

Retail STAR Newsletter

June, 2007



To Delete or Not To Delete

As you continue to use Retail STAR, your database will continue to grow over time. Inevitably there will come a time when you may want to remove discontinued products from your database, or merge duplicate customer records, for example. Retail STAR provides you with just the utilities to accomplish these things.

The Customer Delete Utility

This utility performs two functions. It lets you remove selected customer records from the database, and it also allows you to merge duplicate records where a single customer has been entered multiple times.

Be aware, though, that this utility is not available from remote stores (although the deletions will communicate to your remote stores) and it also requires all other users to be logged off before running it. This utility is also password protected, so in order to run it, you must contact Retail STAR Technical Support for assistance with the utility, as the utility will lock after three unsuccessful attempts at entering the password.

You must also be sure that you know what type of records you want to delete. You must select between 'Cash & Carry' type customers (that may have regular receipts, but have no AR or SO records in STAR Accounting), 'All Customers' (that may have SO in Accounting as well as regular receipts, but no AR records), or 'Incomplete Customers' (customers with missing information, such as no first name or no address). Note that you can not delete customers that have outstanding AR records in STAR Accounting.

You can also 'merge' duplicate customers. For example, you can merge customer that have the same last name and phone number, or same name and address. All historical data also gets merged.

For more information, check out page 267 in the Retail STAR User guide.

The Product Delete Utility

It is often impractical or even impossible to delete inactive or discontinued products through the supporting Office modules. For example, you may want to delete a large number of products in an entire department. This utility makes it easier to select and delete products.

It must be noted that this option is not available at remote stores, only the main store, but the deletion will communicate to your remote stores. Even more important to note is that this process cannot be stopped or reversed once it has started. It is a permanent process.

Before using this utility, call Retail STAR Technical Support and discuss it with a technician. We can help you make sure everything is in place and ready prior to running the utility. Call 1-800-949-1470, and selection option 6.

Out with the old...

Deleting old, historical transactions.

As with Customer records and Product records, you'll find that as time goes on, you collect transaction records that date back many years and no longer need to be retained. The Transaction Delete Utility allows you remove some of those unwanted transactions.

Much like the other two utilities, this is only available at your main store. It is a permanent process that can not be undone, and the deletions will propagate to your remote stores via communications.

It is also password protected, so you must call Retail STAR Technical Support for assistance from one of our support technicians, and with their help, the utility enables you to delete transaction before and including a specified date. To help you with the process, the utility will also give you the option of creating a backup before anything is deleted.

With all three of these delete function, it is very important that the permanency of the deletions is understood, so if you have any questions or concerns whatsoever, please call our team of dedicated support technicians at 1-800-949-1470, and selection option 6 from the menu.

STAR Word Search

H V Q A S G T A L I A S R Q T
C F I P E J N D R O C E N R E
R P Y Q L H U I B M T D E T P
A D T R L Q O X T L X P A A R
E T O E I S C J I S O L O I I
S L P P N J S F D R U I I V C
J E D L G P I O T P T J F T I
C A F Z P Y D I O A Z A D V N
X X L N R D N P E G H I M A G
P W M U I G C P U D N O C E S
N O O Z C S N A P S H O T U F
T C S X E U F D Y R O T S I H
Q H E I X Z O S F X Q L R X R

Discount Search Populate
SellingPrice Filter Snapshot
POS SecondUPC Adjusting
Matrix PDT History
Reporting Alias Pricing