Retail STAR Newsletter

March 2011

Price Changes

The Retail STAR Price Changes function allows you to adjust inventory prices by entering new prices or by calculating based on a percentage markup or markdown. You can set up “odd-size” pricing by attaching the pricing at the UPC level. However, if you use pricing from the Price Levels option, any odd-sized prices set up here will not be effective.

You can manually change individual prices or automatically change the prices on a schedule, by date and time, through Scheduler in Remote Operations. You can also choose which store(s) will reflect the price change. Mass Price Changes [please define. Is this across all stores or all items ????] are also available.

Each time a price is changed, you should save the information. The prices changes are saved into a batch and you can display and/or print a report showing all of the price adjustments before you select to post them or activate the schedule. In addition, you can print new barcode tags with the new pricing information for each of the items. Once saves or activated, a changed price will display at POS when the item is next scanned or entered.

Important Note Regarding Scheduled Price Change Start Dates and Times

Please remember that timing your scheduled price changes is critical to a successful price change, regardless of how many stores you have. The scheduled price change must have time to be saved as well as to update the Scheduler before the scheduled start date and time of the price change or it might not start properly.

For example, if you create a scheduled price on March 2nd at 10am, but you give that scheduled price change a start date of March 2nd and a start time of 10am, by the time you save the price change and exit the window and the price change updates the Scheduler, the start date and time of the scheduled price change will already have passed and your scheduled price change will not start. And this timing becomes even more critical when polling with remote stores. You must allow for enough time to poll with the stores before your scheduled price change is due to start.

Save That PO

There is nothing more frustrating than losing hours of hard work due to a power failure or other unforeseen mishap, so remember to save your work often. For example, often times purchase orders can be very large and include hundreds of items. It is a good idea, when creating such large purchase orders, to periodically save your work before moving on to the next line. And always remember to save your work before leaving your computer for any reason.

To accomplish this in version 8.5.86 and above, from either the main Purchasing window, or from the Ordering window, click on the F10 Save button to save your work. This will not Post your PO. It will save it only.

What to Consider Before Closing your Accounting Year

The Year End Process in General Ledger is used to close the prior fiscal year, but only after all information has been audited. You can wait to close the year until you have entered all the information for the year you want to close. You can even leave it open until you have your accountants adjusting journals. When the year is closed, it closes based on date so it doesn’t matter when you close the close the year.

Do remember that as long as the year remains open, journal entries can post into the past year. Once the Income Statement and Balance Sheet are complete and ready to close, make sure you have run the Daily Process and Post to GL. Verify the Income Statement and Balance Sheet and then run the Year End Process. This process must be run on a quiet system.

If you have any questions on this process, please call the Accounting Support line at (800) 949-1470 option 9.

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.

Retail STAR 9.5.170 sp 2.27 is in General Release!

The current version of Retail STAR in general release is Retail STAR 9.5.170 sp 2.27.

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

Did You Know?

The Retail Star manual can be read right from your computer screen.

To get the Retail Star manual on your computer, you must first open Office Star. Once in Office Star, and from the main menu, look in the upper left hand portion of your screen. There you will see the File, Window and Help options. First click on Help and then from the menu that opens, select Help again. This will open the Retail Star user manual in a PDF form and from there, you can select any topic you like from the contents page on the left hand side of your window.

If you have any suggestions you would like to share regarding our documentation, please contact Support at (800) 949-1470 and use option 6.

Fill In / Restock Report

This option creates transfers and purchase orders based on multiple ways of filling in stock levels, including replacing sales, splitting incoming stock, or maximum stock levels.

In addition, many advanced options allow you to include or exclude other stock activity for a given item to be restocked, such as the ability to include newly arrived orders, or to exclude items on a layaway from the current on-hands levels.

You can exclude negative inventory, specify a number of units to leave in the 'from' store, and specify a fill method. You can also create vendor purchase orders with this option.

Any time is a good time to run the Fill In/Restock report, especially if sales activity is evenly spaced throughout the year, but for those of you with seasonal sales, this report is most helpful when run just before the new buying season begins and after you have recalculated your stocking, min and max levels. This will help eliminate costly overstock/understock situations throughout the year.

If you would like training on this, or any other option, please contact the Training Department at (866) 442-1887.

Training Webinars

CAM will be conducting a web-based seminar at 7:30am and 12:30pm PST on Wednesday, March 30th. The webinar will cover an overview of Job Tracking features. You can submit questions in advance for review and moderator will try to incorporate them into the webinar.

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!