



Training Webinars

The following are Retail STAR's upcoming web-based seminars. Each webinar will cover an overview of the features for each subject presented. You can submit questions in advance for review and the moderator will try to incorporate them into the webinar.

February 8th, 2012
Retail Interface w/QuickBooks
7am PST and 12pm PST

March 14th, 2012
Import STAR
7am PST and 12pm PST

April 18th, 2012
Physical Inventory
7am PST and 12pm PST

May 9th, 2012
i.STAR Order Processing
7am PST and 12pm PST

May 16th, 2012
Job Tracking
7am PST and 12pm PST

June 20th, 2012
Fill in Restock
7am PST and 12pm PST

July 18th, 2012
Scorecard
7am PST and 12pm PST

August 8th, 2012
Retail STAR Accounts Receivable
7am PST and 12pm PST

If you are interested in participating, please send and e-mail with your preferred time to training@camcommerce.com.

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

Partial Inventory Counts and Zeroing Uncounted Items

If you want to do a partial physical inventory count and still be able to zero the on hands for any uncounted items within the partial count parameters, you must filter the snap.

For example, let's say you just want to count stock in your woman's formal wear department. When you create your snap, you must use the snap filter and filter by that department only. Then when you create the physical inventory worksheet, you will want to populate the worksheet by filtering for the woman's formal wear department only.

To break it down further, when you are creating your snap, you will see a check box titled 'Include All Items (No Filter).' If you uncheck that box, a filter window displays. If you want to filter by department, click on the question mark symbol, select the department(s) you will be counting, select Return, select Save and the program will create the Snap Shot to include items only in the department(s) you chose.

Next, you will insert a new physical inventory worksheet and give it a name that represents this particular physical inventory count. Select the Populate button and you will see a filter screen. Click on the question mark and select the same department(s) you selected when you created the snap. It is important that all items in the department(s) you are counting are on the worksheet regardless if they are in stock or not.

When you are done counting and verifying your counts through various reports and are ready to post, you will select the option to "Post ALL UPCs on the Worksheet" (2nd option) only. **DO NOT SELECT** 'Zero OH for items that are NOT on the worksheets' as this option could zero the on hands for all items in department(s) NOT on the worksheet.

By filtering your snap and your worksheet for the same department(s), the system will ignore any department(s) that fall outside the filtered department(s) you chose. Then when you post, the system will automatically zero the on hands for any items in the department(s) you chose that were NOT counted.

Accounting End of Year

For many of you, December marks the end of your fiscal year and it is time to close the books. We would like to help you get prepared for the Accounting End of Year by mentioning a few procedures that will help assure a successful year end.

- Go through month-end procedures.
- Print Trial Balance
- Post any corrections, adjustments to Trial Balance
- Print Balance Sheets and Income Statement
- Assess Finance Charges and Print Statements for in house accounts.
- Make sure the Balance Sheet balances (i.e. Assets should equal Liabilities plus Capital.
- You should balance inventory in OH at \$EIC on the last day of the month with the inventory on the Balance Sheet.
- The Customer Aging Summary on the first day of the month and the Accounts Receivable on the Balance Sheet should balance.
- The Vendors Aging Detail/Summary Reports should balance with the AP Detail/Summary Reports. The total of the Vendor Aging Detail will be the combined total of the Accounts Payable and the Un Vouchered Payables on the Balance Sheet. NOTE: When balancing the General Ledger to the Vendor Aging Report, the reports should be run the last day of the month after Daily Process and Post to GL has been run, or on the first day of the month after Daily Process and Post to GL.
- Back up your data files.

Once you are done with the above procedures, you are ready to actually close the year in the General Ledger. Running the year end in General Ledger is a simple matter of selecting Year End Process option on the General Ledger menu, verifying that the day and year are correct and hitting the F10 Process button to close the year. This must be when no other station is logged into Retail STAR.

If you have any questions please call Retail STAR Accounting Technical Support at 1-800-949-1470 option 9 and leave a message with your name, your company name, telephone number and a brief description of the problem and a technician will call you back.

X-Charge Security Login in Retail STAR Point of Sale

If you use X-Charge for your credit card processing alongside Retail STAR, then you and your employees may be asked to enter an X-Charge Username and Password when tendering out all credit card transactions. You may also see the X-Charge security login screen come up for certain employee logins. If this occurs, you will have to set the correct Username and Password that you use for logging into X-Charge for each active employee under X-Charge Employee Security in Retail STAR Office as follows.

From Retail STAR Office, select Maintenance. Scroll down to X-Charge Employee Security and select Enter. On the next screen you will see a list of all your employees. Click on the employee you want to enter the X-Charge security login for. Up at the top of that window, on the right, you will see the spaces for XC User ID Entry and XC Password Entry. The User ID is the same Username you use for X-Charge and the Password is the same password you use for X-Charge. Enter that information into those two boxes for each employee login that will be ringing credit card sales at the POS. This will stop the X-Charge Security Login screen from popping up on every credit card sale for those employees.

The X-Charge username and passwords within Retail STAR communicate between the stores while they do not within the X-Charge software. Be sure that the Security Login information within X-Charge at all stores is the same before you enter this information into Retail STAR X-Charge Employee Security to avoid any confusion between the store logins.

i.STAR Help Phone Line

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

Starting January 23, 2012 i.STAR Technical Support is available Monday through Friday from 7 AM to 4 PM PST.

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