



LESSON 10 Reporting and customizing

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Lesson objectives

This lesson covers the reporting and customization capabilities of Point of Sale.

- QuickBooks POS offers a wide variety of reports your clients can use for inventory control, sales analysis, targeted customer mailings, and informed purchasing.

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

- List the types of reports available in QuickBooks POS
- Restrict access to QuickBooks POS reports
- Run reports in QuickBooks POS
- Change report filters and options to customize the output
- Print and save reports
- Export report data to a Microsoft Excel spreadsheet
- Run X/Z-Out reports to end a shift or day
- Create sales charts and graphs

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): *Reporting and Customizing*
- Learning Center tutorial: *Overview of reports*

Working with Point of Sale reports

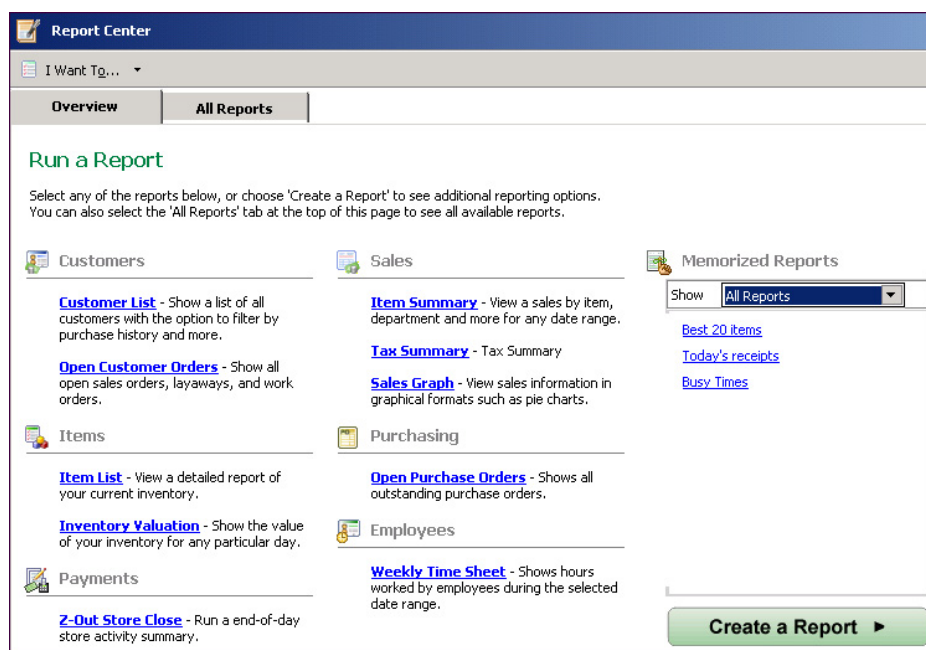
Overview

Point of Sale reports offer a way for retailers to tap into their accumulated data, providing detailed information in a wide variety of formats to help them manage inventory, analyze sales, reconcile the cash drawer, target customer mailings, evaluate employee performance, make informed purchase decisions, and more.

Each report category, such as sales reports or purchasing reports, has a variety of ready-to-use reports. Filters and report options allow you to customize each report to include or exclude the items, departments, vendors, date ranges, etc. that appear on the report and how it looks. Once defined, the custom report format can be memorized and then easily accessed at any time. Memorized reports can be a valuable aid while creating a purchase order, in identifying items for sales, or viewing employee commission calculations.

The Report Center helps retailers choose the correct report for their needs by categorizing and sub-categorizing the reports available to them. The collapsed/expanded state of the reports area is saved upon exit and this view will be restored next time the Report Center is opened. Access to reports can be controlled with security rights, protecting sensitive data.

The Report Center Overview window provides direct access to the most common reports, memorized reports, and direct access to the Create a Report Wizard.



If a retailer frequently runs the same reports together, the retailer can create a report group of multiple reports and then run them all at once with a single selection. See “Running multiple reports” on page 309.

Report categories

There are many report categories in Point of Sale, which are viewable on the “All Reports” page of the Report Center. Each category includes various specific reports, offering several ways to analyze your client’s data. The information for each report is drawn from the related data sources (documents, inventory, customer records, etc.).

For example, sales information is derived from receipts; item information from inventory and transactional documents, and purchasing information is drawn from purchase orders and receiving vouchers. The main report categories and their sub-categories are as follows:

- **Sales**—View summarized or detailed sales information, such as best and worst selling items; sales by department, vendor, associate, or store; discounts given; and sales taxes collected.
 - General Sales
 - Graphs
 - Multi-store
 - Taxes
- **Cash Drawer**—Run X/Z-Out Reports, including register status, drawer count and closing reports, as well as a listing of cash drawer payouts.
- **Payments**—View summarized or detailed electronic funds transaction information, gift card activity and balances, and lists of payments by type.
 - Credit and debit batch reports
 - Gift card service
 - Payment reconciliation
- **Customers**—Print exportable customer lists and analyze sales by demographics or promotional codes. View summarized or detailed reports of merchandise on orders and layaways, status of service jobs, and deposits taken.
- **Items**—Track inventory items, quantities, and costs, including merchandise on hand or on order, reorder points, adjustments, and, in a multi-store configuration, transfers and inventory by store.
 - Current Inventory
 - Multi-store
 - Adjustments
 - Transfers
 - Departments
- **Purchasing**—View summarized or detailed listings of merchandise ordered and received, projected cash requirements, and vendor lists.
 - On Order
 - Receiving
 - Vendors
- **Employees**—View employee lists, sales performance, time clock entries, and commissions earned.
- **Financial Exchange**—View reports on the information exchanged with QuickBooks during financial exchange.
- **Memorized Reports**—View and access all reports your clients have created and memorized.

Report access levels

If your client uses security to control access to features in QuickBooks Point of Sale, the reports a retailer's personnel can run or modify are determined by the security group to which he/she belongs.

Each report is pre-assigned to an access level: 1, 2, 3, or 4, with 1 being the highest level and 4 being the lowest. You can change the access level for individual reports on the Modify Report window to meet your needs, as described later.

Users have access to reports that are assigned the same security level or lower than their own. For example, a user that belongs to a group with the rights to run level 1 reports can run or view all reports. A user with rights to run level 2 reports can run or view level 2, 3 and 4 reports, and so on for the other levels. Users assigned to the *Associate* group, for example, only have access to Level 4 reports.

Reports that the currently logged-on user does not have access rights to are not available for selection. If security is not being used, all users have access to all reports. Refer to "Working with employees" on page 406 for more information about setting up employee security rights.

Running a report

To run a report:

- 1 From the Reports menu, select Report Center.

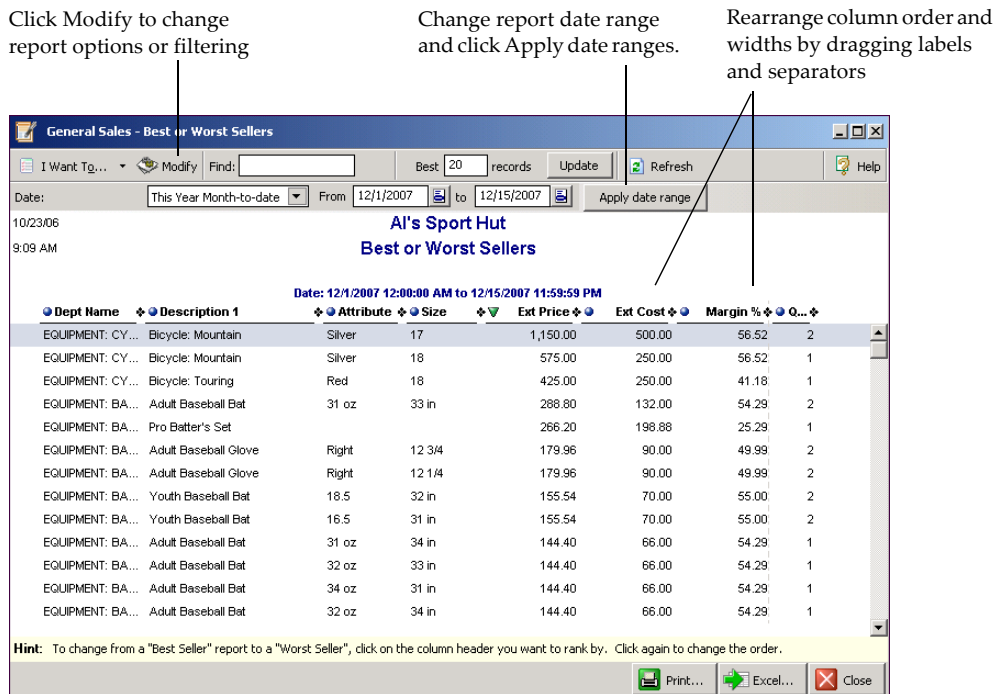
OR

Select a report, including memorized reports, by name directly from the Reports menu or sub-menus, bypassing Steps 2 - 4 below.

- 2 Switch to the All Reports page.
- 3 Select a category of report from the tabs on the left side of the Report Center.
- 4 Expand the appropriate sub-category to display the report you would like to run.
Place your mouse over any report icon in the list and a sample preview of the report is displayed.

5 Select the report name or click Display to run and view the report.

You can modify the report before or after you run it.



6 If necessary, define a date/time range for the report, and then click Apply date ranges.

Depending on the report type, you can either enter a fixed date/time range, spanning from one specific date/time to another, or select from a list of predefined dynamic ranges such as month-to-date, year-to-date, last year's year-to-date, etc.

7 Click Modify if you want to define filter criteria or customize the format of the report. Refer to the next section "Modifying report options" and "Filtering report data" on page 307.

To run the report with same modifications next time, memorize it with a custom name. See "Memorizing a report" on page 308.

8 At the bottom of the Report Center, choose how you want to output the report:

- Click Print to print the report.
- Click Excel to send the report data to Excel. Excel must be installed on the computer running the report. Point of Sale passes the data to Excel, where it can be saved as an Excel file.

If a report is too wide to be printed within the page width specified for the printer, Point of Sale prints it in sections on multiple pages, which can then be arranged to form the complete report.

There is a setting for page orientation (portrait or landscape) in the Modify Report dialog. See "Modifying report options" on page 306. A report too wide to print on a portrait page may fit on a single landscape page.

Note: Excel has a display limit of approximately 65,000 rows. If a report exceeds this limit, it is truncated to fit the display capacity. You can rerun the report, filtering to reduce the size, to ensure the entire report is displayed if this occurs.

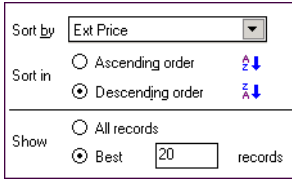
Modifying report options

Report options are user-definable instructions. Depending on the report, such options can include the report subtitle, page orientation, the range of documents to be included, etc.

To modify report options:

- 1** Open the Modify a Report window by:
 - Using the Create a Report wizard to run new report
 - Selecting the Prompt to modify report before running check-box on the All Reports page
 - Selecting Modify from the report toolbar of a displayed report
- 2** Enter a date or date range, if applicable.
- 3** Select from the additional options available.

<p>Add or remove columns</p>	<p>Select the data columns to include in the report. A check mark indicates the selected columns.</p> <p>On the report, columns are displayed in the order (from left to right) in which they appear in report options (from top to bottom). Drag and drop the column names to place in the order you want.</p> <p>On some reports, certain columns are required and cannot be removed. A lock icon next to the column name indicates a required column.</p> <p>Report column order and width can also be rearranged directly on the displayed report in the same manner as columns in lists. For more information on customizing columns in lists, see "Viewing and navigating lists" on page 26.</p>
<p>Sort By</p>	<p>Select the value by which you want the report data sorted. The sort determines how data is ordered and grouped on the report. For example, to see all data for a department grouped together, choose Department as the sort value. The sort column must be included in the report in order to sort by it.</p> <p>Select the Create subtotals for this field check-box to add a subtotal line to the report each time the selected sort value changes.</p> <p>Report data can also be re-sorted once the report is ran and displayed by clicking the column headers.</p>
<p>Sort In</p>	<p>Select to sort in Ascending order (A-Z, 1-10) or Descending order (Z-A, 10-1).</p>

Show	<p>Available on certain Best/Worst and performance reports. Select to view All Records or only the Best/Worst n Records (where n is a user-defined number). The available option here depends on the Sort In method selected. Ascending enables the Show option as Worst, while Descending switches it to Best.</p>  <p>This option can also be changed directly on a displayed report by clicking a column header related to the value used to rank the report (price, cost, quantity, margin, etc.) or changing the number of records to be shown (on the report window toolbar) and selecting the refresh icon.</p>
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- 4** Click Add or Remove Columns to choose which columns to display.
- 5** Click Filter Data to define report filter options.
Use this page to include/exclude data based on criteria you specify. Filtering options vary by report type. Refer to “Filtering report data” on page 307 for specific instructions.
- 6** Click Change Report Appearance to change the way the page is formatted, such as fonts, headers and orientation.
You can choose to display or not display, and customize, the report title and subtitle, the company name, printed date format, page numbering, etc.
- 7** Click Set Report Access Level to change the report access level for this report.
- 8** When you are finished defining report options, click OK.

Filtering report data

Filtering criteria allow you to run reports or graphs that display specific information. When you define filter criteria, only documents that match your criteria are accessed for the report. Detailed information about specific filter procedures follow later in this section.

To define filter criteria:

- 1** With the report displayed, click Modify.
- 2** Click Filter Data.
- 3** Define the filter criteria.

For detailed information on defining filter criteria, see “Creating a filter” on page 31 or read Chapter 7 in the User’s Guide.

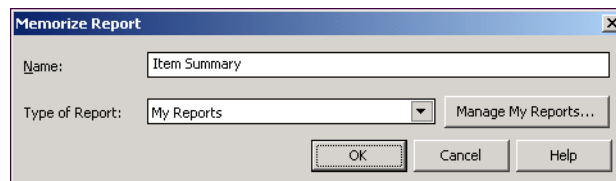
Memorizing a report

Memorizing a report saves the report format and other options, not necessarily the data that comprises the report when ran. For example, if you specify a dynamic date range (e.g., today, this week-to-date), the data included when you run the report tomorrow may be different than what is included today. Even with fixed dates, the data included may vary if you have taken any actions that affect that data, such as reversing an earlier transaction, filling an open order, deleting a customer, etc.

Memorized reports are added to the Reports menu and to the Memorized Reports section of the Retail Navigator, so that you can instantly run the report again when needed.

To memorize a report:

- 1 With the report displayed, select Memorize This Report from the I Want To menu.
- 2 Type a name for the report.



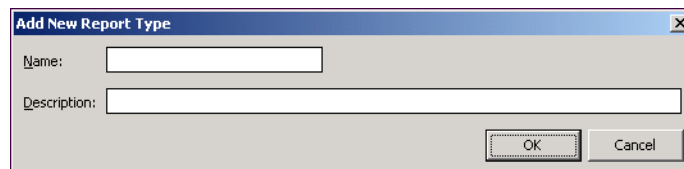
The screenshot shows a dialog box titled "Memorize Report". It has a "Name:" label followed by a text input field containing "Item Summary". Below that is a "Type of Report:" label followed by a drop-down menu showing "My Reports" and a "Manage My Reports..." button. At the bottom are three buttons: "OK", "Cancel", and "Help".

- 3 Select the needed report type from the drop-down list.

If you have not already created custom report types, the default type name of "My Reports" is supplied.

OR

To create a new report type, click Manage My Reports, then click New Type. Enter a name and description.

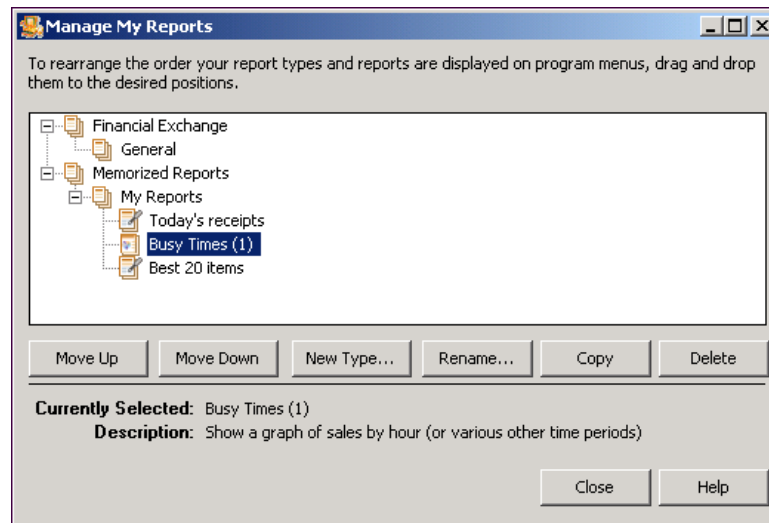


The screenshot shows a dialog box titled "Add New Report Type". It has a "Name:" label followed by an empty text input field. Below that is a "Description:" label followed by an empty text input field. At the bottom are two buttons: "OK" and "Cancel".

- 4 Click OK.

Managing reports

Use the Manage My Reports window to add, remove, rearrange, or rename report types and memorized reports.



Drag and drop report types and individual reports or use the move up/down buttons to arrange them in the order you prefer. Reports can be moved from one report type to another. This affects the order in which your memorized reports are displayed on the Reports menu and in the Memorized Reports section of the Retail Navigator.

Running multiple reports

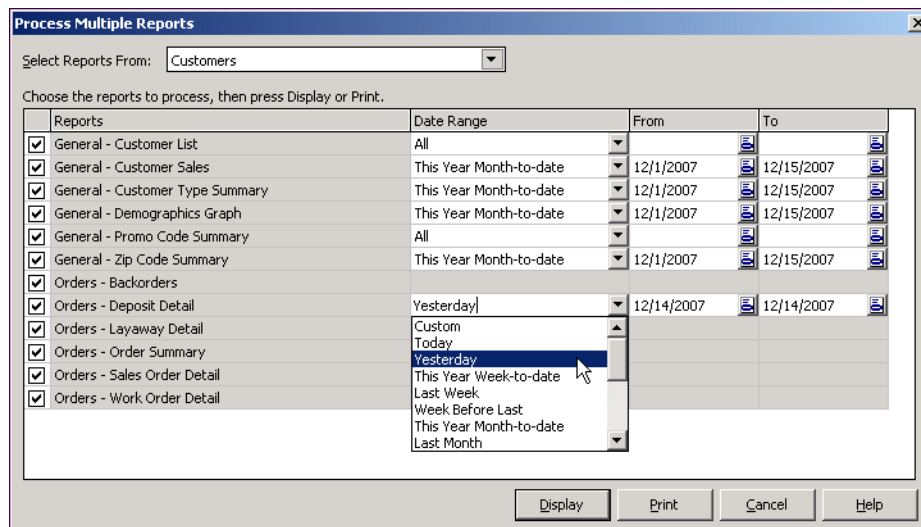
If you find that your clients frequently run the same reports at the same time, Point of Sale offers the option of grouping those reports and running them all at once with a single selection.

To run multiple reports:

- 1 From the Reports menu, select Run Multiple Reports.
- 2 In the Process Multiple Reports window, select a report type from the drop-down list or select All Reports .

A listing of reports available in the selected type is displayed.

- 3 Select or clear the checkboxes for each report.
If a report's checkbox is selected, the report will be run.



- 4 Enter a date range for those reports that require one.
- 5 Click Display to preview the reports on-screen or click Print to send them to your printer.

Using Cash Drawer reports

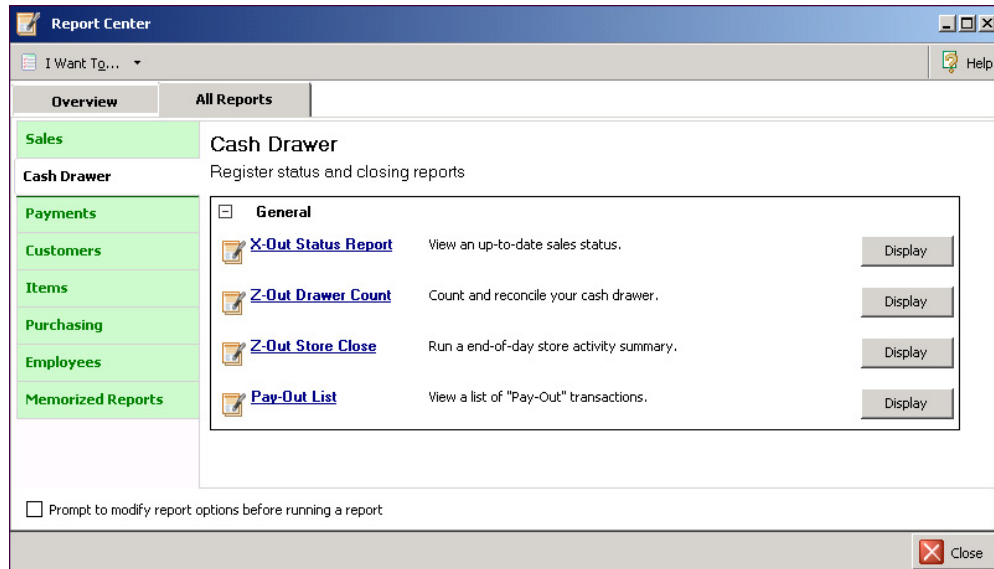
Cash Drawer reports offer two types of X/Z-Out reports that can provide up-to-the-minute accounting of Point of Sale activities for the current sales period, help retailers reconcile cash drawer(s), and help retailers close out the day.

- The X-Out Status report can be run at any time for a quick check on sales activity or to obtain a non-currency media listing up to the time the report is run. This report can be used to report sales activity at the end of a shift without doing media counts.
- Z-Out reports (“zero” out) are run when closing out a cash drawer at the end of a shift or the end of the day:
 - The Z-Out Drawer Count report is run at the end of a cashier’s shift or whenever you want to conduct a manual media count.
 - The Z-Out Store Close report is usually run at the end of each day as part of the End of Day procedure when closing the store.

Note: On X/Z-Out reports, the term “paid out” typically refers to monies given to the customer for any reason, such as giving change or refunds on a sale. The list of Pay-Outs, meaning cash removed from the cash drawer using the Pay-Out feature, displays on the X/Z-Out report. It is important to be aware of this distinction.

All X/Z-Out reports:

- Include all sales activity for the specified period.
- Include net sales, cash flow, and breakouts for discounts.



In addition, a Z-Out report:

- Reports the day’s cash flow, including overages and shortages, and cash drawer reconciliation.
- Assists in recording manual counts of currency.
- Simplifies bank deposit preparation by calculating a deposit amount and printing the list of deposit items.

X/Z-Out terminology

- Breakouts** Listings of the total amount paid in, the amount paid out, and the net amount for each discount type. These listings are included in all X-Outs and Z-Outs.
- Media** A general term for currency and non-currency items used as payment.
- Currency** Bills and coins used as payment.
- Non-currency media** Media other than currency used as payment. Non-currency media are payment documents such as checks, credit card and ATM/debit receipts, store credits, gift certificates, etc.

X/Z-Out terminology

Paid Outs

The term “paid out” refers to payment given to the customer for any reason, such as refunding a returned item. However, in the list of non-currency media contained at the end of X/Z-Out reports, there is a list of Pay-Outs, meaning cash removed from the cash drawer using the Pay-Out feature as described in “Paying money out of the register (pay-outs)” on page 262. It is important to be aware of this distinction.

X/Z-Out Basic Steps

To run an X- or Z-Out report:

- 1** From the Reports menu, select Cash Drawer.
- 2** Select X-Out Status Report, Z-Out Drawer Count, or Z-Out Store Close as the specific report type.
The selected report is displayed, using default settings.
- 3** If necessary, change the date/time range for the report.
The report only includes information specified in this range.
- 4** Click Modify to customize report options and define filter criteria. (See “Modifying report options” on page 306.)
- 5** Click Memorize to save the report options, if desired.
- 6** Select how you want to output the report:
 - Click Print to print the report
 - Click Display to preview the report
 - Click Excel to send the report to Excel as a spreadsheet
- 7** If you are running a Z-Out Drawer Count report, perform manual media counts.

For detailed information about working with X/Z-Out reports, including defining filter criteria, how QuickBooks POS actions are handled on X/Z-Out reports, and Z-Out media counts and reconciliation, refer to Chapter 27 of the User’s Guide.

Using Payment reports

Payment reports help you to break down all non-cash transactions by individual payment type. These payment types include credit cards, debit cards, gift cards, checks, gift certificates, and account charges.

Running Merchant Service reports

Users of the QuickBooks POS Merchant Service can run credit card batch reports summarizing their credit card transactions by card type or by batch.

To run a credit card report:

- 1** In the Report Center, select Payment as the report category and then Merchant Service as the sub-category.
- 2** Select the report you want to view:
 - **Unsettled Summary**—Provides the card type and amount for unsettled transactions, for the specified date range
 - **Unsettled Details**—Provides the details on all unsettled transaction for the specified date range
 - **Activity Summary**—Provides a summary for all transaction, both settled and unsettled, for the specified date range
 - **Activity Details**—Provides the details for all transaction, both settled and unsettled, for the specified date range
- 3** Click Modify to specify a date range and other report options, as necessary.
- 4** Sort the report as needed by selecting the column header of the information by which you wish to sort.
You can sort by transaction type:
 - **Sale**—A sale occurs when a credit card is used as payment on a sales receipt.
 - **Refund**—A credit refund occurs when the credit card is used on a return receipt or if the receipt listing the credit card transaction is reversed.
 - **Voided**—Voids occur when payment is cancelled after authorization is received but before the receipt is updated. This occurs at the Payment Screen when the user selects to delete the payment (using the Delete button) or clicks Clear Payments.
- 5** Click Display, Print, or Excel depending on your output needs.

Running Gift Card Services reports

Users of the QuickBooks POS Gift Card Service can run reports summarizing or detailing their gift card transactions.

Refer to Chapter 22 of the User's Guide for more information about viewing gift card information.

Running Payment Reconciliation reports

Payment reconciliation reports break down transactions by each individual non-cash payment type. This report includes all electronic payments regardless of whether you process your credit/debit/gift cards through the QuickBooks POS Merchant or Gift Card Services or not.

Using sales graphs

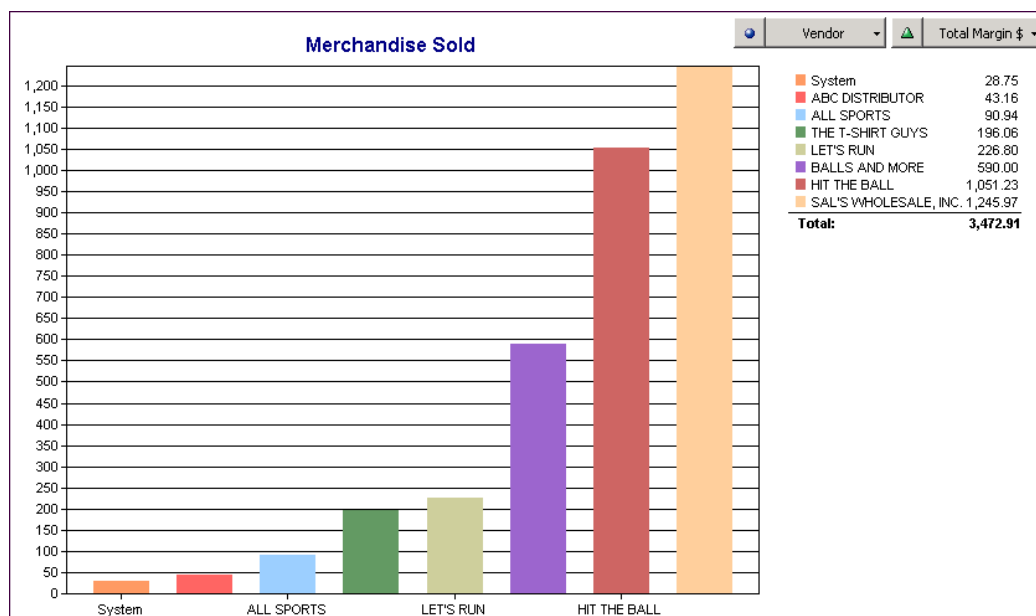
The report window can display a summary of the sales for different descriptive elements, such as departments, vendors, attributes, sizes, associates, hours, weekdays, or store (if Pro Multi-Store). The information can be viewed in graph or chart format. Only one descriptive element can be graphed at a time and all of the sales information for that element, in the selected analyzed period of time, is graphed or charted.

Graphical formats are useful for making quick comparisons, visualizing trends, and instantly communicating data to others. Several types of graphs and charts are available, each best suited for a particular purpose.

Viewing bar graphs

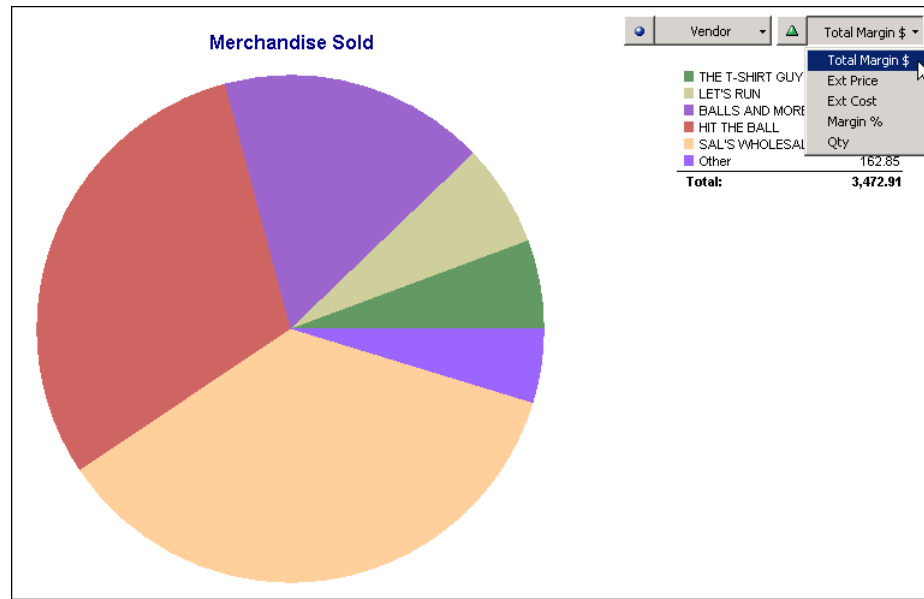
Bar graphs are particularly effective when making comparisons among members of a group.

For example, this bar graph compares the sales performance of eight vendors. Although only one result may be displayed at one time, you can alternately select five values of merchandise sold (Total Margin \$, Ext Price, Qty, Ext Cost, and Margin %) from the drop-down menu and instantly see the resulting graph.



Viewing pie charts

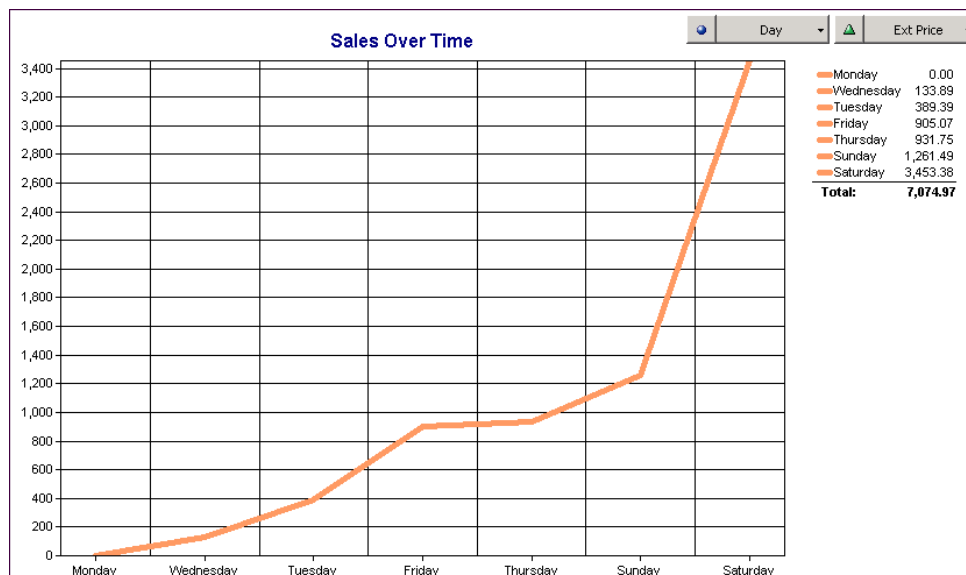
Pie charts enable you to visualize the proportion of total sales contributed by each vendor, department, clerk, etc. Thus, the same sales data as used above, plotted as a pie chart, discloses units sold for eight different vendors (only non-zero values are plotted for each vendor) over the course of five months.



Although only one result can be charted at a time in a pie chart, you can toggle between results by using the drop-down list.

Viewing line graphs

Line graphs display your results over a period of time. In this way, you can monitor trends.



In this sample line graph, you can see the fluctuations of sales from day to day. By changing the time period to Hourly, one could use the trends to help determine when additional employees should be scheduled for busier times, or when less business is occurring and fewer employees would be needed.

Viewing a chart or graph

To view a chart or graph:

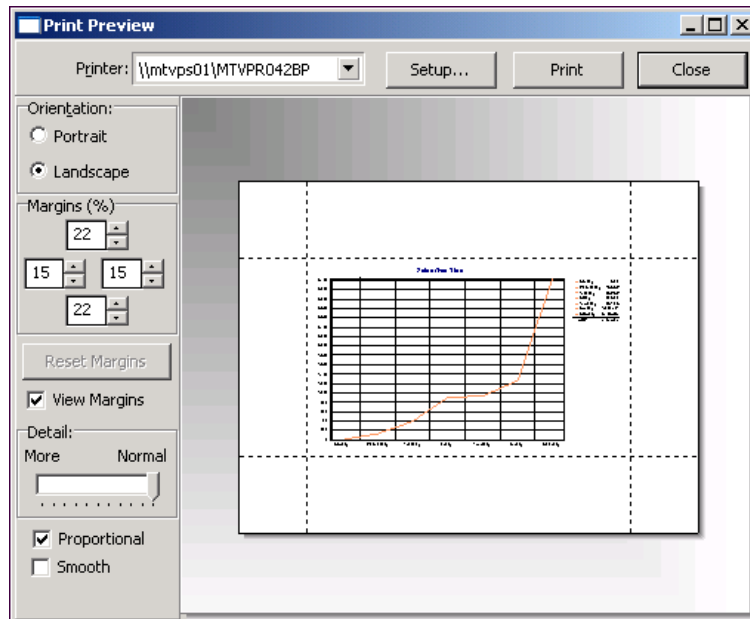
- 1 From the Report Center, select any report listed as a graph.
A dynamic date filter dialog is displayed at the top of the chart window.
- 2 Define the date range as needed and click Apply Date Ranges.
- 3 To filter the results, click Modify and set filters or other options as needed.
You can toggle between the values to be displayed from the drop-down list. (Some values are only available for certain descriptive elements.)

Line graphs display the results of the values selected over a period of time. Pie charts and bar graphs display a cumulative “snapshot” of the results for the specified time period.

Printing a chart or graph

To print a chart or graph:

- 1 With the chart displayed, click Print Preview.



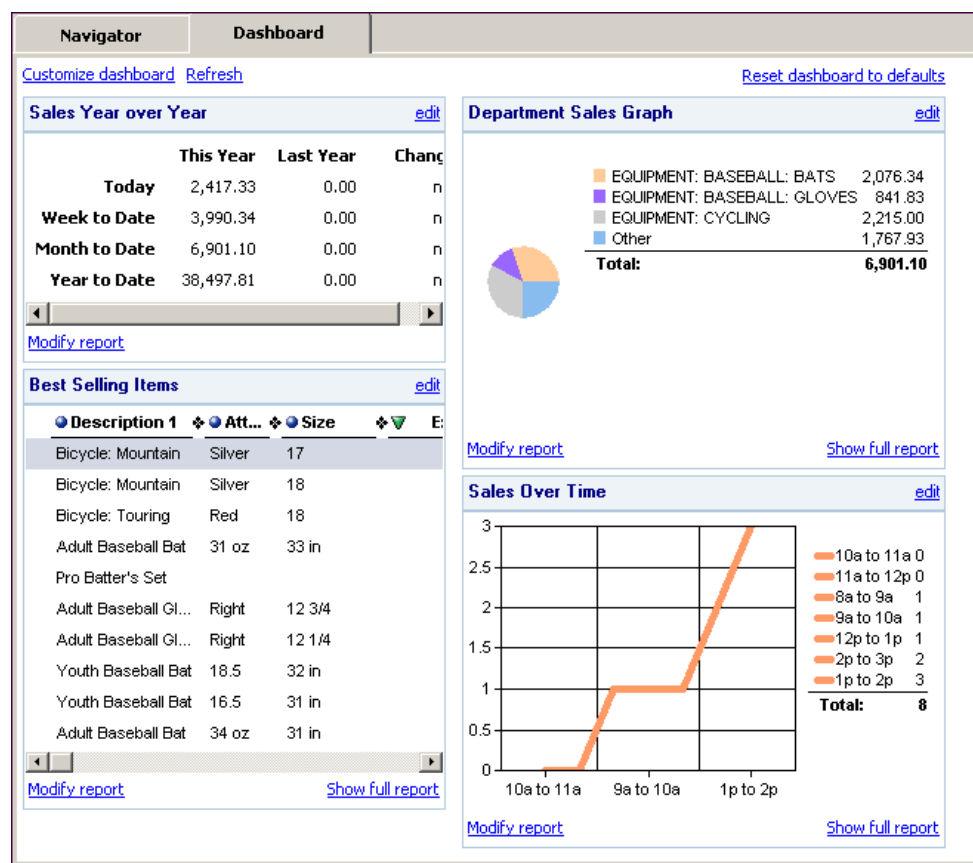
- 2 To change the printer selection, choose a different printer from the Printer drop-down list. To modify the printing instructions, use any of the following options:
 - Specify Portrait or Landscape Mode.
 - Adjust the width of any margin. The chart size expands/shrinks automatically to match the new margins. Margins can also be changed by dragging and dropping the preview margin indicator lines with your mouse.
 - Click Reset Margins to restore the last saved margin settings.
 - Select View Margins to display the margin indicators on the screen.
 - Set Detail to More to print the chart at the maximum size possible with the specified margins. When set to Normal, the chart is reduced slightly and the text labels identifying the chart data are enlarged.
 - Select Proportional to return the chart to its original relative height and width proportions.
- 3 Click Print.

Customizing the Dashboard

The Dashboard allows you a quick reference for reports, financial information, the QuickBooks POS online community, and even web pages, right from Point of Sale. The Dashboard is highly customizable and can be changed to more precisely fit your particular needs.

To access the Dashboard:

- Select the Dashboard tab for the page you wish to view.



The Dashboard displays some pre-selected reports by default. You have the following options when customizing the Dashboard:

- In Dashboard reports, click or drag-and-drop column headers or separators to sort report values, re-order, or resize columns respectively, where included
- Select Show Full Report to open the report in the full report window, where you have all the normal report features available
- Select Edit to edit the time period and/or sorting for a report
- Select Modify Report to access the Modify Report dialog to edit the report parameters and filters

- Select Refresh to update the report data at anytime
- Select Customize Dashboard to rearrange, remove, or change the reports displayed on the Dashboard (see below).

To customize the Dashboard:

- 1 From the Dashboard window, click the Customize Dashboard link at the top-left corner of the Dashboard page.

The Customize Dashboard panel opens on the left.

- 2 Make changes as needed:
 - Change the page name for the Dashboard
 - Specify the number of Dashboard pages you wish to appear in QuickBooks POS
 - Specify the number of columns you wish to appear on each page
 - Drag the contents to different positions
 - Add or remove Dashboard contents
- 3 Click OK to close the Customize Dashboard window.

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. Try the procedures here to help familiarize yourself with the software.

Before you begin, see “Working in Practice Mode” on page 43 for more information about the exercises and accessing Practice Mode.

Note: Be sure you are working on practice company data in Practice Mode when completing these exercises.

Scenario

Joe is reviewing sales information for the store. He wants to view some reports and graphs so he can see how certain items are selling and make some decisions about item promotion.

Follow the steps below to complete the reporting tasks.

Create a sales report:

- 1** From the Reports menu, select Report Center.
- 2** Click the All Reports tab.
- 3** Select the Sales report category on the left side of the Report Center.
- 4** Click the Department Summary report in the General Sales section.
The report loads and displays.
- 5** Review the information presented in the report.
- 6** Click Close.

Create a sales chart:

- 1** Scroll down in the Sales report listings.
- 2** In the Graphs section, click the Merchandise Sold graph.
The graph loads and displays sales by Vendor.
- 3** Click Vendor and select Description 1 from the pop-up list.
The graph changes to display items sold by description.
- 4** Click Total Margin \$ and select Qty from the pop-up list.
The graph changes to display items sold by description and quantity.
- 5** Click Close.

Joe would like to see a few frequently used reports at a glance using the Dashboard to display these reports.

Customize the Dashboard

- 1** From the Retail Navigator, click the Dashboard tab.
- 2** Click the Customize Dashboard link.
- 3** In the Dashboard display on the right side of the screen, click the X in each report to remove it from the Dashboard.
- 4** Select 2 from the Number of Columns drop-down list.
- 5** Click the Sales category.
- 6** Click Add next to the following reports:
 - Best Selling Items
 - Best Selling Departments
 - Department Summary
- 7** Click the Payments category.
- 8** Click Add next to the following report:
 - Payment Methods
- 9** Click Save.

Review questions

- 1** In which report category would you find a report containing employee names and contact information?
 - a** Purchasing reports
 - b** Employees reports
 - c** Vendor reports
 - d** Cash Drawer reports

- 2** Name three types of graphs available in Point of Sale.

- 3** What report would you run to prepare the bank deposit for an entire store?

Answers to questions are located on the following page.

Answer key

- 1** B
- 2** Bar graphs
Pie charts
Area graphs
Line graphs
- 3** Z-Out Store Close report

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.