions and prevents the grouping of items on sale in POS. It does this automatically if you have any Promotions defined because the system must distribute the discounts amongst the various Promotional items on the receipt. It cannot do that if items on the receipt are grouped together.

In order to determine if you are using Promotions, and providing you have the proper user rights with your login, select Inventory from the main menu. Then select Promotions. If you see anything in the list in the Promotions window, you have are using the feature.

To see if Group Same Items on One Line has been unchecked in POS, select Register then Register Setup. This option is on the first screen in the column on the right.

Printing Supplies

We have made it easier to purchase supplies for both your tag and receipt printers through our online store at www.camcommerce.com. There is now a separate tab at the top of our web site labeled “Buy Supplies.” For your convenience, you can also order these supplies by calling 1-800-726-3282, ext. 223 (Monday through Friday, 6am to 2:30pm PST) or by emailing us at supplies@camcommerce.com.

If you need adhesive labels or hang tags that we don't stock, we will be happy to provide you with a custom quote.

Note that orders placed by 2pm PST can be shipped the same day.

Retail STAR 9.5.170 sp 3.22 is in General Release!

The current version of Retail STAR in general release is Retail STAR 9.5.170 sp 3.22.

If you are interested in upgrading to this release, please contact Support at (800) 949-1470 and use option 6.

Retail STAR Scheduler

STAR Scheduler is a program that allows you to execute unattended options at the time of your choosing. There are many different tasks you can have Scheduler perform, including:

- Creating a nightly Backup
- Printing a Report STAR report overnight
- Displaying a pop-up message of your choice at a specific time (e.g. a message that reminds your employee to lock the front door at the end of the day)
- Running the SQLbase Performance Utility overnight.
- Performing a Database copy for a Standalone machine or a Report Server
- Scheduling a store communication pass

In addition to these specified tasks, STAR Scheduler can be told to run a specific program of your choosing at a specific time. This option is called "Execute a Program", and can be used to run STAR programs like Reorganize or Expressall.

The STAR Scheduler must be running in order for any of the scheduled programs to run on their own. On 9.5 and above, it's normally running as a service so you will not see it in the task bar at the bottom of your Windows desktop. If any of the scheduled tasks aren't running, call technical support at 800-949-1470 option 6.

On versions below 9.5, you should see the STAR Scheduler icon in the task bar at the bottom of your Windows desktop. If Scheduler is not open, you can manually open it by opening OfficeSTAR and going to Remote Operations and selecting Starcomm Scheduler.

Decision Support Tool

The Decision Support Tool, or DSS, is a new feature for Retail STAR versions 9.5.157 and can be accessed from different modules within Retail STAR, such as Product Maintenance and Store Stock Management, Product Change by Range, PO Maintenance, Sales Order and Invoice, Credit Memo and Quote. Just select the Tools option at the top left corner of your window and Decision Support Tool will be listed there.

This new feature provides a great deal of information that can assist you in transferring or ordering stock. For example, you can see that sizes 7.5 C and 7.5 E are available, but you are out of stock on size 7.5 D in store 5; or sizes 30, 31, and 33 are in the warehouse, but not size 32. Knowing this information can help you decide what stock to shift and what to reorder.

If you have any questions please call Retail STAR Technical Support at 1-800-949-1470 option 6.

Overview of Retail STAR's Technical Support Hours of Operation

If you have purchased an unlimited support contract, Retail STAR's technical support is available, at no additional charge, Monday through Friday, 6am to 6:00pm PST and Saturday from 7:30am to 6:00pm PST. We are available for emergency support on Sundays from 7:30am to 6:00pm PST.

If you have purchased a limited support contract, Retail STAR's technical support is available, at no additional charge, Monday through Friday, 6am to 6:00pm PST. Saturday support is available from 7:30am to 6:00pm PST, but at an additional charge of \$90 for the first 15 minutes and \$60 every 15 minutes after that. Sunday emergency support for down systems only is available from 7:30am to 6:00pm PST, also at an additional charge of \$90 for the first 15 minutes and \$60 for every 15 minutes after that.

Certain restrictions do apply so please read your support contract for further details.