

Retail STAR Newsletter

September 2011



Tag Printing in Retail STAR

One of Retail STAR's many powerful functions is its Tag Printing capability. You can print barcode tags directly from the Tag Printing option (found on the Purchasing menu in STAR Office), or you can print tags directly from Inventory, Purchasing, Receiving...in fact anywhere that a 'Tags' button appears!

You have the option of using Retail STAR's own internal tag printing application or you can use NiceLabel, an external application for printing tags that are highly customizable.

The internal tag printing option allows you to print a selection of 'default' tags on various sizes and styles of labels. You can use sheets of laser labels (sized 1"x 1 1/2" and 2 5/8" x 1"), hanging tags (2 1/4" x 1 1/2") or jewelry tags (2 1/4" x 1/2"). The 'default' tag formats include Basic, Basic with Title, Size Detail, Size Detail with Title and Custom.

For more detailed information on how Retail STAR's internal tags option works or how to print tags using Nice Label, please see Appendix A - Tag Printing in the Retail STAR user manual.

Missing Sales Figures in the G/L?

Just like the Daily Process settings, the Post to General Settings can be changed for many different reasons. So if your sales figures suddenly stop posting to the G/L, one of the first places to check is the Post to GL screen. The third option from the top, Sales/Sales Return, needs to be checked in order for your sales figures to post to the general ledger.

Remember, this screen has a SAVE button so if you find you do have to check the Sales/Sales Return option, or any other option, be sure to hit the SAVE button at the bottom of the screen or your changes won't be saved and the next time you post to the general ledger, you will need to check the option again.

The Importance of Logging into Windows as Administrator

When it comes to the day-to-day operation of your Windows computers, most people manage their systems by logging in with user accounts that don't have full Administrator rights. However, for many software program installations and upgrades to complete successfully, you must be logged into Windows as an Administrator user and Retail STAR is no exception. Before installing Retail STAR on a new computer or before running a Retail STAR upgrade, you must be sure that you are logged into Windows as an Administrator user or the installation or upgrade may not complete successfully.

If you are ready to do an initial installation of Retail STAR or if you are ready to run a Retail STAR upgrade and you aren't sure if you are logged into Windows as an Administrator user, the easiest thing to do is log out of Windows and log back in. Make sure the username is Administrator or Admin and enter the proper password.

If you still aren't sure how you are logged in, 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.

Retail STAR Accounting Note

For our Retail STAR Accounting users that are on version 9.5.x and above, we recommend that you compare the Sales by Department on the Register Summary report with the Sales and Returns & Allowances on the Income Analysis report to verify that they are in balance. This comparison should be done on a monthly basis.

If your sales and returns & allowances are out of balance, please call the Accounting Solutions Support line at 1-800-949-1470 option 9.

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.

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.

POS Quick Guide

You can quickly access the windows, screens, etc., necessary to complete POS functions by pressing a single key or a combination of keys on your keyboard. You can press these "hot" keys or "direct access" keys rather than displaying the pull-down menus from the menu bar and selecting the function to perform. When the POS screen is displayed, you will have many hot keys to choose from, a few of which are:

C - Pulls up the customer maintenance window
X - Clears the current receipt if complete
D - For Price Change
V - Voids the receipt

By hitting two or three keys at a time, there are more hot keys available to you while in the POS window, a few of which are:

Ctrl + N – Starts a new receipt
Ctrl + L – Starts a new layaway receipt
Ctrl + Alt + D – Starts a special order receipt

There are many more hot keys available to help you speed things up at the point of sale. You can find a full list of all of the hot key combinations in the Retail STAR user manual in Appendix B – POS Quick Reference Guide.

Change Code Utility telling you there are users online?

If the Change Code Utility returns a message that it cannot continue because there are other users online, and you have already verified that Retail STAR is not running on any other stations, the problem is most likely the STAR Scheduler.

The STAR Scheduler is seen as a user by some of the programs within Retail STAR and the Change Code Utility is one such program. If you discover that the Scheduler is running, close it and try the Change Code Utility process again.

Don't forget to start the Scheduler when you have processed your changes.