

Transaction Delete Utility

As with Customer records and Product records, you'll find that as time goes on, you collect sales, purchasing, adjustment and transfer transaction records that date back many years and are no longer needed. These unnecessary records bloat the database and can cause upgrades and backups to take longer.

The Transaction Delete Utility allows you to remove some of those unwanted and completed transactions. Open transactions, such as open layaways, special orders and transfers as well as unposted adjustments, physical inventory worksheets and purchase orders will not be deleted.

This utility is only available at the main location and the deletions are permanent and cannot be undone so please keep this vital detail in mind when choosing a date range for deletion. Also important to note, the deleted records will be transmitted to your remote stores via communications. Since this process can create large files, it is recommended that small date ranges of a few days are used to allow polling to complete.

This utility is password protected so you must call Retail STAR Technical Support for assistance. For your protection, the utility offers the option of creating a backup of your database before anything is deleted. Again, once this utility completes it cannot be undone so having a backup prior to deleting the transactions is a must.

There are other processes that need to be considered before and after this utility is run so please call Retail STAR Technical Support at 800-949-1470, option 6 to review the steps that must be taken to ensure that the transactions are deleted successfully.

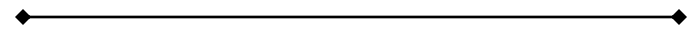
Sale Tax Maintenance

States and localities periodically change the tax rates to be collected at point of sale. Retail STAR can accommodate these changes, whether they are a flat tax rate or a tiered structure. For example, New York state recently changed the tax rate on the sales of eligible clothing and footwear. (See <http://www.tax.ny.gov/pdf/publications/sales/pub718c.pdf>)

These changes can be made either at the main for each location or at each remote. If you are making these changes at the main for a remote location, make sure the correct store number is selected and the tax rates are changed for the locations affected by the new tax rate. Changes made at the main for any remote will poll to that remote.

To set up the tax rates, select Maintenance from the main menu, then Taxes, then highlight the Default Tax id and select F6 Tax Rates button to get the tax rate screen where you will be making your changes. Depending on what you already have defined in Taxes, you might have to add or change tax rates.

For further assistance on modifying the tax rates, call Retail STAR Technical Support 800-949-1470, option 6.



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!

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.

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.

June 22
Fill In/Restock
7am PST and 12pm PST

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

July 20th
Balancing Your Accounting
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 an e-mail with your preferred time to training@camcommerce.com.

A/R Balance Adjustment

A/R Balance Adjustment, new to 9.5.170, allows you to adjust a customer's accounts receivable balance without having to create an invoice or credit memo. You can make credit or debit adjustments right to their A/R balance with this option and you can also choose what General Ledger chart of account to use as the offset to the adjustment.

Let's say a payment was applied to the wrong customer A/R account. You need to subtract that payment from the wrong account and apply it to the correct account. With this new feature, you could Debit the wrong account and Credit the correct account. There are several other uses for this new option.

For more information contact Accounting Support at 800-949-1470, option 9.

Printing Supplies

For your convenience, you can order supplies for both your tag and receipt printers by calling 1-800-726-3282, ext. 223 (Monday through Friday, 6am to 2:30pm PST). You can also purchase these supplies through our online store at www.camcommerce.com 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.