LESSON 11 Working with multiple stores

Lesson objectives, 327

Learning resources, 327

Multi-store overview, 328
Choosing a Headquarters store, 329

Managing a multi-store inventory, 329
Defining inventory, 329
Entering store quantities, 330
Entering style item quantities, 330
Importing item quantities, 331
Handling item costs and prices, 331
Communicating price changes to remote stores, 331
Communicating new items to remote stores, 331
Defining assembly and group items , 332
Handling special order items, 332
Resolving duplicate items (Headquarters), 333
Viewing item quantities at other stores , 333
Adjusting quantities, 334
Automatic quantity corrections at remote stores, 334
Conducting a physical inventory, 335

Purchasing and receiving, 335
Receiving vouchers, 336

Transferring merchandise between stores, 337
- Transfer slip overview, 337
- Accessing transfer slips, 338
- Creating a transfer slip, 338
- Holding/unholding a transfer slip, 338
- Working with transfer history, 339
  - Locating a transfer slip, 339
  - Copying a transfer slip to create a new one, 339
  - Reversing a transfer slip, 340

Working with customers, 341
- Working with customer orders, 341

Recording sales, 342
- Maintaining sales history, 342
  - Reversing receipts, 342
- Using merchant and gift card services, 343

End of Day and Store Exchange, 343
- Recommended sequence of Store Exchange at remote stores, 343
- Recommended sequence of Store Exchange at Headquarters, 344

Running Store Exchange , 345
- Sending from Headquarters to remote stores, 345
- Sending from remote stores to Headquarters, 346
- Store Exchange communication methods , 347
- Setting up mailbag password security, 347
- Sending a mailbag, 348
  - Using CDs for Store Exchange, 350
- Receiving a mailbag , 350
- Accessing the Store Exchange activity log, 352
  - Using automatic recovery, 352

Setting Company preferences, 352

Employees and security, 353

Running multi-store reports, 353

Downloading program updates, 354

Running multi-store Financial Exchange, 354
- Tracking stores and P/L reporting by class, 354

On your own exercises, 356

Review questions, 357

Answer key, 359

Notes, 360

Lesson objectives

Pro Multi-Store users have access to all the features in Point of Sale Basic and Pro, although activities may be restricted or work slightly differently depending on whether it is Headquarters or a remote store. Pro Multi-Store users also have additional capabilities, such as transfers of merchandise between stores, the exchange of information between stores, and company reporting.

This lesson introduces you to the unique features of Point of Sale Pro Multi-Store and will help you customize a client's setup to use these features to full advantage.

After completing this lesson, you'll be able to do the following:

- Explain the functional differences between the capabilities at Headquarters and remote stores in the following areas:
  - inventory
  - purchasing and receiving
  - working with customers
  - recording sales and sales orders/layaways
  - working with employees and security
  - the End of Day process
- View item quantities at other stores
- Transfer merchandise from one store to another
- Update prices at remote stores when costs increase
- Correct or reverse transactional documents made at remote stores
- Share information between Headquarters and remote stores, using a variety of Store Exchange methods
- Run multi-store reports

Note: The features covered in this lesson apply only to those clients who are using the Pro Multi-Store level of QuickBooks POS.

Learning resources

The following is a list of additional resources that you might find useful in increasing your understanding of the content covered in this lesson.

- Webinar (recorded): *Supporting multi-store environments*
- Learning Center tutorial: *Creating store transfer documents (multi-store activities)*

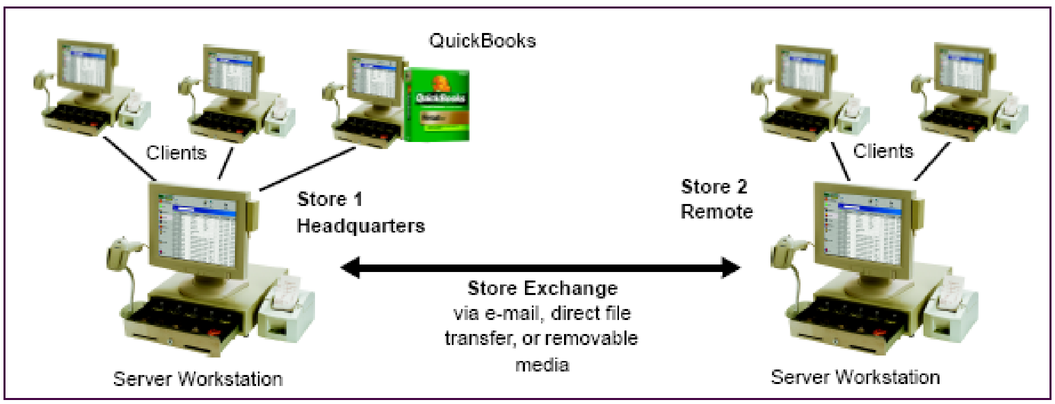
Multi-store overview

With Point of Sale Pro Multi-Store, retailers can effectively manage up to ten stores with features like centralized purchasing, inter-store transfers, sharing of information between stores, and company-wide reporting. At a glance, an associate at one store can view the quantities available at all other stores, thus minimizing lost sales due to out-of-stock situations.

In a multi-store configuration, one store is designated as the *Headquarters* (Store 1). Headquarters maintains central control over inventory, creates purchase orders, defines company-wide program preferences, exchanges data with QuickBooks, and can run reports that include the activities at all stores. Headquarters also carries on normal store activities, such as receiving merchandise, capturing customer information, and making sales.

Stores 2-10 (called *remote stores*) receive and sell merchandise, capture customer information, transfer items as necessary to other stores, and run local store reports.

Here is an example of a typical two-store configuration:



Headquarters store (Store 1)	Remote stores (Stores 2-10)
Performs typical store activities, plus centrally manages: ■ Inventory and related information ■ Purchasing ■ Company-wide program preferences ■ Company reporting & financial records	Performs typical store activities to: ■ Receive and sell merchandise ■ Capture customer information ■ Transfer items to other stores ■ Define employees and security

At the end of the business day, each remote store runs its normal End of Day procedure, including settling its own credit card transactions. Included in the End of Day process is a Store Exchange procedure by which remote stores send their daily QuickBooks POS information to Headquarters. Headquarters processes the exchange files it receives from the remote stores, updates inventory and related records with the day's activities, exchanges data with QuickBooks, and then sends updated company information back to the remote stores.

Choosing a Headquarters store

The choice of a Headquarters store is important because, in addition to performing all of the activities of a typical store, only Headquarters can:

- Add, edit, or delete inventory items and related information, such as departments and vendors. All stores share one item list, though quantities are tracked by store.
- Create purchase orders. (The exception to this is special order items, which can be created and ordered at remote stores.)
- Consolidate data for the entire company and run company reports. Remote stores can run and view local reports only.
- Exchange information with QuickBooks financial software.
- Create documents on behalf of other stores, allowing Headquarters—where management and finance personnel are typically located—to correct or adjust transactions on behalf of remote stores.

Activities allowed by store type

For a complete list of the activities allowed by store type (i.e., Headquarters versus remote), see Chapter 33 in the User's Guide.

Managing a multi-store inventory

Defining inventory

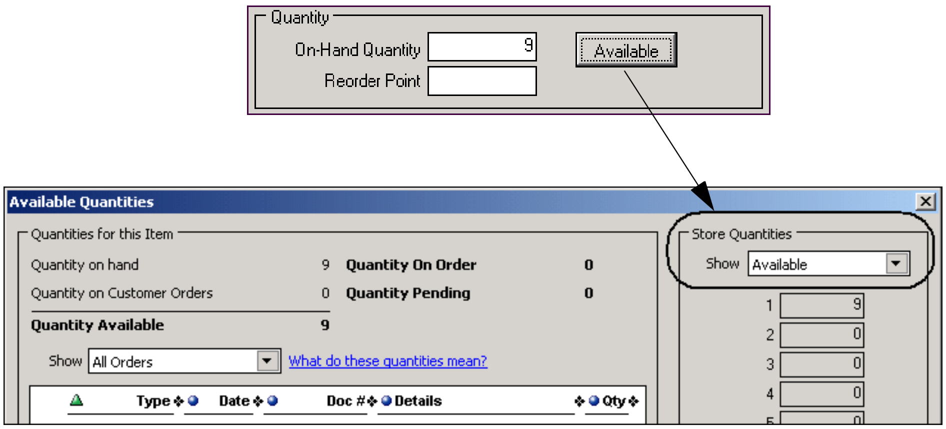
Inventory items and related files (departments, vendors, costs, prices, etc.) can only be added or edited at Headquarters, with the exception of special order items (discussed later in this lesson). Remote stores can view this information and use it to create documents, but cannot make changes. The combined item quantities at all stores comprise a single inventory, with Headquarters having central control over that inventory. QuickBooks POS tracks the quantities located at each store within that inventory.

Entering store quantities

When initially setting up inventory, Headquarters enters existing item quantities for itself and for remote stores. To define items or styles, follow the instructions in Lesson 5, “Setting up inventory.”

To enter existing item quantities for each store:

1 In the Quantity section of the item form, click Available.



2 Select On Hand from the drop-down list at the top of the Store Quantities section.

3 Enter the starting (on-hand) quantity for each store.

4 Click Close to close the Available Quantities window.

5 Enter any other item information.

6 Click Close.

The Available Quantities window can be used in the future to view all quantity information about an item: on-hand, on-order, committed to customer orders, and a listing of all pending documents affecting the item, for any store. Initiate the creation of documents to order, transfer, receive, or sell the item from the I Want To menu on this window.

This window is valuable for seeing if an item is in-stock at any other store when one store runs out of the item and if the item is on order.

Entering style item quantities

If item styles are used in inventory, enter existing quantities for all items in a style at one time by viewing the style, changing the store in the Quantities for Store drop-down list, and then entering quantities for each style item for the selected store. Repeat for each store. See “Understanding style grid basics” on page 142 for more information.

Importing item quantities

If existing inventory items are in an Excel spreadsheet or comma-delimited text file, use the Data Import Wizard to not only add those items to inventory but also to enter the existing quantities at each store. Point of Sale includes a pre-defined data import Excel template you can use if you don't have your own. See "Using the Data Import wizard" on page 77 for more information about this tool.

Handling item costs and prices

Item costs are averaged, as receiving vouchers are updated/received at Headquarters. Headquarters defines item prices and markdown price levels. Remote stores cannot enter or edit costs or prices; therefore, cost adjustment memos and Price Manager are only available at Headquarters. Remote stores can, however, choose the default price used on receipts and customer orders.

Note: When a remote store builds or breaks an assembly item, cost memos are automatically created and sent to Headquarters. But a remote store cannot manually create a cost adjustment memo.

Communicating price changes to remote stores

Price changes are implemented at Headquarters and communicated to remote stores using the Reminders feature. Remote stores can display the price changes made at Headquarters and print updated tags directly from the Reminders window.

To view the price changes list:

1. From the Inventory menu, select Reminders.
2. Click the Price Changes tab.

To print updated price tags:

1. Select the item(s) to print.
2. From the Print menu, select Print Tags.
3. Follow the on-screen prompts to specify tag printing options and send the tags to the printer.

For more information, refer to Lesson 5, "Setting up inventory."

Communicating new items to remote stores

When Headquarters adds new items to inventory, they appear on the New Items Reminders screen at remote stores after the next completed Store Exchange.

This feature alerts remote stores to prepare the store for the arrival of these items.The new items list and price tags can be printed, and associates can better serve customers by letting them know what new merchandise is coming soon. The items on this list should be removed as they arrive at the store so that the list remains current and useful.

To view the new item reminders:

1. From the Inventory menu, select Reminders.
2. Click the New Items tab on the Reminders window.

Defining assembly and group items

Only Headquarters can define assembly and group items, but remote stores can build and break assemblies as necessary to meet local sales demand (building is limited to the quantities of the component items on hand at the remote store). When a remote store builds or breaks an assembly item, quantity and cost adjustment memos are automatically created and sent to Headquarters in the next Store Exchange.

For more information on working with assembly and group items, refer to Lesson 5, “Setting up inventory.”

Handling special order items

Both Headquarters and remote stores can create special order items from documents, generate purchase orders to obtain them from vendors, receive them on vouchers, and sell them on receipts.

When a remote store first lists a special order item on a transactional document (voucher or receipt), it is sent to Headquarters. Headquarters can review special order items and convert them to regular inventory items, if desired. The new inventory items are then sent to all remote stores with the next Store Exchange, making them available for normal retail transactions.

When creating the special order item, the remote store can only temporarily define all the item fields for use on local documents. However, when the special order item is received at Headquarters, the following fields are not populated with information from the remote store and must be redefined by Headquarters:

- Tax code
- Prices at all price levels
- MSRP (reference price)
- Order cost
- Un-orderable flag
- Reorder point

On the next Store Exchange, the new values entered at Headquarters overwrite the item information at the remote store that created the item in the item list as well as being made available at all other stores.

For more information about working with special order items in inventory, refer to Lesson 8, “Performing daily point of sale operations.”

Resolving duplicate items (Headquarters)

Duplicate items may occur when Headquarters edits an item number and a remote store sells the item before receiving the updated inventory file during a Store Exchange. When the transactional document is sent to Headquarters, the item identifier from the remote does not match the item number for the same item at Headquarters. Headquarters shows two separate item numbers as having duplicate item identifiers.

Duplicate items can also occur when remote stores create special order items, unknowingly entering the same UPC or Alternate Lookup (ALU) values as an existing item or an item created at another store. The special order items are sent to Headquarters from remote stores on the first transactional document containing them.

The Duplicate Items tab on the Reminders window can help identify duplicates and resolve them to keep inventory accurate. This Reminder screen is available only at Headquarters.

Duplicate items are grouped and color-banded, with the duplicate information bolded to help identify them.

To view the duplicates item list:

1. From the Inventory menu, select Reminders.
2. Click the Duplicate Items tab.

To edit a duplicate item:

1. From the Reminders I Want To menu, select Edit Item in Inventory.

   This selection takes you to a pre-filtered item list with only the duplicate item included.
2. Use normal editing procedures to correct the duplicate values and then save.

   The corrected items are sent to remote stores with the next Store Exchange.

For general information about reminders, refer to Lesson 5, “Setting up inventory.”

Viewing item quantities at other stores

Each store can view item quantities at each other store, accurate as of the last successful Store Exchange by all remote stores with Headquarters.

Note: Each store can also quickly see the quantities on-hand at other stores while creating a document. List the item on the document and then click Edit Item. The Item Information window includes quantities at each store.

If one store runs out of an item, a sales associate can quickly look to see if another store has the item in stock, the on-hand quantity, the on-order quantity, and the available quantity.

Typically, a follow-up phone call is made to confirm that the item is still available. At this point, the first store can either send the customer to the second store or arrange for the second store to transfer the item to them, in which case the customer can purchase it when it arrives. The second store or Headquarters makes a transfer slip to move the item.

Refer to “Transferring merchandise between stores” on page 337 for more information on using transfer slips.

Note: The item quantities viewed for other stores are only as current as the last completed Store Exchange between remote stores and Headquarters. To ensure that current quantities are displayed for other stores, follow the Store Exchange sequencing suggested in the“End of Day and Store Exchange” on page 343, (each remote store sends a mailbag to Headquarters as part of its End of Day procedure). Following the recommended sequence ensures that each store begins each day with updated inventory information.

Adjusting quantities

Item quantities can be adjusted at either Headquarters or remote stores, using adjustment memos. Headquarters can adjust quantities for any store, while remote stores can adjust only their own local quantities.

For more information about adjustment memos, refer to Lesson 5, “Setting up inventory.”

Automatic quantity corrections at remote stores

If a remote store has created new transactional documents (receipts, vouchers, adjustment memos, or transfer slips) since last sending an exchange mailbag to Headquarters, it adjusts the inventory quantities received back from Headquarters to reflect those new documents. In this way, it always has the most current item quantities for its own store.

For example, at the time an exchange mailbag is sent to Headquarters, the on-hand quantity of Item #25 is nine (9). Before getting back a mailbag from Headquarters, the remote store sells two more of the item, reducing the on-hand quantity to seven (7). When the Headquarters mailbag arrives and is processed, the inventory quantity is overwritten with the Headquarters information, i.e. back to nine. The remote store then "re-rolls" the transactions made in the interim, setting its on-hand quantity for the item back to seven (7).

Conducting a physical inventory

Remote stores can do local physical inventories. When they update their physical counts, quantity adjustment memos are automatically created and then sent to Headquarters during the next Store Exchange. Headquarters can create and update a physical for any store.

For more information about completing a physical count, refer to "Conducting a physical inventory" on page 190.

Purchasing and receiving

Typically, all purchase orders (POs) are created at Headquarters. The exception to this is that a remote store can generate a purchase order for a special order item, as described earlier in this lesson. When a remote store receives a Store Exchange mailbag from Headquarters, only the purchase orders destined for that store are copied to the remote store's purchase order file. The purchase orders received from Headquarters overwrite the purchase orders at the store.

Note: Special order purchase orders at remote stores are not overwritten, nor are they sent to Headquarters.

Each store can reference its own purchase orders as it makes receiving vouchers to receive the ordered merchandise into inventory. A receiving voucher updates the fill status of the purchase order both at the local store and at Headquarters, once Store Exchange is run to send the receiving voucher(s).

Remote stores cannot edit or delete purchase orders, except for the special order purchase orders they create themselves. Once a purchase order that was created by Headquarters is filled, Headquarters can delete it, in which case it is removed from the active purchase order list at the remote store on the next Store Exchange. Since the purchase orders from Headquarters overwrite the remote store's purchase orders, the filled purchase order is automatically removed at the remote store. Likewise, any modifications to a purchase order at Headquarters results in the purchase order being re-sent to the remote store.

To create a purchase order at Headquarters:

1. Create the purchase order in the normal manner described in Lesson 6, "Maintaining inventory."
2. Specify Ship To (where the vendor will ship the items) and Bill To (where the vendor will send the invoice) stores in the appropriate fields.
3. Click Save.

The purchase order is saved to the active purchase order list. When the next Store Exchange is run, the specified store will receive this purchase order, making it available for referencing as receiving vouchers are made at the remote store.

A purchase order can indicate only one Ship To store, but can request billing to a different store (such as to Headquarters). If you want to order quantities for all stores you must either make a separate purchase order for each store or make one purchase order for the entire quantity, receive that entire quantity at that store, and then use transfer slips to move merchandise to the other stores.

A good practice is for Headquarters to regularly review the purchase order list and delete any purchase order that has been filled (Status of "Closed"). Deleting a purchase order at Headquarters not only removes the purchase order from the list at Headquarters, but also at remote stores. The receiving vouchers provide a permanent record of merchandise received.

Note: Remote stores should always reference purchase order numbers when creating receiving vouchers if the received merchandise was ordered on a purchase order. This not only speeds the process of creating the voucher, it also ensures that the purchase order fill status is properly updated at Headquarters and that the proper order cost is carried to the receiving voucher. This facilitates accurate and timely updating of the inventory cost and tracking of purchased merchandise.

Receiving vouchers

Remote stores cannot edit receiving vouchers after saving and can only reverse a voucher before it has been sent to Headquarters. Headquarters can edit (vendor billing information, freight, fee, and discount fields only) and reverse a voucher without restrictions.

To correct a voucher at a remote store after it has been sent to Headquarters:

1. Take only <u>one</u> of the following actions:
   - Contact Headquarters and have them reverse the voucher there. This will correct inventory, but will not correct the local receiving history at the remote store.

- At the remote store, create a return voucher listing the same vendor, items, costs, quantities, etc. as the original. The new return voucher will cancel the effect of the original, and update both receiving history and inventory at both Headquarters and remote store. A new voucher can then be made with the correct information to record the merchandise that was actually received.

To quickly make a return voucher with the same information as the original:

1. Locate the original voucher in the receiving history.
2. Click Copy Voucher.
3. From the I Want To menu, select Change to Return Voucher and then save.

Copying the original, making corrections, and then saving is also a quick way to make a new, corrected receiving voucher.

For basic information about working receiving vouchers and history, refer to Lesson 6, "Maintaining inventory."

Transferring merchandise between stores

Transfer slip overview

The transfer of merchandise from one store to another is recorded on a transfer slip. A transfer slip is a transactional document that deducts the transferred merchandise from the source store's on-hand quantities and adds it to the destination store's on-hand quantities.

Headquarters can make transfer slips to move merchandise from any store to any other store. Remote stores are limited to making slips that transfer merchandise out of their store to another store.

Transfers slips are often made at Headquarters to reallocate fast or slow selling merchandise among stores. Since Headquarters has ultimate inventory control, does the purchasing, and has the ability to run company reports, they are in the ideal position to assess when merchandise transfers of this nature are beneficial.

Here are some tips to keep in mind when working with transfer slips and familiarizing your clients with them:

- Transfer slips are not automatically sent from Headquarters to remote stores or between remote stores, they are simply the mechanism that updates store quantities for the movement. Clients might find it helpful to print a copy of their transfer slips to use as packing slips for the merchandise. If creating a slip at Headquarters for other stores, you could fax it to the store(s) involved to assist with arrangement for the physical movement of the merchandise.

- If preferred, slips can be created and then put on hold, rather than immediately updating them. The held slip can be printed to facilitate the physical movement. Once the transfer is completed, the slip can easily be un-held and updated to record the changes in inventory location.
- Transfer slips update both the sending and receiving store's quantities (called the "From Store" and "To Store" on the transfer slips themselves). The receiving store should NOT record transferred merchandise on a receiving voucher. Doing so would add the transferred item quantity to the receiving store's quantities a second time and cause errors in the company inventory valuation.
- A transfer slip does not result in any net change in overall inventory quantity or valuation—it only records the change in location of that inventory item. Transfer slips are sent to QuickBooks to record any freight charges that apply and, if you use QuickBooks classes to report by store, to record the transfer between the stores.

Accessing transfer slips

From the Inventory menu, select one of the following:

- New Transfer Slip to record a transfer between stores
- Transfer History to view previously made slips
- Held Slips to view slips currently on hold

Creating a transfer slip

To create a transfer slip:

1. From the Inventory menu, select New Transfer Slip.
2. Specify the From Store (source of merchandise) and To Store (destination of merchandise).

   Remote stores cannot change the From Store; it is auto-filled with the local store.
3. Enter the items and quantities being transferred.
4. Optionally, enter an estimated date of arrival (ETA), Carrier name, Comment, and Freight charges.
5. Click Save & Print to record the slip and print a copy or Save Only to update the slip without printing.

When the transfer slip is saved, the quantities for both stores are updated immediately at the store making the slip. The change is not visible at other stores until after the next completed Store Exchange cycle.

Holding/unholding a transfer slip

A slip can be put on hold to carry out other activities or to hold slips for saving until after a transfer has been physically completed. For example, you might temporarily hold a slip in progress while making a sale, then unhold and complete it after the sale is completed.

Putting a slip on hold adds it to the list of held slips. A slip can be viewed, printed, or deleted while on hold. A held slip is not sent to Headquarters (if made at a remote store) and does not update store quantities until it has been unheld and saved.

To hold a slip:

1. Start the slip as described above, but do not save it.
2. Click Hold Slip.

To unhold a slip:

1. From the Inventory menu, select Held Transfer Slips.
   The list of slips on hold is displayed.
2. Highlight the slip you want and click Unhold Slip.

The selected slip is made active again. Make any necessary modifications and then save and print in the normal manner.

Note: In a multi-workstation environment, a held slip can be accessed and unheld from any networked workstation within the same store.

Working with transfer history

Once saved, transfer slips are stored in the Transfer History list. Slips provide a permanent record of transfers made (remote stores see only slips made at their store; Headquarters sees slips made at all stores). QuickBooks POS uses the transfer history to create transfer reports. A transfer slip can also be copied to quickly create a new slip.

To display the transfer history:

- From the Inventory menu, select Transfer History.

Locating a transfer slip

Use standard list sort, scroll, filter, and search procedures to locate a specific transfer slip. Refer to Chapter 7 of the User's Guide for more information on each option.

Copying a transfer slip to create a new one

A transfer slip can be copied to quickly create a new one.

To create a transfer slip from a copy:

1. Locate the transfer slip that you want to copy.
2. Click Copy Slip.
   A new slip is opened with the same information as the slip that was copied.
3. Make any necessary changes to the new slip.
4. Click Save & Print or Save Only.

Reversing a transfer slip

Transfer slips cannot be edited. If an error is discovered on a transfer slip, it is necessary to reverse the slip and then create a new, corrected one to correct the transfer history and inventory.

A transfer slip is reversed through the automatic creation of a second slip with the opposite effect. When completed, the original slip will be marked Reversed in the Status field and the new slip that is created will be marked Reversing. The Status field is only displayed in the transfer history list.

Reversing a slip undoes the affect the original slip had on store quantities, i.e., if the original slip transferred an item quantity of three from Store 1 to Store 2, the reversing slip records three units transferred back from Store 2 to Store 1.

A reverse, copy, and correct approach can be used to undo the effects of the original slip and make a new, corrected slip. First, reverse the original, incorrect slip. Then, begin a new slip by copying the original one. Finally, make corrections to the copy and save as usual.

To reverse a transfer slip:

1. Highlight or display the transfer slip to be reversed.
2. From the I Want To menu, select Reverse Slip.

   The Reversing Document dialog is displayed.
3. If not using security, select your name from the Associate field and then click OK.

   A reversing slip is automatically created and added to the transfer history list.

If necessary, a corrected slip can then made as described below.

Note: At a remote store a transfer slip can only be reversed up until the time it has been sent to Headquarters via Store Exchange. After that, the transfer slip can only be reversed at Headquarters.

To copy and correct a slip:

Copying and correcting a reversed slip allows your clients to adopt the parts of the original slip that they want to keep and correct the parts that were in error to make a new, correct slip.

1. Reverse the original slip as described above.
2. Highlight or display the original slip again (marked Reversed in the Status field in List window).
3. Click Copy Slip.

   A new slip is created with the same information as the original.
4. Make the necessary corrections to the information on the new slip.

5 Click Save & Print .

Note that after completing this procedure there will be three slips in the transfer history: the original slip (status: Reversed), the second slip that reversed the original (status: Reversing), and the new corrected slip (status: Regular).

Working with customers

Customers can be added, edited, or deleted at any store, with the resulting changes propagated to all stores with the next fully completed Store Exchange with Headquarters. Headquarters maintains the master customer list, which is updated with data received from the remote stores, and this updated list is sent to all stores during each Store Exchange.

General guidelines for customers:

- Any store can add, edit, or delete a customer, but the customer record is not revised in the master file at Headquarters until certain synchronization checks are completed during the next Store Exchange cycle.
- Adding, editing, or deleting a customer "flags" the customer record with the action taken and adds a date/time stamp at the originating store. This date/time stamp is used in synchronization checks to ensure proper handling of customer records in the event that the same record is edited at multiple stores on a given day.
- A customer may not be deleted if he or she has a charge account with an account balance.
- If a store makes a charge account sale or accepts a payment on a customer account, Headquarters sends that information to QuickBooks after receiving it from the remote store (only Headquarters exchanges data with QuickBooks).

For basic information about working with customers, refer to Lesson 7,"Managing customer information."

Working with customer orders

Layaways, sales orders, and work orders can be created and maintained at all stores, but are not exchanged between Headquarters and remote stores. However, Headquarters does receive the information from remote stores for calculation of available quantities. The available quantity information is sent back to the remote stores.

Each store maintains its own customer orders and creates deposit and sales receipts to fill them. The receipts created when taking deposits and selling customer order items are sent to Headquarters during routine Store Exchanges.

Each store can define its own printed customer order messages in Company preferences, however Headquarters defines any required initial deposit amounts. See "Working with customer orders (Pro)" on page 268 for basic information about creating and filling customer orders.

Recording sales

All sales and return receipt features are available at all stores. In addition, Headquarters can create receipts for any other store. Remote stores can make receipts only for their own store.

The Store field is added to the receipt form for multi-store operations. Headquarters creates receipts to sell or return merchandise for other stores by changing the store code in this field. Receipts made by Headquarters on behalf of another store update that store's item quantities, but the receipt is not sent to the remote store and, therefore, the sale is not reflected in the remote store's sales history.

Each store (Headquarters and remote) can set up, process, and settle credit, debit/ATM, and gift card transactions locally, but each must have its own account with the QuickBooks POS Merchant and/or Gift Card Services. Store-specific company preferences related to sales, such as allowed credit card types, default payment method, default sales tax location, and printed receipt comments can be selected at each store from the options defined by Headquarters.

Maintaining sales history

Each store maintains its own sales history for receipts made at that store. Headquarters also has the receipts made at all stores in its sales history, allowing it to run company sales reports and to view a customer's sales history with the entire company.

Reversing receipts

Headquarters can reverse receipts made at any store. Remote stores can reverse a receipt only up until the time it is sent to Headquarters via Store Exchange. Once sent, a receipt can only be reversed at Headquarters.

Remote stores have two options for correcting a receipt after it has been sent to Headquarters. Your clients should take only <u>one</u> of these actions:

- At the remote store, create a return receipt listing the same customer, items, prices, quantities, etc. as the original. The new return receipt will cancel the effect of the original, and update both the sales history and inventory at both Headquarters and remote store. A new sales receipt could then be made with the correct information, if necessary, to record the merchandise that was actually sold.
- Contact Headquarters and have them reverse the receipt there. This will correct inventory at all stores and sales history at Headquarters, but will not correct the local sales history at the remote store.

To quickly make a return receipt with the same information as the original:

1. Locate the original receipt in the sales history.
2. Click Copy Receipt.

3 From the I Want To menu, select Change to Return Receipt.

4 Save the receipt.

Copying the original, making corrections, and then saving is also a quick way to make a new, corrected sales receipt.

For basic information about recording sales and working in sales history, refer to Lesson 8, "Performing daily point of sale operations."

Using merchant and gift card services

With multiple physical locations under the same ownership, retailers can add additional Merchant and Gift Card Service accounts under a single Master Merchant account of each type. Each store processes transactions independently, but with linked accounts, the master account receives consolidated reporting and account statements.

For more information, contact the QuickBooks POS Merchant and/or Gift Card Services support at 800-558-9558.

End of Day and Store Exchange

Multi-store configurations have an additional task added to their End of Day options: Store Exchange. Running Store Exchange as part of the End of Day procedure is optional. How and how often Store Exchange is run is completely up to the retailer. This section makes some suggestions for "best practices" and variations on those practices that are designed to help keep all of the stores up-to-date, but to do it in a practical manner.

Recommended sequence of Store Exchange at remote stores

At the end of each sales day, each workstation in the store should run a Z-Out Drawer Count report to "close" for the day. Then, the remote store should perform the following activities on the Server workstation:

- Run a Z-Out Store Close report
- Settle credit card transactions with the QuickBooks POS Merchant Service, if applicable
- Perform a backup of the QuickBooks Point of Sale data
- Run Store Exchange > Send to send the day's information to Headquarters

These activities can be made part of the automated End of Day procedure. Generally, it is recommended that retailers include Store Exchange > Send as part of End of Day at remote stores.

Receiving updated information back from Headquarters

Before opening for the next day, remote stores should receive and process a Store Exchange mailbag from Headquarters on the Server workstation. Run a Store Exchange > Receive to process the file. It is recommended that no other workstation be working in Point of Sale during this process, as the procedure will automatically close all open windows if necessary to update files.

Recommended sequence of Store Exchange at Headquarters

Headquarters has two distinct End of Day responsibilities, and your clients may find it beneficial to keep the activities related to each separate. It may be helpful to think of these responsibilities as store activities and Headquarters activities.

Store activities include:

- Run Z-Out Drawer Count report at each workstation
- Run Z-Out Store Close report at the Server workstation
- Settle credit and debit card transactions with the QuickBooks POS Merchant Service

Headquarters activities include:

- Processing in the Store Exchange mailbags received from remote stores
- Updating inventory and related files with the day's activities
- Exchanging information with QuickBooks
- Backing up the company data
- Sending updated information back to the remote stores before the next business day begins

We recommend that retailers run the normal automated End of Day procedure to handle the store activities, but that they do the Headquarters activities manually after the store close is completed and retailers have processed in the Store Exchange mailbags from remote stores (or run End of Day a second time, with just Financial Exchange and Store Exchange selected). There are several reasons for this:

- It keeps the two procedures separate, making it easier to understand and follow the correct procedure for each.
- It may take some time for remote stores to get their Store Exchange mailbags to Headquarters, especially if using removable media or relying on e-mail delivery and retailers can complete their normal store close activities in the interim. If necessary, retailers could even put off Headquarters activities until the following morning.
- The Store Exchange > Receive procedure cannot be incorporated into the automated End of Day procedure due to the many variables of Store Exchange methods and delivery.
- If your client’s goal is to maintain the most accurate information possible at all stores, it is important that Headquarters receive and process in a mailbag from every remote store before they in turn update inventory and send information back.

Variations on the recommended sequence

Depending on operational requirements and management's need for updated information, the Store Exchange process can be run more or less frequently. Some variations include:

- Remote stores could be required to run Store Exchange > Send several times a day. The Headquarters could then process in those files and have an up-to-the minute snapshot of company activity. With information flowing to Headquarters throughout the day, it would be less critical that every remote store's final mailbag of the day be received before Headquarters processes to close out the day. Any transactions not making it in one day would automatically be updated during the first exchange the next day.
- If a retailer's need for updated information is not critical, the retailer could run Store Exchange less frequently; say once every few days or once a week.

With experience, your clients will find the procedure that works best for their circumstances. It is not required that the sequence described here be followed, but by adhering to it your clients ensure that all stores have the most current information for each business day.

Running Store Exchange

The term Store Exchange refers to the procedure for transferring information between Headquarters and remote stores. Data is sent between stores in a compressed file called a "mailbag" (compressed to reduce transmission file size and time).

Store Exchange has two components: Store Exchange Send to send mailbags, and Store Exchange Receive to process received mailbags. Headquarters sends and remote stores receive during initial program installation to "initialize" each remote store with inventory information and other company data, from Headquarters. All stores then routinely exchange information in both directions to keep both Headquarters and remote stores up to date with the most current information.

Only the Server workstation at each store can run Store Exchange.

Sending from Headquarters to remote stores

Headquarters has central control over inventory, purchasing, and most company preferences, so the exchange file sent from Headquarters includes this information in its entirety:

- Inventory, including all related information: item list, departments, vendors, quantities, costs, and prices
- All new or changed purchase orders (designated by store)
- Shared company preferences (includes store codes and headings, price levels, sales tax instructions, customer order initial deposit requirements, etc.)

- Customers (all customer records)

Mailbag files sent from Headquarters are in the format HQ00001QBT, where:

HQ =	Headquarters
00001 =	Sequential number of mailbags created at Headquarters, incrementing by one for each mailbag created at Headquarters, e.g. the second mailbag file created would be named hq00002.qbt
QBT =	The file extension used on all Store Exchange mailbags

Items not sent to remote stores include:

- Transactional documents created at Headquarters
- Customer orders
- Employees and security settings
- Store-specific company preferences and workstation preferences

Sending from remote stores to Headquarters

Remote stores send to Headquarters the following:

- Transactional documents, including documents created for receiving, sales, inventory adjustments, and transfers (vouchers, receipts, transfer slips, and adjustment memos; includes adjustment memos automatically created as a result of a store Physical Inventory or the building/breaking of assembly items)
- Customers (added, edited, or deleted since last exchange)
- Time Clock records
- Customer orders (for calculation of available quantities only)

The exchange file (mailbag) sent to Headquarters from remote stores is also compressed and is in the format s0200001.qbt, where:

s02 =	Store number, e.g. Store 02
00001 =	Sequential number of mailbags created at the store, incrementing by one for each mailbag created, e.g. the second mailbag file created at Store 2 would be named s0200002.qbt
QBT =	The file extension used on all Store Exchange mailbags

Items not sent to Headquarters from remote stores include:

- Inventory and related records
- Customer orders (except for calculations of available quantities)
- Employees and security settings
- Store-specific Company preferences and Workstation preferences

Store Exchange communication methods

There are four communication methods supported for Store Exchange. The same method does not have to be used for each remote store (i.e., one remote could exchange with headquarters via e-mail, while another uses removable media). Store Exchange methods are defined on the Store Exchange pages in Company preferences.

Search the in-program help files using keyword "Store Exchange" for detailed information about each communication method. Refer to the *QuickStart Guide* for detailed setup information for Store Exchange.

The four Store Exchange methods available are:

- **Desktop e-mail client**—this is your client's default e-mail program, specified in Internet Explorer, that automatically launches when your client sends an e-mail from within a Windows® application.

  Examples: Outlook, Outlook Express, and Netscape Mail

  Note: To see which program is your Desktop e-mail client, open Internet Explorer, choose Internet Options from the Tools menu. Select the Programs tabbed page and note the entry in the E-mail field.

- **Web-based e-mail** —access this e-mail service on the Internet through a browser.

  Example: Yahoo mail

- **Network file transfer**—this is a direct file transfer to or retrieval by other computers via a network, phone, or Internet connection using mapped drives or UNC (Universal Naming Convention) location.

  Examples: LAN (local area network), WAN (wide-area network), or VPN (Virtual Private Network)

- **Removable media**—this is removable storage media that is physically transported to other stores.

  Examples: Floppy disks, USB memory sticks, CDs, Zip drives

Setting up mailbag password security

To ensure that your information is secure, passwords are required to send or receive mailbags. Passwords are controlled in company preferences. Passwords are case-sensitive and must be entered exactly the same at all stores. Passwords can be any alpha-numeric combination from 4 to 20 characters.

To setup a Store Exchange password:

1. From the Edit menu, select Preferences, then choose Company.
2. Click Store Exchange in the Multi-Store category in the left panel.
3. On the Passwords tab of the main panel, click Change Password.
4. Enter the information in the Change Password window.
5. Click OK.
6. Click Save.

Sending a mailbag

Store Exchange Send (sending mailbags) can be initiated in two ways:

- Include the Store Exchange option in the End of Day procedure
- From the Tools menu, choose Store Exchange and then choose Send Files

Before sending files, it is a good practice to check for and process any mailbags that may have been received and not yet processed. See “Receiving a mailbag ” on page 350.

To prepare and send a mailbag:

1. Initiate a Store Exchange Send in either of the methods shown above.

   The Store Exchange window is displayed. At Headquarters, this window lists all of the remote stores with the exchange method and the e-mail address/file path for each, as specified in Company preferences. At a remote store, only the Headquarters location is listed.

   Options in the Store Exchange window include:

   - Change the Store Exchange method for communication with other stores.
   - Change the e-mail address or destination folder for each store (click the Edit button to the right of the Store line).
   - Click View Log to read the entries in the Store Exchange Log. This is helpful in troubleshooting any errors that occur during the preparations/sending of a mailbag.
   - **Headquarters only:** Select or clear store checkboxes. The mailbag will be sent only to selected stores.

   Changes in communication method made in this window affect only the current Store Exchange. To make permanent changes, choose Configure Store Exchange from the Tools menu (takes you to the Store Exchange page of Company preferences).
2. Select Send to initiate the mailbag creation, then follow the instructions below.

To send via desktop e-mail client:

1. The e-mail client is automatically launched and a single e-mail is created with the mailbag file attached, and addressed to the stores specified.

   A default message instructs the other stores how to process the attachment.

2 If you are online when you select Send File, the e-mail is automatically sent.

3 If you are not online when you select Send Files, the e-mail is placed in the e-mail outbox ready to manually send later. When ready to send, connect to the Internet service provider, access the e-mail client and initiate a Send of the e-mail in the outbox.

To send via web-based e-mail:

1 The mailbag is created and placed in the destination folder specified.

A Windows Explorer window is opened, showing you this location.

2 Access the Internet and the e-mail service; follow their instructions to create the e-mail, enter the other store(s) e-mail addresses, add a message/instructions, browse to and attach the mailbag file, and then send the e-mail.

Keep the following in mind when using e-mail during Store Exchange:

- Depending on the desktop e-mail client and security settings, you may receive a message when running Store Exchange asking if you want to allow a program to automatically send an e-mail. If this occurs during Store Exchange, answer *Yes* to allow Point of Sale to automatically send your Store Exchange e-mail.
- If you use Outlook as your desktop e-mail client and use Exchange Server, you must be connected to Exchange Server when you select Send. Otherwise, the e-mail will fail and it will not be placed in your e-mail outbox. In this case, you will have to resend after your connection to Exchange Server is restored.
- Internet browsers (such as Internet Explorer), e-mail applications, and virus detection software programs often have user-definable security options related to handling of e-mail attachments. Depending on your applications and settings, it is possible that Store Exchange mailbag files (.qbt file extension) will be blocked from being opened or downloaded. If this is the case, changing your settings to identify the .qbt files as "safe" or removing them from the application's "unsafe file" list may solve the problem. Some programs also allow you to designate "safe" e-mail sources, from which file attachments are allowed. Consult the documentation or help files of the applications you use to determine what your choices are if this pertains to you.
- Netscape e-mail may flag a Store Exchange file attached to an e-mail as unrecognizable or as junk e-mail when received. You are given the option on how to handle the attachment—select the option to open it with the default program (Point of Sale) and it will be processed normally.

To send via network file transfer:

- The mailbag file is created and then copied to the destination folder specified for the other store(s) (e.g., their "in folder").

To send via removable media:

1. You will be prompted to enter the media (floppy disk, memory stick, etc) in the appropriate drive or USB port.

   Headquarters only: If sending to multiple stores, you will be prompted to enter separate media for each store. Separate media must be used for each store.
2. The mailbag file is copied to the media.
3. Transport the media to the other location(s).

When creating and sending of the mailbag is complete, a confirmation message is displayed.

Using CDs for Store Exchange

Point of Sale does not write directly to CD drives. You must have a CD-writing application installed to use this method and the process varies depending on the application's capabilities and the type of CD you use.

For best results using CDs, it is recommended you use *formatted* CD-RW disks and a compatible drive and software. These disks allow you to reuse the disk, copying and deleting mailbag files as needed.

If you have problems sending mailbag files to a CD drive, it is recommended that you choose Web-based E-mail as your Store Exchange method. This method sends a single mailbag file to a folder of your choice on your hard drive. You can then use your CD-writing software to write the copy to as many CDs as you need for the other stores.

Receiving a mailbag

Note: When receiving Store Exchange mailbags at remote stores, all open windows should be closed before proceeding. If you proceed with open windows, you will be prompted to close them before the files are updated.

Receiving Store Exchange mailbags can be initiated in two ways:

- Open or double-click a received file or an e-mail attachment with the .qbt extension (after downloading to your "in folder," if using web-based e-mail),

  OR

- From the Tools menu, select Store Exchange, and then choose Receive Files. This option checks for and processes any received mailbags in the Store Exchange "in folder" or from a location to which you browse.

The method of receiving and processing mailbags will vary, depending on the Store Exchange method, as described below.

To receive via desktop e-mail client:

1. Launch the desktop e-mail client application.

2 Locate and display the e-mail file from the other store, and then double-click the .qbt file attachment to process it immediately.

Alternatively, save the file to the Store Exchange "in folder" (not the e-mail client's in box), where you can access and process it by choosing Store Exchange and then choosing Receive Files from the Tools menu. Then select Process In on the Store Exchange window.

To receive via web-based e-mail:

1 Access the e-mail application on the Internet and display the Store Exchange e-mail from the other store.

2 Follow the e-mail application's instructions to download and save the attached .qbt file to the Store Exchange "in folder."

Headquarters only: Repeat with e-mails received from other remote stores.

3 Close the e-mail application.

4 From the Tools menu, select Store Exchange, and then choose Receive Files. Then, select Process In on the Store Exchange window to process the file(s) in the "in folder."

To receive via network file transfer:

1 From the Tools menu, select Store Exchange, and then choose Receive Files.

2 Select Process In on the Store Exchange window to process the file(s) in the "in folder."

To receive by removable media:

1 Insert the received disk or other type of media in the appropriate drive or USB port.

2 From the Tools menu, select Store Exchange, and then choose Receive Files.

3 If you have identified the drive/port as your default "in folder" location, you can immediately select Process In to process the mailbag on the media. Otherwise, choose Browse and navigate to the mailbag file at the drive/port being used and then select Process In .

4 **Headquarters only:** Repeat with the media received from other stores.

A confirmation message is displayed when processing is completed. If the message indicates that errors have occurred, click View Log to review the Store Exchange entries for clues to the problem. The next section describes the Store Exchange Log.

Note: If you always use the same type of removable media and the same drive/port, you can specify this drive as your default "in folder" in the Multi-store Store Exchange preference in Company preferences.

Anytime mailbags have been received via network file transfer or have been downloaded and are waiting in the "in folder," when you launch QuickBooks POS, you will be alerted and given the option to process them immediately. The "Store Exchange Files Waiting" icon is also displayed in the status bar at the bottom of the screen until the mailbag(s) are processed. Processing of files can be initiated by double-clicking the icon.

Accessing the Store Exchange activity log

All activities that occur during Store Exchange are recorded in the Store Exchange activity log file. A separate log is maintained at each store. If an error is encountered, the first step should be to check the log entries for messages that might help identify the problem.

To access the Store Exchange log:

1 Click View Log in the Store Exchange window.

OR

From the Tools menu, select Store Exchange, and then choose View Activity Log.

2 Select a date and time from the Available logs list on the left.

One log entry is made for each time Store Exchange is run.

3 Select the “Show Errors Only” checkbox to remove routine entries and make identification of errors easier.

4 Once an error has been located, click Print to send a copy of the displayed entries to your printer or click Help to access a list of error codes and possible causes and corrections.

Using automatic recovery

The Store Exchange process has a built-in recovery mechanism that automatically re-sends and synchronizes data between stores in the event that a mailbag is late, lost, received out of order, or arrives with corrupted data. If you do not receive a mailbag from a remote (or from Headquarters if a remote store), it is not necessary that you suspend any normal activities. Mailbags will automatically be resent and data synchronized on the next Store Exchange.

Note: While the automatic data protection and recovery features can fix many instances of lost or corrupted data, it is still vitally important that a regular program of data backups is implemented and followed, especially at Headquarters, where master inventory and related records are maintained.

For more information about implementing a regular data backup routine, see “Backing up QuickBooks POS data” on page 292.

Setting Company preferences

Shared Company preferences that affect all stores are defined at Headquarters only. At remote stores, these shared preferences are not available for editing in the Setup Interview or on the Company preferences pages. Shared preferences include price levels, sales tax code and locations, deposit requirements for customer orders, store codes and headings, and miscellaneous other controls.

Store-specific Company preferences, such as default payment type, receipt and customer messages, and the default tax location, price, and payment method used for sales, are set at each store independently. Workstation preferences can be set independently by each workstation in each store.

The exchange of Company preferences is one way, from Headquarters to remote stores, and includes only the shared preferences. The shared Company preferences at a remote store are overwritten by the Headquarters file with every exchange.

Employees and security

Employees and security rights are added independently at each store and are not exchanged.

Headquarters can run reports on commissions, employee hours and non-cash tips based upon information in remote store transaction documents and Time Clock entries.

Running multi-store reports

Headquarters can run the reports for any one store, a selected group of stores, or the entire company, while remote stores can only run reports for the activities at their own store.

When running reports at Headquarters, click Modify and then select Filters to specify the store(s) to be included in the report. Z-Out Drawer Count reports are the only reports sent from remote stores to Headquarters.

- **Transfer Reports—**Transfer reports detail the movement of merchandise between stores. These reports are available at both Headquarters and remote stores, and are located under the Items report category in the Report Center.
- **Store Inventory Summary Reports—**Located under the Items report category, these reports provide on-hand merchandise information for all stores. This report is available at all stores.
- **Store Sales Reports—**Located under the Sales report category, these reports can include summary or item sales information for all stores, and provide store comparisons. These multi-store reports are available only at Headquarters. (Remote stores have access to all other sales reports for their store.)

- **Z-Out Drawer Count Reports—**Z-Out Drawer Count reports are included in the mailbag sent from remote stores to Headquarters. Headquarters can view these reports by choosing View Drawer Count History from the Reports menu, and then have options to print or export to Excel.
- **Employee Reports—**Reports for tips and commissions are taken from transaction documents, and reports for employee hours are taken from Time Clock entries.
- **P/L Reports by Class in QuickBooks—**See "Running multi-store Financial Exchange" on page 354.

Note: When Headquarters creates a document on behalf of a remote store, that document is never sent to the remote store (although the change in inventory quantity is sent). Since the document is not added to the remote store's document history file, any reports run at the remote store that draw from those history files will not include the document. Reports run at a remote store that draw their information from inventory are not affected. Since all transactional documents are recorded at Headquarters no matter where they were made, reports run at Headquarters will include all company transactions (current as of the last Store Exchange).

Downloading program updates

Program updates can be downloaded and installed by each store. If program updates are available, they should be installed at all stores, and all workstations within a store, to maintain compatibility.

For more information, see "Upgrading from a previous version" on page 72.

Running multi-store Financial Exchange

Only Headquarters exchanges data with QuickBooks. Typically this is done after Headquarters has received and processed in all mailbags from remote stores for the day. The basic procedure for conducting Financial Exchanges in a multi-store configuration is the same as for a single store and is covered in Lesson 12, "Exchanging data."

This section covers Financial Exchange procedures unique to a multi-store operation.

Tracking stores and P/L reporting by class

Pro Multi-Store users who also use QuickBooks can run P/L (profit/loss) reports for each store as well as the entire company in QuickBooks, by assigning a QuickBooks class to each store.

To use this store-tracking feature you must enable the class tracking preference in both Point of Sale and QuickBooks. Point of Sale will automatically create, link, and send store information using classes named “Store 1,” “Store 2,” etc.

To enable class tracking in QuickBooks:

1. From the Edit menu, select Preferences.
2. Select Accounting, and then Company in the Preferences window.
3. Select the “Use class tracking” checkbox.
4. Click OK.

During the next Financial Exchange, the classes assigned to stores in Point of Sale are added to the class list in QuickBooks. As transactions are posted to QuickBooks at Headquarters, QuickBooks categorizes them according to the assigned class.

You can run a report in QuickBooks by class to see the Profit/Loss for any store by filtering the report by class. To see the Profit/Loss for all stores at once, run an Unclassified Report.

On your own exercises

On your own exercises are designed to provide you with an opportunity to practice some of the tasks and procedures covered in the lessons.

Typically, on your own exercises are performed in Practice Mode in QuickBooks POS. Since managing multiple stores is not possible in Practice Mode, there are no exercises for this lesson.

Please refer to Chapter 33 of the User's Guide if you have additional questions about managing multiple stores.

Review questions

1 True or False: A remote store can break an assembly item to free up an item for individual sale.

____

2 True or False: Only Headquarters can create special order items.

____

3 True or False: When initially setting up inventory, each location enters existing item quantities for itself.

____

4 Which of the following activities can be done only at Headquarters?

- **a** Edit an existing inventory item record
- **b** Exchange data with QuickBooks financial software
- **c** Create special order items
- **d** Consolidate data for the entire company

5 True or False: Only Headquarters can view other stores' quantities.

____

6 What step should the store receiving transferred merchandise take to be sure the received quantities are reflected correctly in their local inventory?

- **a** Create a transfer slip.
- **b** Create a receiving voucher.
- **c** Conduct a Paid Out to credit the sending store and adjust their item quantities.
- **d** Nothing.

7 List four (of the six) fields in a Special Order Item record that need to be populated by Headquarters after it is received from a remote store:

____

____

____

____

8 If you receive an error while conducting a Store Exchange Send, where can you get troubleshooting help to solve the problem?

____

9 True or False: Only Headquarters and the remote store that created a layaway can view and take additional deposits on the layaway.

____

10 What QuickBooks POS feature allows one store to collect one tax rate while another store collects a different tax rate on the same taxable items?

____

11 To help speed up the creation and send/receive of Store Exchange mailbags, what action should Headquarters take once a PO has been closed?

____

12 True or False: Once created at a remote store and sent to Headquarters, a transfer slip cannot be edited.

____

13 True or False: QuickBooks Point of Sale allows you to create a PO with a ship to address for one store and a bill to address for a different store.

____

14 Which of the following are NOT activities that a remote store can perform while running the end of day procedures?

- **a** Run the Z-Out Drawer Count report
- **b** Run the Z-Out Store Close report
- **c** Create a backup copy that includes all information from all stores
- **d** Settle credit card transactions

Answers to questions are located on the following page.

Answer key

1 True

2 False

Both Headquarters and remote stores can create special order items from documents, generate purchase orders to obtain them from vendors, receive them on vouchers, and sell them on receipts.

3 False

When initially setting up inventory, Headquarters enters existing item quantities for itself and for remote stores.

4 A, B, D

5 False

Both Headquarters and remote stores can view on-hand quantities available each of the other store locations

6 D

The transfer slip made at the sending store updates both stores' inventory quantities.

7 Tax Code

Prices at all price levels

MSRP

Order cost

Un-orderable flag

Reorder point

8 The entries in the Store Exchange Log. From the log, you can select Help to view error codes, their meaning, and actions that can be taken to correct the error.

9 False

Headquarters cannot view or take a deposit on a layaway created in a remote store. Layaways/sales orders are not shared between stores.

10 Sales tax locations allow this.

11 Once a PO has been closed, it is advisable to delete it at Headquarters. Deleting a PO prevents it from being sent to remote stores on future Store Exchanges. This keeps the PO file compact and helps speed up the time it takes to create and send/receive Store Exchange mailbags. It also removes the PO from the remote stores PO list on the next exchange, helping keep it compact and efficient as well.

12 True

13 True

14 C

Notes

Use this section to keep a list of any questions you have as you're working through the lesson. Keep this page nearby and ask the questions when you attend the live webinar sessions.