

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.

July 13th
New Open to Buy Reporting
7am PST and 12pm PST

August 10th
Scorecard
7am PST and 12pm PST

September 22nd
Report STAR
7am PST and 12pm PST

October 12th
Physical Inventory
7am PST and 12pm PST

November 9th
Sales Reporting
7am PST and 12pm PST

December 7th
Accounts Receivable
7am PST and 12pm PST

January 19th
Promotions
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!

Understanding Sales Report Comparisons

Something that you might notice if you were to compare your Register Summary Report and your Register Balance Report with other sales related reports is that the figures don't always agree.

The reason for this is that the Register Summary Report and the Register Balance Report (the reports that you can print in POS) do not show total sales figures. Instead, they are designed to show total "receipts" for balancing your cash drawer and making your bank deposits.

Layaway payments, paid ins, paid outs, and beginning drawer balances (the amount of cash you 'float' when you open your register) are examples of amounts that would not be included in a "sales" totals, but are included in these reports for balancing your cash drawer.

So, with this in mind, you should not try and reconcile these two reports with other sales reports available in Retail STAR, as the totals will, as a general rule, differ between them.

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

Making Alerts Display at Login

Retail STAR automatically records any system alerts. However, it can be easy to forget to check them daily. A simple remedy is to make the alerts pop up at login.

- Click on Utilities, and then click on Program Setup.
- Under the Store Options tab, click on the Alerts tab.
- Here, you can either have the alerts display at login, or set them to display only for specific employees.

In addition, make sure that the SQL Performance Utility is scheduled at least weekly as it provides a variety of checks on the database.

Open Receipts in Retail Star

Holds and Saves, Layaways and Special Orders are special types of receipts that will remain open, and can be modified, until they are closed as normal sales tickets. The following are some of the ways in which you might notice you have open receipts.

Open Receipts have a different sales code than a normal Sale (S). The codes are L for Layaway, D for Special Order and H for Hold. This code can be seen on the receipt search window in POS as well as on various reports.

All Open Receipts show as Shipped in the register summary when they are closed.

When an Open Receipt is created, the Quantity Committed value is increased while OH remains the same. This means the items are reserved but have not left your store yet.

Open Receipts are easy to forget about, and because they are technically still in progress, they can make your inventory look strange if you aren't expecting it. It is advisable to check and close out any old Open Receipts that may still be open in error. You can look at all the open receipts in your system by going to Reports, and then running the Open Receipts Report. This allows you to search by Store, Customer, Style or Department, and you can look at only one specific type of Open Receipt or all of them. Take a look at this report every month, so you can stay on top of the Open Receipts in your system.

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

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 1-800-949-1470 option 8.

Training Videos

If you have a Support Contract, you have access to several training videos on the Retail STAR Communities at <http://comm.camnv.com/WB/default.asp?boardid=RetailSTAR> Some of the topics include Physical Inventory, PO Maintenance and more.

If you don't have a Support Contract, please call Sales at 1-800-726-3282.

Synchronizing Inventory On Hand Values across Stores

Keeping your data synchronized across all of your stores is an important part of maintaining a healthy Retail STAR system. The polling process automates the task of sending and receiving data to and from your remote stores and is designed to maintain synchronization between all locations, but as with any software system, there are certain good practices that can be followed in order to manually check that all locations are successfully synchronized.

Perhaps the most important of these practices is to check the EI value across all locations. Running Report STAR report #24 will give you a BI to EI Comparison and should be run at the main for a remote store for a given date range (up to and including the date of the last round of communications), and then run at the remote store for the same date range. If the database is correctly synchronized, the report totals will match.

Another synchronization check you can make is to ensure your On Hand values are synchronized with your EI values. Given that OH should always be in exact synchronization with EI as of today, it's important to check it from time to time since the two numbers are treated differently and behave differently. The best way to check this is by simply running Report #24 for the current day for your local store. Accurate synchronization between the two is reflected in OH and EI quantities being exactly the same as of the day the report is generated. Note: If using Open PLUs, only compare OH to EI in the section marked as PLU: N.