

Retail STAR Newsletter

August, 2007



In Summary...

One of the most commonly used reports in Retail STAR is the Register Summary Report, found on the Reports menu. This report allows you to produce a summarized report that allows you to reconcile your activity at the register. It is quite flexible, allowing you to define a date range, an individual register, or a range of registers, and to also define what stores to run the report for. The report includes all your tender type transaction values (for example, cash, check, credit card, custom tender etc.).

Start by selecting the Register Summary Report from the Reports menu, and defining your parameters, such as the store number, the register, and the date range.

Once you are happy with those parameters, click on F11 Print, and the system will generate the report and display it on the screen. Now take a look at the various sections.

You can see that the top section breaks down your sales by department, and then by transaction type. Note that the value under 'shipped' does not necessarily reflect a sale that has occurred during the reported period, but rather shows the value of items that are on layaways or special orders that have been shipped.

In the next couple of sections, you can see your transactions by sales associate (good for commission based systems), and then a breakdown of your taxable and non-taxable sales.

The Transaction Summary section breaks your transaction types down so you can see the distribution of total transactions across the various types. One thing that is worth noting here is that Backorder Shipments in the Transaction Summary are special orders, layaways, or web orders, from the same store, that were shipped within the reporting period but paid for before the report period. As they are liabilities, they must be included here to offset the shipped orders, since these are no corresponding payments within the report period. Web orders placed in a different store are reported on the 'Paid a different store' line.

Under the Payment Summary section, you will see a small note that confirms if the payments and transactions are in balance or not. This is worth taking special note of, as should there be a problem during the day (for example, an unexpected power outage midway through a transaction, or a mistake made at POS), and then the note will inform you that the payments and transactions are not in balance. If this occurs, call one of our dedicated Support Technicians so they can assist you in addressing the discrepancy. They can be reached by calling 1-800-949-1470, and selecting option 6 from the menu.

Apples & Oranges

Busting the myth of report comparison...

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 add up.

The reason for this is that the Register Summary Report and the Register Balance Report (the report 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 balance 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.

STAR Word Search

S T Y R A M M U S S P
N T N E M Y A P T S E
O S X T A R W I B A D
I A H S R T S A Y R C
T L S I E O C O A A A
C E E G P K O W T E Y
A S S E O P E N I N G
S A D R R R E T D E M
N B D P T Y P D S R I
A E C N A L A B R I T
R L A Y A W A Y I P A
T O T A L D E N C I G

REGISTER LAYAWAY SALES
SUMMARY REPORT TOTAL
TRANSACTIONS TAX PAYMENT
DEPOSITS BACKORDER SHIPPED
OPENING BALANCE DRAWER