HIGGINBOTHAM BROTHERS

Manager Training Manual

Higginbotham’s Focus - Building you Schedule

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| --- | --- | --- | --- | --- |
| Scheduled Topic s | Day of the Week |  | Daily Tasks | Date and Time Spent |
|  |  |  | Open Store/Cash Registers |  |
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|  |  |  | Closing Store/Cash Registers |  |
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|  |  |  | Working Negative QOH’s |  |
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|  |  |  | Working the Floor |  |
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|  |  |  | POS Operations |  |
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## Focus Topics

Stocking the ACE/TV order onto the Shelves

Working/Sending the ACE/TV order

Receiving the ACE/TV order into the system

Merchandise and End Cap using a Plan-o-gram from ACE/TV

Working Price Changes, Labels, Sales Signs

Working Defectives

Cycle Counting Inside

Cycle Counting Outside

Special Order and Lumber Ordering

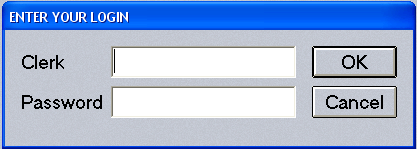
POS Operation Focus

Tasks to be completed

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| --- | --- | --- |
| **Tasks** | **Completed** | **Training Manager Signature** |
| Sale – Cash |  |  |
| Sale – Charge Customer |  |  |
| Sale – Debit/Credit Card |  |  |
| Credit Sale – Any Tender |  |  |
| Defective Sale – Any Tender |  |  |
| Employee Sale |  |  |
| Reprint Invoice/Receipt |  |  |
| Estimate |  |  |
| Create Order |  |  |
| Create Transfer |  |  |
| Receive a Transfer |  |  |
| Run Offline Transaction |  |  |
| Upload Offline files |  |  |
| Store Expense an Item |  |  |
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Sale Cash/Credit/Charge

## Basic Point of Sale (POS) Transactions

For ***any*** Point of Sale (POS) transaction, you will be required to login using your clerk ID and password. After completing a transaction, you will be prompted   
to enter your login again. If you have problems logging in with your user name or password, contact   
Human Resources.

### Cash & Check Transactions

1. From the **Item (SKU**) field in POS, enter the sku number for the item or scan the item. If you need additional information about the item, you can press **Display** (Kpad/).
2. At **Quantity**, type the quantity that you are selling. Press **Enter**. The item will be posted to the transaction.
3. Repeat steps 1-2 to sell additional items.
4. Press **Total** (Kpad+). The Total Due dialog displays.
5. At **Cash**, type the amount of cash received from the customer. Press **Enter**.
6. If the cash taken is greater than the sale amount, the Change Due dialog displays. Give the change amount to the customer and press **Enter**.
7. If the customer is paying by check, at **Check** type the amount of the check and Tab to **Number** and type in the check number. (You do not need to enter an ABA number.) Press **Enter**.
8. You will be prompted to insert the check for endorsement.
9. A receipt prints on the receipt printer. An invoice may also print or a dialog may display asking if you want to print an invoice. Follow the prompts on the screen to complete the transaction.

### Credit/Debit Card Sale Transactions

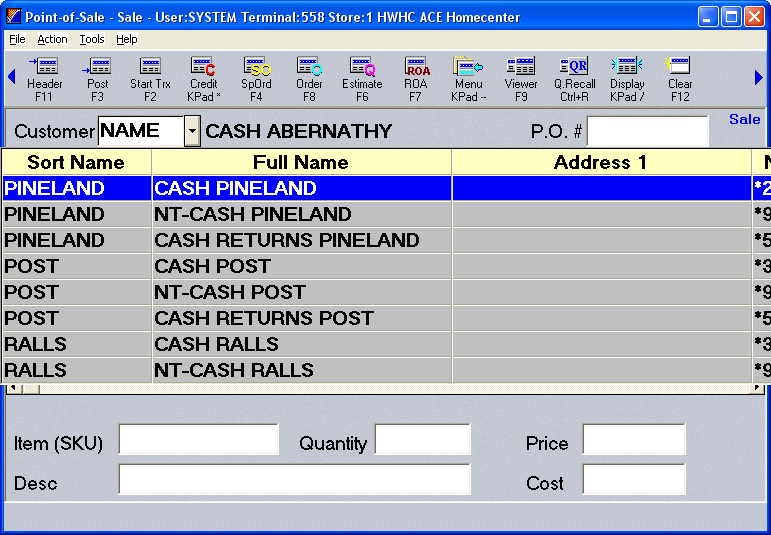
Credit card transactions are similar to cash or check transactions except that the tender type at the end of the transaction will be bankcard and the transaction will go out through the internet to your processor to get approval for the bankcard transaction.

1. Post all items to the transaction and **Total** the Transaction.
2. After pressing Total, swipe the bankcard/debit card.
3. Ask the customer to swipe the credit card on the debit pad. Or, have the customer hand you the credit card and you can swipe. The purchase amount and card number are automatically entered.
4. Press button on the debit pad corresponding to Credit (button is located at the top right corner).
5. Debit pad displays a message asking if amount is OK. The amount is equal to the transaction total. Press **Yes** button on debit pad.
6. The debit pad displays a message, asking the customer to show the cashier their card.
7. On the POS screen, the system displays the total and a dialog box prompting for the Protobase Customer Code. Leave the box empty and press okay.
8. After pressing OK, a progress bar briefly displays on the POS Screen. After authorization has been received, the message “**Approved**” displays on the debit pad.
9. On the POS screen, follow the prompts to finish processing the transaction.

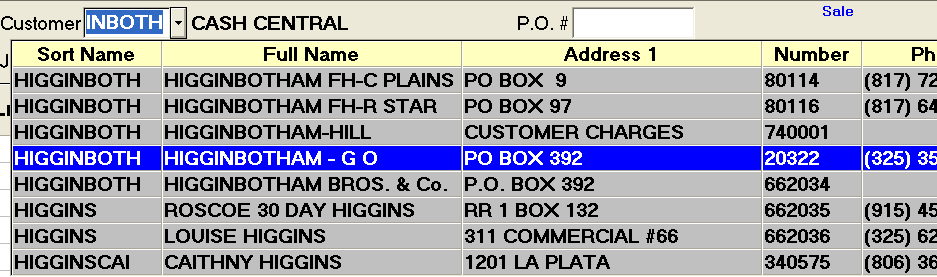
### Credit Card Returns

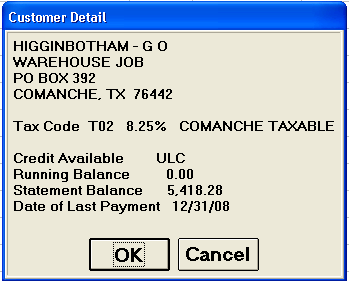
1. Post all items to the transaction and **Total** the transaction.
2. Ask the customer to swipe the credit card on the debit pad. Or, have the customer hand you the credit card and you can swipe.
3. Press button on the debit pad corresponding to Credit (button is located at the top right corner).
4. Debit pad displays a message asking if amount is OK. The amount is equal to the transaction total (refund). Press **Yes** button on debit pad.
5. The debit pad displays a message, asking the customer to show the cashier their card.
6. On the POS screen, the system displays the total amount of the refund and a dialog box prompting for the Protobase Customer Code. Leave box empty and press OK.
7. After entering the code, a progress bar briefly displays on the POS Screen. After authorization has been received, the message Approved displays on the debit pad.
8. On the POS screen, follow the prompts to finish processing the transaction. Have the customer sign the store copy of the receipt that prints.

### Charge Transactions

1. Position the cursor at **Customer**, type the customer number if you know it or you can start to type the customer’s name to look up the customer **(be sure to use all capital letters)**.
2. Once you find the customer in the drop down list, highlight the customer, press **Enter** and respond to any dialog boxes that may display, such as the customer detail dialog.
3. Position the cursor at **Item (SKU)**, and scan or enter item and quantity until all items have been posted to the transactions.
4. Press **Total** (Kpad+). The Total Due dialog displays. Press **Enter** to charge the total due amount to the customer account.
5. A receipt prints on the receipt printer. An invoice may also print or a dialog may display asking if you want to print an invoice. Follow the prompts on the screen to complete the transaction

## VERIFYING CUSTOMER TO AVOID CHARGING TO THE WRONG CUSTOMER

* This is a problem. To minimize this problem, Activant has a warning box that will appear before the transaction starts. The following is the procedure to insure that you are correctly charging out to the correct customer.
* Store staff will start the sale transaction by looking for the account number.
* Once store staff has found the name in the drop down box, click on the customer’s name.
* 
* A pop up box will appear labeled Credit message. This box has pertinent information concerning the customer store staff has chosen. Once you know this is the correct customer click OK

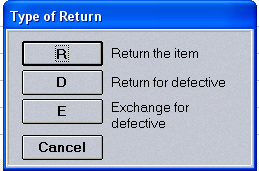
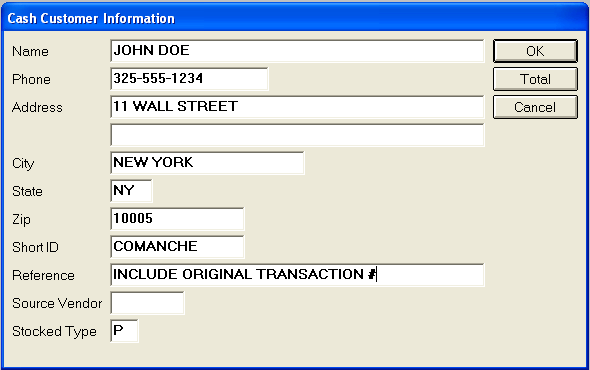


* + Customer name
  + Customer address
  + Customer credit limit
  + Customer available credit left
  + Any credit message that is in the credit box
* If customer account number is different that the store number, the following box will appear. This is a warning to store staff warning them that a customer from a different store was chosen.



* If that customer is in the store to charge, store staff may proceed with the sale by clicking OK. If store staff has chosen the wrong customer, click on F11 to return curser to the header screen. Store staff may then proceed to look up the customer’s right account number.

Returns (Credit Memos)

1. Position the cursor at **Customer**.
2. Press **Credit** (Kpad\*) to make the entire transaction a credit memo.
   1. For returns for cash customers, enter the store’s cash returns customer number which begins with \*5 followed by the store number (for example \*547 for store number 47).
   2. For returns for charge customers, type the customer number if you know it or lookup by customer’s name (**be sure to use all capital letters**).
3. From the **Item (SKU**) field, enter the sku number for the item or scan the item you wish to return. If you need additional information about the item, you can press **Display** (Kpad/).
4. At **Quantity**, type the quantity that you are returning. Press **Enter**. The Type of Return dialog displays. Type the reason code for the return of this item.   
   1. **R** if the item will be placed back in stock
   2. **D** if the item is defective and will not be placed back in stock
5. The item will be posted to the transaction. (Note, it will not appear as a negative item until you press the Total button).
6. Repeat steps 3-5 to return additional items.
7. Press **Total** (Kpad+). The Refund Total dialog displays. Fill this out in its entirety.
8. Press **Tab** to position the cursor at the appropriate refund type (cash, check, bankcard, charge) and type the refund amount. Press **Enter**.
9. A receipt prints on the receipt printer. The Customer is free to shop or leave.
10. Print a large Invoice for HBC records.
11. Cashier needs to Sign the HBC document and hold until the manager can review them.

### Warehouse or Yard Returns (Credit Memos)

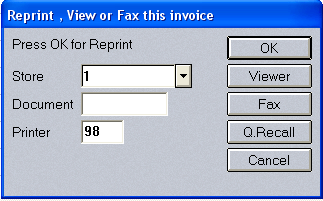
1. Customer takes the product and the original sales receipt to the Warehouse/Yard.
2. Warehouse verifies product and writes on the receipt the amount returning and signs the receipt
3. Customer proceeds to cashier with the signed sales ticket to redeem credit
4. Cashier proceeds with returning the items as listed above, adding a comment line of who at HBC signed for the product.

Employee Sale Account Numbers

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| --- | --- | --- |
| **Employee** | \*2 followed by store number | ie: \*247 is the number for store 47 |

To do an Employee Sale, follow the same directions as a Charge Sale making sure that you use the ***account number for the Store that the purchasing employee works at***.

Reprinting an Invoice/Receipt

1. From the POS Posting screen, position the cursor at **Item (SKU)**.
2. Press **Menu** (KPad-) to display the No Sale Menu. Type **2** for Reprint, view invoice.
3. At **Store**, leave the store number that displays.
4. At **Document**, the most recent transaction number displays.
   1. If this is the transaction you want to print, continue with step 5
   2. For a different transaction, you can enter the document number if you know it.
   3. If you do not know the document number, press **Tab** until the **Q-Recall** button is selected and press **Enter**. Use the Quick Recall viewer to find and highlight the correct transaction, then press **Select** (F4). The viewer closes and the transaction number is copied to the Document field.
5. If you want to view the document, press **Tab** until the Viewer button is selected and press **Enter**. The Document Viewer displays the transaction. Press **Esc** to close the viewer.
6. Press **Tab**. At **printer**, type the printer number.
7. Press **Enter** for OK. A copy of the invoice prints.

Estimates

Estimates are created in the same way as an Order or Special order. You can create an estimate from either the header or posting screens in POS. The header screen allows you to enter additional information like expiration date. Clicking the F11 button toggles you back and forth between screens. Estimates will not commit stock; they are used to quote pricing without affecting inventory.

1. On the POS Header Screen, press **Quote** (F6)
2. Enter or change customer information, if necessary.
3. Be sure to enter an expiration date on the header screen. This date will indicate how long these quoted prices will remain in effect. After the expiration date these prices will not be honored. When all the information is correct, press **Enter**.
4. Press F11 to return to the posting screen. Post items to the estimate. When finished, press the **Total** button and save the estimate.

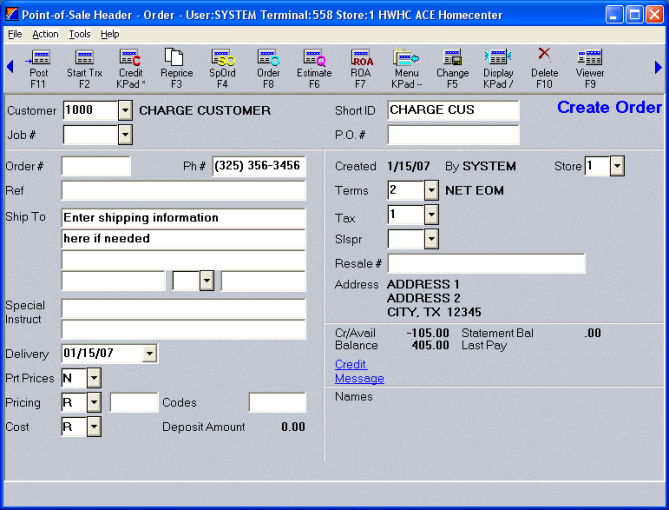
Orders

* + When a customer calls in an order or material is written up for delivery, it must be entered into the system immediately. The current practice of using handwritten cards will be eliminated. Loads will only be built from a system supplied order or special order document.
  + Orders that are written to pick up material from a job site will be coded with the letter “C” in the first position of the Transaction Code field on the order header
  + Stock material will not be invoiced until the time it leaves the yard for better inventory control purposes.
  + If this is a cash customer, enter the customer’s last name in the Short ID field for tracking purposes.

### Creating an Order or Special Order on the Posting Screen

1. On the POS Posting Screen, click **Start Transaction** (F2) on the toolbar, choose Order.
2. Enter or change customer and transaction information, if necessary.
3. Press **Enter**.

### Creating an Order or Special Order on the Header Screen

You can create an order from either the header or posting screens in POS. The header screen allows you to enter additional information like delivery date and shipping information. Clicking the F11 button toggles you back and forth between screens.

1. On the POS Header Screen, press **order** (F8)
2. Enter or change customer information, if necessary.
3. When all the information is correct, press **Enter**.

### Posting Items to Saved Transactions

Posting items to saved transactions is basically the same as posting items to a sale transaction.

1. On the POS Posting Screen, post the SKUs for this saved transaction.
2. To include Use Codes on estimates and orders, press **Tab** to move to the Use box.

### Totaling an Order

1. After posting all items on a POS order, press **TOTAL** (Kpad+). The appropriate discounts and taxes are applied and the total displays.
2. On the Finish Orders menu, select an option to save the order. The system displays the assigned document number.
3. Press **Enter**.

Depending on what option you selected, a copy of the transaction   
 may print. The order is stored in the system.

### Invoicing an Entire Order or Special Order

1. Display the saved transaction in POS.
2. On the Posting Screen, press **total** (Kpad+).
3. On the Finish Order dialog box, select option to **Invoice this Order/Special Order**. The payment boxes display.
4. Enter the appropriate payment information and press **enter**. The invoice prints.

Transfers

Transfer customers were established using the following criteria:

All transfer accounts start with a 9, then the from store number, 2, the receiving store number. For example:

**903277** – Store 3 is shipping merchandise to store 77

**914212** – Store 14 is shipping merchandise to store 12

1. **Generating a Transfer**
2. Open Point of Sale, Choose F2 to start a transaction, Choose 7 (interstore transfer). Now you can begin typing or scanning your items.
3. When done choose subtotal and choose Shipped under the drop down menu.

\*\*\*\*\*When you generate a cross server transfer, you will need to mark the transfer COMPLETE \*\*\*\*It is very important to take the paper copy to the other store, It will make completing the transfer on the receiving store a lot easier\*\*\*\*\*

**Receiving a same server Transfer**

1. Log on to Point of Sale, Click F11 to go to the customer number
   * prefix your Transfer number with a period example .123456 click enter and your transfer will then be displayed.
   * Choose Subtotal, Choose completed.
   * \*\*The shipping stores inventory will now be relieved and the Receiving store inventory will now increase\*\*\*

**Receiving a cross server Transfer**

1. Click Purchase and Receiving in the Eagle Browser
2. Choose Create a Purchase order MPO
   * Type Vender “TRAN”
   * The PO type will be Normal
   * Click on ADD F4
     + Click F3 in the posting screen to add comment
       - Type the Transfer number in the Comment
     + Type all of the items and the cost of the items from the transfer papers from the shipping stores.

\*\*\* On cross server transfers, there is a chance the receiving store may have a different sku number than the sipping store. Example Liquid Nails Ace = 12201 DIB = 266159 Make sure you build the pod for the way you will sell the merchandise \*\*\*

**No material can be sent without a copy of the Shipped Status transfer document**.

Offline Point of Sale (POS)

If your system is down, you will use offline POS to continue processing POS transactions. If offline POS fails to prompt – click on Start, all Programs, Eagle, Offline POS

ja_important

During Offline POS, a transaction is issued a temporary transaction number that prints on the invoice or receipt. When the offline POS transactions are uploaded, the system updates the transactions with a permanent transaction number. The MRGOPOS report includes both numbers for each transaction, so you can easily verify that all of the transactions recorded on your register tape were uploaded.

### Enter offline POS

1. If you double-click the Eagle Browser or POS icons when the system is not available, a message displays asking if you want to run offline. Click Yes.
2. Or, you can click Start, point to Programs, point to Eagle, and then click Offline Point-of-Sale.
3. When prompted, Signon to offline POS using the same user and password as online POS.
4. Use offline POS as you would online (regular) POS, except you cannot recall any saved transactions.
5. You can enter credit card transactions while in offline POS. You will have to manually call for an authorization number. To do this you will need to contact the HBC Accounting Team for the credit approval Phone number and you Merchant number.

### http://www.activant.com/eaglecustomers/WebHelp/Job_Aids/pos_jb_aids/offlinePOS01.jpgExit offline POS

Before exiting offline POS, print the daily totals for your register so you can use for balancing your drawers. This will be important to do if your system is still in offline mode when the store closes.

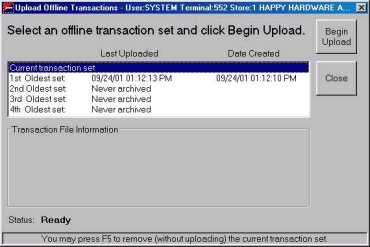
1. Before closing offline POS, click on the menu button on the tool bar.
2. Choose button “O” to review offline totals.
3. You will be given the options to print, cancel or delete. Make sure you print your totals before you choose the option to delete.

If your system is still in offline when the store closes, after printing your totals you will need to delete the offline totals so that you can collect offline totals the following day if necessary. Choosing to delete offline totals **DOES NOT** delete the transactions and they will be uploaded to the server once your system is back online and you’ve completed the upload process (see below).

**Exit offline POS as you normally would online POS.**

### Upload offline transactions

Only one transaction set may be uploaded at any one time, and uploading a previous set may result in duplicate transactions.

1. From the Eagle Browser, click Offline POS.
2. From the list that displays, click Upload Offline Transactions.
3. To upload the current off-line session, click Current transaction set, so it is highlighted.
4. Click Begin Upload.
5. Once processing is complete, click Close.

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Only one terminal should be uploaded at a time. Complete one upload and put that terminal in live POS before starting the next upload process.

### Review results – MRGOPOS

Use the MRGOPOS report to verify the successful upload of offline POS transactions. If the MRGOPOS report indicates a problem, contact the corporate office for assistance.

1. From the Eagle Browser window, click Reports Menu. From the list that displays, click Spooled Report Maintenance.
2. In the Report box, type MRGOPOS and click Refresh.
3. From the list, click the report you want to view and click Display.
4. Review the MRGOPOS report for the following information:  
     
    \* Success/failure of transaction upload/merge  
    \* Total number of transactions merged  
    \* Error messages (if any)

**If any errors are found, contact the corporate office for assistance.**

Store Expense Account

Store Use items will be billed to one consolidated “store use” account (Store XX7510, example: XX being you store number) that will be set up with the following jobs:

**Job 0 – Master Account** – Is for any items taken off the shelf for store use. For example, if you take paper towels off the shelf and place in restrooms for employee and customer use. You will Invoice the items at regular retail and charge to the Store Expense Account, Job 0.

**Job 1 – Colorant** – This job will be used for expensing out the cost of your colorant as it is received. You will create an Invoice to customer: Store Expense, Job 1, entering the sku number and the Quantity, then select Menu, Option 4-Sale at No Charge, and the total of the Invoice should be zero, finalize sale and select charge.

**Job 2 - Hillman** – This job will be used for expensing out the cost of your Hillman inventory as it is received. You will create an Invoice to customer: Store Expense, Job 2, entering the sku - BUYHILLMAN and the Quantity, then select Menu, Option 4-Sale at No Charge, and the total of the Invoice should be zero, finalize sale and select charge. Note: Sale of Hillman products do not go here.

**Job 3 – Donations** – This job will be used for Invoicing of Donations of inventory. If the organization claims to be non-taxable, you must have a Tax Exempt Certificate on file and scan or fax a copy to the GO along with a copy of the Invoice. You will create an Invoice to customer: Store Expense, Job 3, Enter the Organization Name in the PO# field (if not enough room enter first few letters then add a comment with the full name and contact info, enter the SKU and the Quantity, and sale at regular retail price, finalize sale and select charge.

**Job 4 – Remodel** – This job will be used for expensing out the use of inventory items that will become a permanent fixture during remodeling. You will create an Invoice to customer: Store Expense, Job 4, entering the SKU and the Quantity, and sale at regular retail price, finalize sale and select charge.

**Job 5 – Fixed Assets** – Job 5 is to be used by the corporate office only.  This is to be used to move certain assets out of inventory and into Furniture, Fixtures, and Equipment.  Please get with the Controller should you have a need for this.

**Job 6 – Cull Lumber** – This job will be used for expensing out the cost of your cull lumber as it moved out of regular inventory. You will create an Invoice to customer: Store Expense, Job 6, entering the sku number and the Quantity, then select Menu, Option 4-Sale at No Charge, and the total of the Invoice should be zero, finalize sale and select charge.

Stocking the ACE/TV order onto the Shelves

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| --- | --- | --- |
| **Tasks** | **Completed** | **Training Manager Signature** |
| Uncrate the Totes |  |  |
| Locate all Merchandise to appropriate Area |  |  |
| Rotate, Stock and Front new merchandise |  |  |
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| **Optional Per-Store** |  |  |
| Verify product matches shipping Docs |  |  |
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Notes:

Focus on rotating stock when putting up merchandise. The meaning of “rotating stock” is to take the oldest merchandise and pull to the front to be sold first and the newest product to be put in the back.

On all merchandise excluding Ace/TV merchandise, verify the shipped qty matches the product received. Notate any descrepencies on the packing slip to be reconciled with the vendor.

Working/Sending the Ace/TV order

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| --- | --- | --- |
| **Tasks** | **Completed** | **Training Manager Signature** |
| Retrieve RSO from Spooler |  |  |
| Manually run RSO |  |  |
| Working the RSO |  |  |
| Making changes to Purchase Order |  |  |
| Creating RF Order |  |  |
| Transmit Order to ACE |  |  |
| Transmit Order to TV |  |  |
| Verify PO Transmission is successful |  |  |
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RSO – Suggested Order

A RSO is a report that suggests the amount of product to be ordered to meet the Order Point of the item. The Order Point of an item is created by a series of mathematical formulas that looks at Sales per specific months, weeks supply, how many days since the sku has been added to the store and any Minimum Order Points that may have been manual entered into the system.

The RSO uses this simple formula to determine what to order. If Order Point is greater than Quantity On Hand plus the Quantity on Order, then the system will order enough to equal the Order Point.

Retrieve RSO from Spooler

The RSO report is set to run the morning that the order is due to the vendor. By waiting until the last moment, the reporting would be the most accurate.

Open Eagle Browser, At the launch bar, Type MSP, hit enter

A grid will now be displayed with reports in there. At the report box type RSO and choose refresh. This will now filter down to only the Suggested Orders. Next find the appropriate report in the grid by looking at the Date and Store.

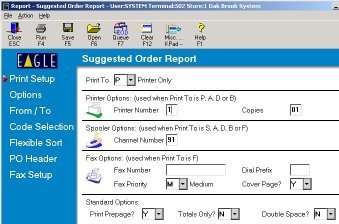
Choose Display F6, Choose Print, choose PC printer, choose the appropriate printer

Manually run a RSO

### RSO Report

1. From the Eagle Browser, click Reports, then click Purchasing and Receiving Reports.
2. Select Suggested Orders (RSO).

### RSO – Print Setup

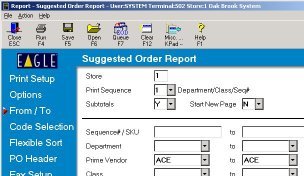
1. Click Print Setup.
2. These are the typical settings for this report. If a field is not specified, accept the default. Specify the following information:
3. Print To: A
4. Printer # is the same as your store #
5. Channel Number: 92
6. Print Prepage: N
7. Totals Only: N

### 

### http://cs1.triadinet.com/Customer/WebHelp/Job_Aids/inv_purch_jb_aids/mwrimage005.jpgRSO – Options

1. You can press F6 to open a saved report profile, or manual type the setting
2. Click Options.
3. These are the typical settings for this report. Specify the following options:
4. V - Use Primary Vendor Information Fields
5. I - Use IMU (alternate) Vendor Information
6. F - Create a Final PO

### RSO – From/To Range

1. Click From/To.
2. These are the typical settings for this report. Specify the following information:
3. Print Sequence: Location
4. Subtotals: N
5. Start New Page: N
6. Prime or IMU Vendor:   
    (vendor code for this order)
7. Use other from/to ranges as needed,   
    for example use a fineline to narrow  
    your selection.

### http://cs1.triadinet.com/Customer/WebHelp/Job_Aids/inv_purch_jb_aids/mwrimage009.jpgRSO – Header Information

1. Click PO Header.
2. These are the required fields for this report. Specify the following information:
3. Order Type
4. Buyer's Initials
5. Terms
6. Click **Run**

**\*\*\* Once an RSO has created a PO, open your po in MPO and go to posting screen. Sort on QOH by double clicking the title bar. All items that are 0 or negative, you need to manually increase the suggested amount ordered. This will increase your stocking level and allow you to sell the maximum potential. Use your best judgment on how much to increase the order to.**

Working the RSO

It is important to look at all items in the suggested order because the system has created an actual Purchase Order to order these items. It is not a good idea to blindly order any product based upon the systems suggestion.

Play close attention to any items that have 0 in the QOH (Quantity On Hand) column. The reasoning is that an item that went 0 QOH during the week has a high likelihood that there was a “missed sale” due to insufficient QOH. By only the suggested order amount, you are setting yourself up for another possible out of stock situation.

Making Changes to the RSO Purchase Order

The last page of the RSO gives a summary of the cost of the items that you are ordering. Also in the summary it will give you the specific PO number that was created under your store for editing purposes.

### Making Changes to a Purchase Order

1. Login to Eagle, click on Purchase and Receiving (MPO)
2. From the Purchasing and Receiving window, type the PO number in the PO field
3. Choose Display (F6)
4. Choose Post
5. Make appropriate changes by finding the specific sku and clicking on it, when clicked you will notice the item is displayed at the bottom section. Make appropriate changes.
6. Adding an new item to the PO
   1. Click F12 to clear any PO in the editing section at the bottom
   2. Type the SKU for the item wishing to be orderd, TAB
   3. Type the Quantity, Enter
   4. Repeat for all items

Create RF Order

Lock in to correct store on the RF gun. (Make sure you are in right store for all)

On the RF gun-Select option #2 (Shelf Manager)

Shelf manager Constants answer N down the list till you get to **Purchase Mode change to Y**

Enter thru options you want on the next screen.

Now you are ready to scan the SKU and enter NOQ (new order Qty)

Scan items and put in amount to order till you are finished with order.

1. When finished go to Eagle – at launch type RFL.
2. Choose print to A, Printer number XX , XX being your store number
3. Options – Store number ( change appropriately)
4. Print sequence 1
5. Options B-Print Both Current and New Values, F-Update Inventory File, I- Ignore Disc items
6. Ignore Errors – D,C,F
7. Flex Name RFSHELF
8. Click RUN
9. The RFL will finalize and update the inventory file with NOQ (new order qty).
10. Now all should be updated and ready to run the RSO (suggested order report)
11. Type in RSO at the launch bar
12. Select print to A
13. Select option S –**you have to use options S to get NOQ**
14. Update option F-creates PO
15. Select print sequence 2
16. Select primary Vendor (ACE or TRU)
17. Add your initials to header screen

The RSO will create a PO in MPO using the NOQ that was entered in the RF and finalized.

If any items had a new order qty prior to doing this procedure the RSO will grab those items

to. You can compare RFL with RSO to make sure. Make any correction needed.

Transmit ACE Order

### Preparing your order

1. Your suggested order will be run automatically the day before your order is due.

Make a note of your purchase order number as you will need it when sending your order to ACE.

Review your order on screen or print out a copy to review using report **RPO** (optional)

Make any necessary adjustments or add/delete items as necessary.

Combine your RSO and RF order before Transmitting (BPO)

* 1. This will reduce the number of invoice for reconcilment

### Combining Purchase Orders (BPO)

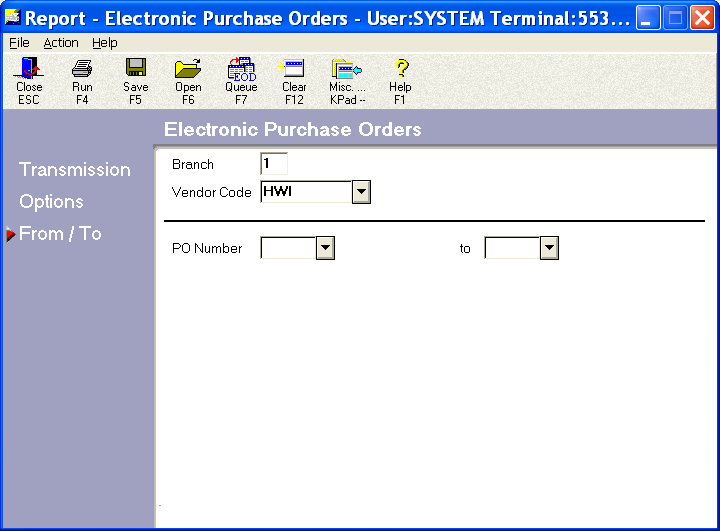
* + - 1. Open Eagle Browser, type BPO at the launch bar
      2. Print to S
      3. Click Options
  + Choose your store
  + Append to PO (use your RSO po number)
  + PO’s to Combine (use your RF and any other po that were created)

1. Click Run

This will now combine both purchase orders into 1 single order to be sent to your warehouse.

### Sending your ACE order

1. Open Eagle Browser, making sure you are locked into your store.

Go to the ACE Telecommunications   
Menu and click on Send Purchase   
Order (EPO). You can also type **EPOA** at  
the launch bar.

Press **F6** and open the saved report profile   
for your store. Your screen will open to   
the from/to menu and look like this:

Enter your PO number in both boxes and  
press Run (F4). You will receive a   
message that your order is being sent.

Check **ASYMSG** in Network Access to   
get your confirmation number and to make sure that your order was sent successfully. (***Refer to the section below “Verifying your transmission was successful”***).

### Getting Help

Be sure to refer to the On Line help in your Eagle Browser. Look in the tab labeled “Content” then refer to the Vendor Specific section for ACE. If you have any error messages you can contact the Activant Advice line at **800-322-3077** or you can contact ACE Electronic Services at **800-777-6797**.

## Verifying your Transmission was Successful

Whenever you transmit to or from ACE, you should verify the transmission was successful by checking in the Async Message Log (**ASYMSG**) in Network Access

From the Network Access Main Menu, type **ASYMSG** and press <Enter>. The Async Message Log displays. Note that this log accumulates transmission information each day. The system clears the transmission information each night when it reboots.

Press <Next Item> F7 to scroll down to the very end of the Log (you may have to press it several times if your system has done a lot of transmitting today).

Look in the right-hand column to find the result of the transmission. Find the confirmation number or message *“Call Order Entry”* because of a problem on the order.

**For transmissions such as EFM and ERP, you may see the following messages:**

1. "**Successful Transmission**" means you successfully received the information you requested.
2. "**Unsuccessful Transmission**" means that while you made contact with DIB’s computer, you did not receive the information you requested.
3. "**Transmission Failed**" means that your computer did not make contact with DIB’s computer. There should be an error code listed. Call Activant Advice Line at 800-678-7423 for assistance and tell them the error code you received.

ja_important

The message "MCS Transmission Succeeded," does not necessarily indicate that you successfully downloaded the information you requested. This message merely indicates that your computer and ACE’s computer made contact successfully. Look a few lines below this message and you will see either "Successful Transmission" or "Unsuccessful Transmission."

Transmit TV Order

### Preparing your order

**Order Deadline**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Your suggested order will be run automatically the day before your order is due. You can send more than one purchase order to TRU.   
     
    **\*\*** **Check on promotional items**. You may need to increase your suggested order on  
    these items to make sure you are ordering sufficient quantities for the promotion.

Make a note of your purchase order number as you will need it when sending your order to TRU.

Review your order on screen or print out a copy to review using report **RPO** (optional)

Make any necessary adjustments or add/delete items as necessary.

Run a BPO to combine RF order and RSO Order

This will reduce the number of Purchase Orders to be reconcilled

### Combining Purchase Orders (BPO)

* + - 1. Open Eagle Browser, type BPO at the launch bar
      2. Print to S
      3. Click Options
  + Choose your store
  + Append to PO (use your RSO po number)
  + PO’s to Combine (use your RF and any other po that were created)

1. Click Run

This will now combine both purchase orders into 1 single order to be sent to your warehouse.

### Sending your TrueValue order

1. Open Eagle Browser, making sure you are locked into your store.

Go to the TrueValue Telecommunications   
Menu and click on Send Purchase   
Order (EPO).

Press **F6** and open the saved report profile   
for your store. Your screen will open to   
the from/to menu and look like this:

Enter your PO number in both boxes and  
press Run (F4). You will receive a   
message that your order is being sent.

Check **ASYMSG** in Network Access to   
make sure that your order was sent successfully or you check your alerts to confirm that your order was sent successfully.

You will also receive an order confirmation via email from DIB.

## Verifying your Transmission was Successful

Whenever you transmit to or from TRU, you should verify the transmission was successful by checking in the Async Message Log (**ASYMSG**) in Network Access

From the Network Access Main Menu, type **ASYMSG** and press <Enter>. The Async Message Log displays. Note that this log accumulates transmission information each day. The system clears the transmission information each night when it reboots.

Press <Next Item> F7 to scroll down to the very end of the Log (you may have to press it several times if your system has done a lot of transmitting today).

Look in the right-hand column to find the result of the transmission.

1. "**Successful Transmission**" means you successfully received the information you requested.
2. "**Unsuccessful Transmission**" means that while you made contact with DIB’s computer, you did not receive the information you requested.
3. "**Transmission Failed**" means that your computer did not make contact with DIB’s computer. There should be an error code listed. Call Activant Advice Line at 800-678-7423 for assistance and tell them the error code you received.
4. **Be aware of any Build Errors – all errors have to be resolved before TrueValue will accept an order**

ja_important

The message "MCS Transmission Succeeded," does not necessarily indicate that you successfully downloaded the information you requested. This message merely indicates that your computer and DIB’s computer made contact successfully. Look a few lines below this message and you will see either "Successful Transmission" or "Unsuccessful Transmission."

Receive the ACE/TV Order

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| **Tasks** | **Completed** | **Training Manager Signature** |
| Running the ERP |  |  |
| Verifying the PO is balanced |  |  |
| Finalize the PO |  |  |
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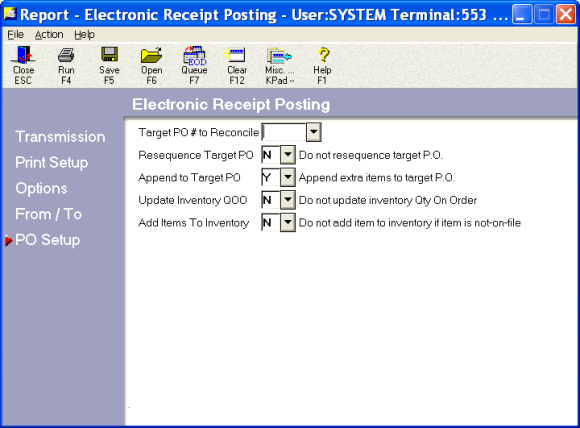
ACE Balancing and Receiving

**Your order will be ready to receive each week on: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

### Electronic Receipt Posting (ERP)

In order to receive this file and update your purchase order with the quantities being received, you must first run your Electronic Receipt Posting (ERP).

1. Open Eagle Browser
2. Go to the ACE Telecommunications Menu and choose “Receive Electronic Invoice (**ERP**)”
3. Press **F6** to open the saved report. Your screen should open to the PO setup screen.

*****Note: Your options may differ from this screen******shot***

1. Enter your weekly Purchase Order number in the field “Target PO # to Reconcile”
2. Press Run (F4)
3. You can view your ERP report in the spooler (MSP). Once this report has processed, you can open your purchase order which should say status “R”.
4. Your ERP will create a separate PO for each Invoice. This will allow you to create separate AP vouchers with the right due dates (dated billing). These will be listed on the last page of the ERP and will be needed for reconciling against ACENET.

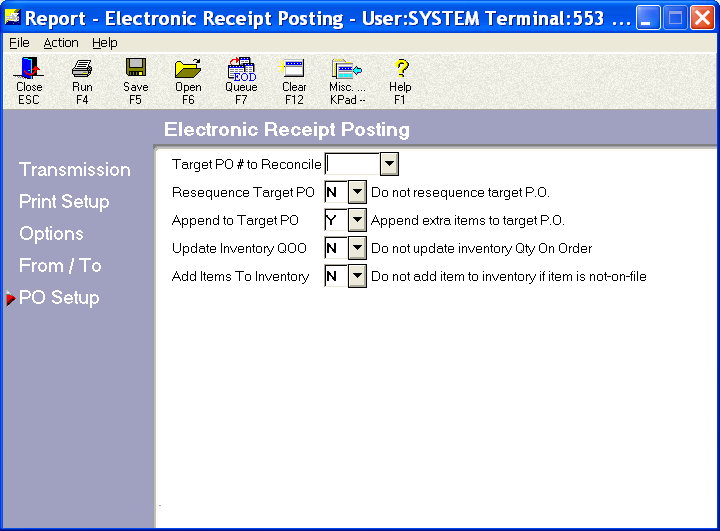
### Purchase Order Adjustments

1. To view the posted receipt quantities open Purchasing and Receiving, choose your purchase order and go to the Posting Screen (F11) and choose receipt posting
2. Verfy the total of the EXTCOST column total is equal to the invoice total from ACENET
3. Make any necessary receiving adjustments
4. Finalize your purchase order and update inventory using the saved profile in RRP.
5. Scan any paperwork and attach to the purchase order (see instructions on “***Scanning Packing Slips***” in the Purchasing & Receiving section of this manual).

TrueValue Balancing and Receiving

### Electronic Receipt Posting (ERP)

Your EFM will also automatically download your weekly order confirmation on your delivery day and store this information in a file on your system. In order to receive this file and update your purchase order with the quantities being received, you must first run your Electronic Receipt Posting (ERP).

1. Open Eagle Browser (make sure you are   
   locked into your store)

Go to the TrueValue Telecommunications Menu and   
choose “Receive Electronic Invoice (ERP)”

Press **F6** to open the saved report for   
your store. Your screen should open to   
the PO setup screen. ***(Note***: ***Your options may   
differ from this screen shot)***

Enter your weekly Purchase Order number in the   
field “Target PO # to Reconcile”. Press **Run** (F4)   
***Note****: if you transmitted more than one order to TRU, you only need to enter other PO# to the additional po section in the PO Setup screen. ERP will reconcile all PO’s send through the Eagle system toTRU.*

You should receive a printed copy of your **ERP** report to review. Once this report has started printing, you can open your purchase order which should now say status “R”

Go to Eagle, Purchase and Receiving (MPO)

To view the posted receipt quantities go to the Posting Screen (F11) and choose receipt posting.

Make any necessary adjustments

* 1. Check the Misc. section of the ERP report. It may contain items that could not be added. These items will need to be manually added to inventory and then manually added to the purchase order for these items to be received into inventory.

Print labels if needed

Scan TRU paperwork and attach to the purchase order (see instructions on “***Scanning Packing Slips***” in the Purchasing & Receiving section of this manual).

important

Finalize your purchase order and update inventory using report **RRP**.

**Be sure to open (F6) the saved profile “ATRU Receiver Store #”**. **This profile has all the correct options for receiving your TRU order.**

Finalizing a Purchase Order

Open EagleBrowser, at the launch type MPO

Type the PO number in the PO field

Choose Display F6

Choose Receive F2

Choose 1 Finalize this PO

Once the RRP report displays

Choose RUN F4

Merchandise and EndCap using a Planogram from ACE/TV

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| **Tasks** | **Completed** | **Training Manager Signature** |
| Locate Planograms |  |  |
| Familiarize with Planograms |  |  |
| Remerchandise the Endcap |  |  |
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Working Price Changes, Labels, and Sales Signs

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| **Tasks** | **Completed** | **Training Manager Signature** |
| Review new prices |  |  |
| Print Price Change Labels |  |  |
| Finalize Price Changes |  |  |
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| Reprinting labels for a location |  |  |
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| Print Sales on HBC promo paper |  |  |
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Reviewing the Price Change File

Open Eagle Browser, at the launch bar type IPC, hit enter

Choose Display F6

There are two specific columns to pay close attention to: Retail % Change and Repl % Change. Both these columns should be reviewed for any major changes.

Double click on the heading for Retail % Change or the Repl % Change; this will now sort these columns. Pay close attention to those that have large percentage changes.

During reviewing, if you notice an unacceptable price change, click in the New Retail columns and type an acceptable amount. Once finished choose Change F5. It is very common to identify an unit of measure problem here that needs to be addressed immediately

Print Labels from the Price Change File

### Label to Use

When printing labels from RBL, the label template you will use is:  HBC BIN LABEL

Clearance “RED” labels should be printed using HBC BIN LABEL CLEARANCE

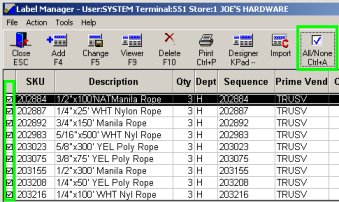
### RBL Report

This section explains how to run RBL (Bin Label Print Report) to generate a data file that you can then import into the Label Manager application. Once you’ve imported the items into Label Manager, you can quickly and easily mark just the items for which you want to print labels or add additional items that might need to have a label printed.

1. From the Eagle Browser, click Applications and then click Label Design & Printing Menu. Then click :
   * Item Bin Labels (RBL)
2. The “File To Use” page displays. Click to select the file that you want to use (purchase order, price change file, etc).
3. The Print Setup page displays. DO NOT run the RBL report to P (printer only) because there are NO system printers set up as Label printers. \*\*At Print To, select **S** for Spooler only to create a label file.
4. Click Options. Fill in your choices for the options on this page. At Label to Use select **“Windows Labels”**.
5. Click From/To. Fill in your choices for the options on this page. Click Run to process the report and create the file.
6. Close the report window.

\*\* you can OPEN a saved Bin-Label Inventory report by clicking on OPEN F6

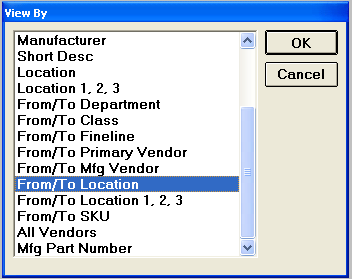
### http://cww.activant.com/manage/EmployeeTraining/onlinehelp/Job_Aids/jaLM_Imp01_dia1a.jpgPrint the labels in Label Manager

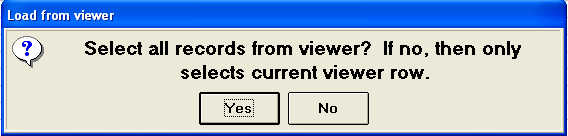
1. From the Eagle Browser, the Label Design & Printing menu, click Print Inventory Labels. The Label Manager window displays.
2. Click **Import** to display the Select Label File dialog. From the dialog, select the file you want to use and click OK.
3. The file name, for example, BL081701.551, can be interpreted as follows:
   1. BL = bin labels (RBL)
   2. 0817 = month/day (8/17), the date RBL ran
   3. 01 = number of occurrences of RBL for that date
   4. 551 = terminal number from which RBL was run
4. The items display in the grid. To print labels for all items, click All/None to place a check mark in all boxes. Or, click the box for the individual items that you want to print.
5. Click **Print** to display the Select Label Profile dialog. Click to select a profile and then click Open.
6. The Print Labels dialog displays, select the Printer, Starting Column, and Starting Row. If desired, click Preview to preview the labels on screen. Click OK to print the labels at the selected printer.

Finalize Price Changes

This step only needs to be done once the labels have been put on the floor. This report will finalize any changes in the IPC (Item Price Change) file to reflect on the customer’s invoices and sales transactions.

1. Open Eagle Browser, at the launch bar type RPC
2. Click Open F6, Find the appropriate report for the vendor you are working on, choose Open
3. Click Run F4

Printing Bin Labels for entire location

1. Click Label Design & Printing Menu, Print Inventory Labels
   1. Label Manager Grid will now be displayed
2. Choose Viewer F9
3. Click Lookup F5
4. Choose From/To Location, Click OK
5. Type your location in From and To
6. Click Refresh
   1. Wait to load
7. Click Select F4
8. “Select all records from viewer? If no, then only selects current viewer row.
   1. Choose yes
9. The selection will now be loaded into the Label Manager Grid
10. Click the All/None button
11. Choose Print

Printing Sale Signs on HBC promo paper

Sale Signs are printed using the Label Manager function within the Label Design & Printing Menu. For ease of procedure we have limited the choices and decided to use the same functionality that is used for Bin Labels.

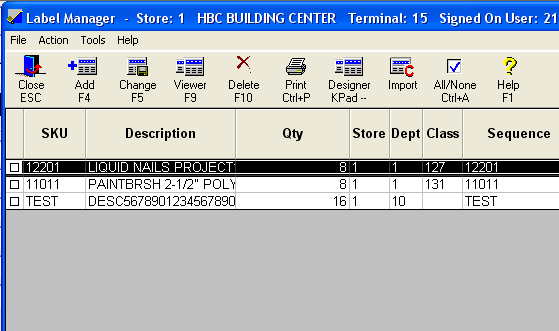
Higginbotham Brothers has adopted 3 acceptable Sign Formats in 3 different Sizes in both Retail and Promotional Pricing.

* Sizes are
  + 7x11
  + 5x7
  + 3x5
* Formats are
  + Sale
  + Manager Special
  + Clearance
* Pricing
  + Retail – will pull over the retail Pricing from IMU
  + Promotion – will pull over the Promotional pricing from IMU – If no pricing is available it will print blank

All Saved Labels start with “HBC”

Ex. 7x11 retail clearance “HBC 7X11 CLEARANCE”

Ex. 3x5 promo sale “HBC PROMO 3X5 SALE”

* Open Eagle Browser – Click Label Design & Printing Menu, Print Inventory Labels
  + Click Add (F4)
  + Type SKU
  + Type the amount of tags to be printed in QUANTITY
  + Click OK
  + Repeat for All Items
* Once finished adding all items, review the items in the Label Manager screen.
  + Click the check boxes beside the items that you want to print.
  + Adjust the Qty column as needed to print the amount of tags per sku.
* Insert the sign stock size of your choice
  + Signs should be placed in the printer
    - FACE UP
    - TEAR STRIP TO THE LEFT
* Click Print
  + Select the type of Labels
  + All label formats will be “HBC TYPE SIZE FORMAT”
* Choose Open
  + Choose the Printer you want to print to
  + Click OK

Working Defectives

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| --- | --- | --- |
| **Tasks** | **Completed** | **Training Manager Signature** |
| True Value Defectives |  |  |
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| ACE Defectives |  |  |
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It is important to understand that the two procedures between the two Co-ops are completely different.

TrueValue Defectives

## First you need to print a copy of your defective for Further Reference

* Launch MPO
  + Click F9 Viewer - this will load all open PO's
    - Scroll till you find your desired po
    - Highlight your PO - click F4 select
  + Click GoTo
    - Choose Print/Fax PO RPO
  + Click Run F4
  + Yes to Exit

## How you need to Transmit you Defective Purchase Order

* Click TrueValue Telecommunications
* Click Send Purchase Order EPO
  + Click F6 Open
  + Choose your store profile " Send Defective "
  + In the From/To Page
    - Verify your store number is correct
    - Type the PO number of your defective po in the From and To Box
  + Click Run F4
* Yes to Exit

## Now you need to Verify the Defective Purchase Order Transmitted okay

* Open Network Access
  + Login using your Activant Login
  + At the function type ASYMSG
    - Click the next button until you are at the bottom of the report
    - You will be looking for a confirmation order and a message that your
      * Report was sent successfully
* Click ESC on your keyboard to exit
* Type Exit at Function to end

## Now you are ready to Finalize you Defective Purchase Order

* Launch MPO
  + Click F9 Viewer - this will load all open PO's
    - Scroll till you find your desired po
    - Highlight your PO - click F4 select
* Click Finalize F2
  + Click number 1 Final
* When RRP screen appears
  + Verify your PO is correct in the From/To
* Click Run
* Yes to Exit

ACE Defectives

## Guidelines

1. Defectives need to be processed Once per week
2. At POS items need to be Defected using the F2 Merchandise Key
3. A purchase order needs to be built as a Defective PO
4. Defectives need to be Processed Onto ACENET
5. The Cumulative PO total must exceed $ 5

When Receiving Defective Merchandise from the customer, an Invoice needs to be printed and attached to the Defective Merchandise.  This will be used when building your Purchase Order

## Processing ACENET Defectives

* Login to ACENET
* Click on Returns , Defective Goods , ACE Claim
* Verify you are on the ACE Claim Entry tab
  + Type the SKU of the defective item from your invoice from POS in the NUMBER box
  + Type the Quantity in the Claim Quantity Box
  + A comment is not required
  + A Batch number is only required for ACE Paint Claims
  + Click Add
  + Repeat i. thru v. for all items
  + Once finished click Print
    - This will be used for building your defective Purchase Order
  + Once finished click Submit
  + A box will pop up, click OK

## Now build a Defective Purchase Order in the Eagle Browser

* Launch MPO
  + Type Vendor ACE
  + Type Purchase Order DRX01 X=Store number or letter
  + Click Add
  + Choose Defective Purchase Order D
    - Type the Sku and Qty from your printed Order from ACENET
    - Do not change the Price
  + Repeat until all items are completed
  + Click F11 to go back to the header screen
  + Click F2 to Finalize
  + Click Open F6
    - Choose your ACE PO Finalize
    - Verify your store number is correct in the From/To
    - Type your Defective PO number in the From/To
  + Click F4 Run
  + Choose Yes to Exit

Cycle Counting Inside

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| **Tasks** | **Completed** | **Training Manager Signature** |
| Load location |  |  |
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| Use RF Gun to Count |  |  |
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| Review Variance report |  |  |
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| Finalize Changes |  |  |
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Loading location to count

### This tool is to load items to count as well as printing count sheets for outside items to be counted. The only difference is the inside counts should use print-to S

### Create and print count sheets

Printing count sheets will also load these items into the count file in PIP.

1. From the Eagle Browser, click Applications, then click Reports menu. Click Inventory Reports and then click Physical Inventory (**RPI**) You can also type RPI at the Launch Bar in Eagle Browser.
2. Enter your print options on the Print Setup page, then click Options.
3. At Load Options, select **L** Load Items to Count.
4. At Count Sheet Options, select:
5. **3** - Show 3 blank columns
6. **M** - Show mfg part num (optional)
7. **Q** - Show quantity
8. **X** - Exclude detail
9. Click From / To. Enter a location, department, class or fineline range so that all items in the area you count are loaded and printed. ***When you finalize your counts, use the same from and to range.***
10. On the Misc. section, enter an “empty location” value of **FIXME** for those items that do not have a location code in the inventory file.
11. Click **Run** to load items into the count file and to print the count sheets.

Counting with Radio Frequency (RF)

At the RFMENU, select Shelf Manager.

### http://cww.activant.com/manage/EmployeeTraining/onlinehelp/Job_Aids/rf_jb_aids/03image003.jpgAccess Shelf Manager

The Shelf Manager constants display. If you answer Y to a mode,   
  
you can set the constants for that mode.

tips

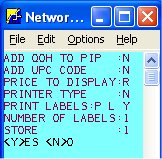
* Enter an "**M**" in the PIP MODE field if you want to automatically display the multiple location window every time an item is displayed
* Enter an "**S**" in the PIP MODE field if you are entering multiple items in the same location and want the RF to save the location of your previous entry (you won't have to re-key the location for each subsequent item).

### Setting Constants and Options

You can set the following options for any of the different modes.

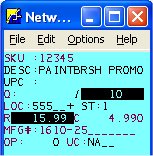
note

These options can also be set up in Options Configuration, so that you don't have to enter them every time you use RF Shelf Manager. Once you've set them up in Options Configuration, simply press <Next Screen> to bypass these options in Shelf Manager.

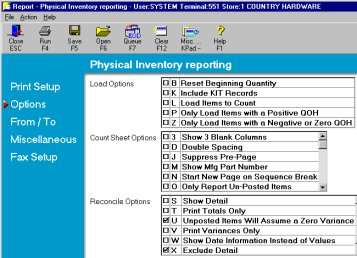
* Add QOH to PIP: Yes or No (Y = add items to PIP)
* Add UPC Code: Yes, No or Prompt
* Price to Display: Retail or Promo
* Printer Type: P=PS-1001; M=MP5033, Q=QL320, N=Network Printer
* Print Labels (This consists of three fields.):
  + Yes, No, Prompt or Always
  + **S**mall
  + Print Price Yes or No
* Number of Labels: Enter a value between 1 and 9. (This value is only used if PRINT LABELS is set to A - Always.)
* Store: Displays the store number

### 

### Entering Counts and Information

* SKU: Type the SKU and press Enter
* DESC: Displays item description
* UPC : Displays the UPC
* Q:  Type the count here/Displays Min Reorder Pt
* LOC:  Location Code/Shelf Sequence Number
* ST: Displays Store Number
* R$: Displays Retail Price
* C$: Displays Cost
* MFG#: Displays Manufacturer Number
* OP: Displays or Maintains Order Point
* UC: Displays or Maintains User Codes

Print Variance Report

1. From the Eagle Browser, click Applications, then click Reports menu. Click Inventory Reports and then click Physical Inventory (RPI).
2. Enter your printer options on the Print Setup page, then click Options.
3. At Reconcile Options, select:
4. **V** – Print variances
5. **A** – Use Average Cost
6. **S** - Show detail
7. Click From / To. Enter the same   
    range you used when creating and   
    printing the count sheets.
8. Click **Run**.

Take this report and research any large variances with special notice to items that have “no-counts” or a final count of 0. These items need to be found and counted or removed from the pip file and relocated.

**\*\* Note**: if you didn’t get everything counted that was in the count file, you will zero out quantity on hand for the items that didn’t get done. To prevent this, limit the from and to by location, to finalize just what got counted, using the above options. You would then remove the remaining items still in the count file. However, If you are going to count these items later or next day, you can use option B to reset beginning count, instead of removing them.

Finalize the Counts

Once you have reviewed the variance report and made any adjustments you are ready to finalize your counts.

1. From the Eagle Browser, click Applications, then click Reports menu. Click Inventory Reports and then click Physical Inventory (RPI).
2. Enter your printer options on the Print Setup page (**Print to A – be** **sure to also spool this report)**. Then click Options.
3. At Reconcile Options, select:
4. **F** – Finalize counting
5. **A** – Use Average Cost
6. **I** – update location
7. **K**- finalize unposted items as 0 count
8. **S** - Show detail
9. Click From / To. Enter the same range you used when creating and printing the count sheets
10. Click **Run**.

Cycle Counting Outside

|  |  |  |
| --- | --- | --- |
| **Tasks** | **Completed** | **Training Manager Signature** |
| Load location |  |  |
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| Make changes in PIP |  |  |
|  |  |  |
| Review Variance report |  |  |
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| Finalize Changes |  |  |
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Loading location to count

This section describes the process for taking a physical inventory using count sheets generated by the Activant Eagle™ system. Your procedures will be different when you are using an RF gun to take inventory.

important

***Always make sure to validate that the PIP file is empty before loading new items into the count file.***

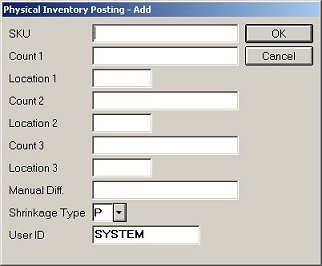
### Create and print count sheets

Printing count sheets will also load these items into the count file in PIP.

1. From the Eagle Browser, click Applications, then click Reports menu. Click Inventory Reports and then click Physical Inventory (**RPI**) You can also type RPI at the Launch Bar in Eagle Browser.
2. Enter your print options on the Print Setup page, then click Options.
3. At Load Options, select **L** Load Items to Count.
4. At Count Sheet Options, select:
5. **3** - Show 3 blank columns
6. **M** - Show mfg part num (optional)
7. **Q** - Show quantity
8. **X** - Exclude detail
9. Click From / To. Enter a location, department, class or fineline range so that all items in the area you count are loaded and printed. ***When you finalize your counts, use the same from and to range.***
10. On the Misc. section, enter an “empty location” value of **FIXME** for those items that do not have a location code in the inventory file.
11. Click **Run** to load items into the count file and to print the count sheets.

### 

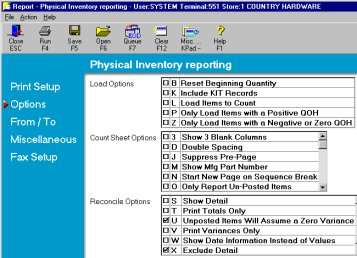
Post the counts in PIP

Using PIP, do the following:

1. From the Eagle Browser, click Applications, then click Inventory menu. Click Physical Inventory Posting (PIP).
2. The 1st location will be the default location.
3. Click **Add** to bring up the dialog box and enter the sku, location, count and shrinkage type. Continue until all the counts have been posted.

After all counts have been entered, click Change (F5).

Print Variance Report

From the Eagle Browser, click Applications, then click Reports menu. Click Inventory Reports and then click Physical Inventory (RPI).

Enter your printer options on the Print Setup page, then click Options.

At Reconcile Options, select:

**V** – Print variances

**A** – Use Average Cost

**S** - Show detail

Click From / To. Enter the same   
 range you used when creating and   
 printing the count sheets.

Click **Run**.

Take this report and research any large variances with special notice to items that have “no-counts” or a final count of 0. These items need to be found and counted or removed from the pip file and relocated.

**\*\* Note**: if you didn’t get everything counted that was in the count file, you will zero out quantity on hand for the items that didn’t get done. To prevent this, limit the from and to by location, to finalize just what got counted, using the above options. You would then remove the remaining items still in the count file. However, If you are going to count these items later or next day, you can use option B to reset beginning count, instead of removing them.

Finalize the Counts

Once you have reviewed the variance report and made any adjustments you are ready to finalize your counts.

1. From the Eagle Browser, click Applications, then click Reports menu. Click Inventory Reports and then click Physical Inventory (RPI).
2. Enter your printer options on the Print Setup page (**Print to A – be** **sure to also spool this report)**. Then click Options.
3. At Reconcile Options, select:
4. **F** – Finalize counting
5. **A** – Use Average Cost
6. **I** – update location
7. **S** - Show detail
8. Click From / To. Enter the same range you used when creating and printing the count sheets
9. Click **Run**.

Special Order and Lumber Ordering

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| --- | --- | --- |
| **Tasks** | **Completed** | **Training Manager Signature** |
| Special Order guidlines |  |  |
|  |  |  |
| Create Purchase Order |  |  |
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| Building a SKU |  |  |
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Special Orders

Salesmen will not be allowed to do their own return of special order items. The store manager will need to approve all special order returns.

1. Take information from customer – hand written slip.
2. Create the Purchase Order Header (MPO). Add special instruction of confirmation required – print screen of PO for file. *(****Note: The PO number will be given to the vendor****)*
3. Contact vendors of the product to collect pricing information, determine who to order the product from.
4. Get verbal price commitment and give PO number created in step 2 to the vendor.
5. Search inventory file to see if item already exists  
    **First** Sku   
    **Second** UPC Code  
    **Third** Mfg Part number
6. If item exists go to step 8 – if item does not exist, go to step 7
7. If item does not exist, create the item (SKU) from the LOD tab in Inventory Maintenance. Enter vendor supplied cost and price. Using the following special order sku scheme:  
     
    SO(store#)CustomerName or Number (no spaces)  
    ie: **SO47SMITH** or **SO471234** Use the department that relates to this item  
    ***Class will always be 999*** If this is a “one-time buy” item, be sure to enter “**O**” in user code position D4
8. If item does exist, create Special Order in Point of Sale – be sure to put in ETA of order and attach special order to the Purchase Order created in step 5.
9. Enter the customer’s last name in the Short ID field for tracking purposes.
10. Print out order copy (RPO) for file and then fax order copy to vendor.

Create PO (purchase order)

### Creating a Purchase Order Header Manually

1. Login to Eagle, click on Purchase and Receiving (MPO)
2. From the Purchasing and Receiving window, fill in the fields to create a purchase order header. The required fields are Vendor, Buyer's Initials, and Terms (PO Number will fill in automatically
3. Fill in any other fields on the screen.
4. Click Add. The purchase order header is added, and the screen changes to the posting screen. You are now ready to add items to the purchase order.

### Adding Items to a Purchase Order

Use one of the following methods to add items to a purchase order:

1. If you know the SKU number or alternate part number of the item you want to order, type it at Item (SKU), press ENTER, type the quantity you want to order in the Order Qty ([[Stk](javascript:BSSCPopup('../popups/Order_Qty_STK.htm');)] or [[Pur](javascript:BSSCPopup('../popups/Order_Qty_Pur.htm');)]) field, and press ENTER.
2. If you know the description of the item you want to order, type it in the Description field and press ENTER. Click on the appropriate SKU in the list to highlight it, and press ENTER. Type the quantity you want to order in the Order Qty ([[Stk](javascript:BSSCPopup('../popups/Order_Qty_STK.htm');) or [[Pur](javascript:BSSCPopup('../popups/Order_Qty_Pur.htm');) field, and press ENTER.
3. If you know the manufacturer part number of the item you want to order, type it at Item (SKU), then press ENTER. In the dialog box that displays, click on the appropriate SKU, then click OK.   Type the quantity you want to order in the Order Qty ([[Stk](javascript:BSSCPopup('../popups/Order_Qty_STK.htm');) or [[Pur](javascript:BSSCPopup('../popups/Order_Qty_Pur.htm');)]) field, and press ENTER.
4. If you know the UPC code of the item you want to order, type it at Item (SKU), and click UPC LU. Type the quantity you want to order in the Order Qty ([[Stk](javascript:BSSCPopup('../popups/Order_Qty_STK.htm');)] or [[Pur](javascript:BSSCPopup('../popups/Order_Qty_Pur.htm');)] )field and press ENTER.
5. You can also use the Inventory Viewer to look up items you want to order. Click (Optional) To add a comment to a line item on the PO, click the Comment/F3 button right after you post the item, type your information in the dialog box that displays, and click OK. The comment posts as a descriptor line in the grid.

Note that it is not possible to insert comments between line items that have already been posted on the PO; comments always post after the last line posted on the PO.

Once finish adding all items close out all windows.

Building a SKU

1. Open Eagle Browser, at the launch bar type IMU
2. Click the Load Tab
3. Type the desired SKU number in sku field
4. Type the desired Description
5. Click the Dept drop down and choose the desired Department
6. Click the Primary Vendor
   1. To locate vendor easily type = then start typing the vendor name
   2. This will find your vendor alphabetically
7. Type the Replacement Cost
8. Type the Retail Amount
9. Choose Add F4