

Preparing for Physical Inventory

It's getting closer to that time of the year, where many customers are doing a physical inventory (PI) of their stores. This can seem like a very daunting task, but as long as you prepare for it correctly, your Retail Star PI experience should be relatively painless!

You can never be too prepared!

The first step to a successful PI is preparation. There are many things that you want to check, clean, and close before you start an inventory. No one wants to go through an entire counting process, only to find out some open receipt or document from a year ago was not closed and made your PI inaccurate. Finding these before you start the PI can do wonders for both your PI and your sanity!

Check:

Make sure you check out your store as part of the preparation process. Retag any items that may be missing tags. Check the displays and shelves to make sure products are in their correct places. If products aren't where they should be, or don't have proper tags on them, their chances of being successfully counted are slim.

Clean:

Take a look at the other areas of your store, like stock rooms, hold areas, and cashier stations. These places are notorious for holding "missing" items from a count. Clean them out before you even start the inventory to decrease the chances of your counts being inaccurate.

Close:

Documents or receipts that are waiting for more information or are waiting to be completed are called "open". Generally you will have legitimate reasons for these to remain this way. However, there will always be certain exceptions. It can be an old layaway that the customer never picked up, or a backordered PO that the vender is never going to finish. If you find and close these documents after you have counted your inventory, you will have altered the stock of your inventory, and your counts will no longer be accurate. Be sure to close out any open documents or receipts that you don't need to keep open before you start your inventory.

This is only the beginning to true PI Preparation, but implementing these actions can give you very good results. Happy counting!

Preparing Your Hardware for the Holiday Season

With Black Friday and the Christmas season right around the corner, this is a good time to pull out those spare Point-Of-Sale computers, receipt printers and scanners. Time to dust them off, hook them up and make sure they are in proper working order in time for those long lines you've been waiting all year for.

By getting your hardware connected now, should you discover that a piece of hardware isn't working, you have plenty of time to call tech support, get the problem identified and if need be, send the broken part in to our repair department to be fixed. Turn around time in repair is usually short, but for certain parts and/or certain problems, repair times can stretch to a few weeks or even a month or more.

The same can be said for your seasonal inventory counts, which normally take place shortly after the holiday season and most of you use a PDT for this purpose. It is always a good idea to scan a few items into the PDT's ahead of schedule to be sure your PDT's are working in time for the actual inventory. Rescheduling your inventory due to a dead battery found the day before the inventory is an unwelcome surprise for anyone!

Helpful Hint

Changing the notes on your AR statements

Would you like to change the notes on your Customer AR Statements but aren't sure how to do it?

1. **From the main Office Star menu, select Accounts Receivable.**
2. **Click on Maintain Messages on the right side of the screen.**
3. **High light what is currently written there and type in the new message.**

It is as easy as that!