



# **LESSON 13**

## **Working with employees and security**

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## Lesson objectives

This lesson covers information related to managing employee information and about the security capabilities of Point of Sale.

The Employees and Security window allows retailers to maintain employee contact information, designate employee security rights to control access to program features, and set up employee commission levels.

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

- Add a new employee to QuickBooks POS
- Configure QuickBooks POS to track employee commissions (Pro)
- Use the employee time clock (Pro)
- Add custom security groups

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## 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 (live session): *Employees, Security, and Wrap Up*

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## Understanding the employee and security features

In the Employees & Security area, your clients can maintain employee contact information, designate employee security rights to control access to program features and company data, and, for Pro users, set up employee commission levels.

Restricting access to company data and advanced Point of Sale features should be one part of a comprehensive data protection policy. The data accumulated in Point of Sale is valuable and access should be restricted to program features that allow employees to see sensitive information.

*We strongly encourage the use of employee login names and passwords, and assigning security rights to control access.*

Another benefit of adding employees and requiring logins is that the employee name is then automatically added to all documents created, giving you the ability to run sales reports, track sales performance, and maintain accountability by employee.

If logins are not required, every employee has access to all features, areas, and data in Point of Sale.

## Employees & Security overview

Point of Sale Employee & Security features allow a retailer to do the following:

- Record and maintain detailed employee contact information
- Limit employee access rights to program features by assigning user names, passwords, and security rights
- Customize security rights by group to meet the business's changing security requirements
- Allow employees to change their own passwords, without them viewing their entire record
- Print employee records
- (Pro) Track employee sales commissions, with individualized commission rates
- (Pro) Time clock feature to log employee work hours.

## About the System Administrator

One default user, called *Security System Administrator (Sysadmin or Administrator)* is automatically defined. This user has full rights to all program features and cannot be renamed or deleted. Only this user has the right to add and delete employees, assign or change all employee passwords (though each user can change their own), and turn on/off the requirement to log in to use Point of Sale.

You or your client must log in as the Administrator the first time you access Employees & Security to add employees and assign passwords and security rights. After the Administrator has added employees and turned on the requirement to log in, each employee must use their designated login name and password to access the program.

**Note:** Initially, the Administrator password is not defined. The first time you login as Administrator, leave the password field blank. To prevent unauthorized access, it is strongly suggested that you add a password for the Security Administrator (Sysadmin) immediately upon first access to this area. Write your passwords down and store in a secure place.

Users with adequate security rights (*Owner* or *Manager* predefined groups) can access the Security and Employee area and edit employee and security rights, except for the actions restricted to the Administrator described above.

### Accessing the Employees & Security area

#### To access the Employees and Security area:

- 1** If necessary, turn on security in company preferences, by selecting “Require users to sign in” on the General page of Company preferences.
- 2** Select Log In/Out from the File menu, if not automatically displayed.
- 3** Select Sysadmin from the drop-down list of employee names and leave the password field blank.

OR

Select your name and enter your password (must have security rights).

- 4** Click Log In.
- 5** From the Employees menu, select Employees and Security.  
The employee list is displayed.

**Note:** If you or your client change the login requirements or modify security groups, rights, etc. at one workstation while other workstations are working in the program, the changes do not go into effect at the other workstations until they either they save a record, or they log out and then log back in.

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## Working with employees

### Managing the Employee list

The Employee list can be sorted by any of the included columns/fields. To sort the list, click on any column header. Click the same header again to sort in the opposite order (ascending or descending). Once sorted, you can locate an employee by scrolling through the sorted list.

You can rearrange the columns and adjust their widths to suit the client's needs.

**Note:** Employee names defined here are made available for selection in the Associate and Cashier fields within QuickBooks POS. If employees are required to log in, either the Cashier or Associate fields (depending on area) are auto-filled with the logged in user name and cannot be changed.

## Adding a new employee

New employee information is entered on the New Employee window, along with the employee's assigned security group(s). The security rights of the assigned group(s) determine the employee's access to QuickBooks POS features.

Only the security Administrator can add new employees.

### To add a new employee:

- 1 With the Employee list displayed, click New Employee.
- 2 Enter employee information in the various fields as described below:
  - **Login Name**—Assign a unique alphanumeric employee login name (spaces and special characters cannot be included as part of a login name). This name is used only for logging in. Once saved, it cannot be changed.
  - **Employee Name and Contact Information**—Enter the employee's First and Last name, address, phone, and e-mail address as appropriate. Select the Additional Info tab to access more employee fields.
  - **Password**—If a password is entered into the employee record and logins are required to use the program, then the employee must enter this password upon logging in. Enter a password and enter it a second time for confirmation.
  - **Hourly**—(Pro) If the Time Clock feature is turned on in Company preferences, check this box to track time for the employee.
  - **Commission %**—(Pro) If employees are paid a commission on sales, enter the employee's commission percentage. Refer to "Tracking employee commissions (Pro)" on page 408.
  - **Available Groups**—Displays the available security groups that can be assigned to the employee. Highlight a group name and click Add, or click and drag a group name to the Assigned Groups box. An employee can be assigned multiple groups, in which case he will have the combined rights of all assigned groups. (To view the rights assigned to each predefined security group, select Switch to Groups and Rights View from the I Want To menu.)
  - **Assigned Groups**—Displays the security group(s) currently assigned to the employee. To remove one or more group assignments, move the group name back to the Available Groups box.
  - **Employee Notes**—Here you can enter optional notes concerning schedules, vacations, etc.

### 3 Click Save.

New employee information can be entered and saved at any time, but the currently logged-in employee must log out and then log in again for changes to take effect in Point of Sale.

**Note:** If a client does not want to restrict program access or require employees to log in, it may still be beneficial to define employees in Employees & Security so that it will be possible to track commission sales and run reports broken down by employee.

If a login is not required, but employees have been defined, they will be available for selection on any document that contains the Associate or Cashier fields. Many reports can be filtered by these fields. Be advised that this setup allows all employees to access all features of QuickBooks POS.

Employee records can be copied, edited, and deleted, and employees can change their own passwords. For detailed instructions, see Chapter 5 of the User's Guide.

### Adding custom fields (Pro)

You can add and use up to seven additional custom fields to record employee information important to your business. These fields can be accessed on the Custom tab of the employee record.

For example, you may wish to add fields in the employee record for spouse name or birthday. Custom fields can be used as filters for search criteria on certain reports.

### Tracking employee commissions (Pro)

If your client pays employees a commission for sales, QuickBooks POS can be set up to calculate and report on commission sales. Each employee can have his own commission rate and items can be marked in inventory as eligible or not for commission.

#### **To assign or change employee commission rates:**

- 1 Highlight an employee record in the Employee list and click Edit Employee.
- 2 Enter a commission percentage in the Commission % field.  
Acceptable entries are 0.00 to 99.99.
- 3 Click Save.

#### **To assign commission status to an item:**

- 1 In inventory, display an item record in Form View.
- 2 On the Additional Info tab, select the checkbox labeled "Eligible for Commission."
  - If the box is checked, commissions are calculated on sales of this item. If commission is not to be paid on the item, be sure the checkbox is cleared.
  - If you use styles, you can change this setting for all style items at once on the Style window.

- 3 Click Save.

## Calculating commissions on sales

The commission calculation is based on the assigned commission rate for the employee name in the Associate field on the document. If security is being used, the Associate field is suggested as the logged in employee's name, but can be edited (if, for example, you have floor sales people but a cashier is the user logged in).

The Associate field can be edited on a sales document on an item-by-item basis. This feature allows a retailer to record commissions to multiple employees on a single sales receipt.

The retailer can report on employee sales and commissions by running an Employee Commission report. Commission information is not sent to QuickBooks.

## Using the employee time clock (Pro)

Use the Time Clock feature in Point of Sale to keep track of employee time. Employees can use this feature to clock in and out at the beginning and end of their shifts, and for breaks as needed.

Time Clock features are available from the Employee menu, and may be turned on or off in Company Preferences under General.

### Clocking in/out

This is how employees normally clock in and out.

#### To clock in or out:

- 1 From the Employee menu, select Quick Clock In/Out.
- 2 Select the user name from the drop-down list.
- 3 Enter the password (if applicable).
- 4 Click Clock-In or Clock-Out as appropriate.

### Creating a clock in/out entry for an employee

Use this feature to create a clock in/out entry for an employee.

#### To make a new time clock entry for an employee:

- 1 From the Employee menu, select New Employee Time Entry.
- 2 Select the employee's login name from the drop-down list.
- 3 Select the correct date and time the employee should have clocked-in.

- 4 If needed, select the date and time the employee should have clocked-out.

OR

In the Elapsed Time field, enter the time period the employee worked and press Enter. The Out field is automatically populated with the correct clock-out time.

- 5 Click Save.

### Viewing time clock history

Time Clock history displays searchable and filterable time entries.

#### To view time clock history:

- From the Employees menu, select Time Clock History.

From the Time Clock History window, you can review time clock entries; create, edit, copy, or delete entries; or run Time Clock Reports.

### Managing clocked-in employees

This window displays a list of employees that are currently clocked in. You can also clock them out from this window.

#### To manage clocked-in employees:

- From the Employees menu, select Managed Clocked-In Employees.

### Using time clock reports

Time Clock Reports can be accessed either from the Report Center, or from the I Want To menu in the Time Clock History window.

The available reports are:

- Weekly Time Sheet (presented in the same format as used by QuickBooks to allow quick transfer of information for payroll purposes)
- Time Clock Detail
- Time Clock Summary

While time clock records are not exchanged with QuickBooks, in a multi-store environment the Time Clock information is sent to Headquarters from remote stores.

### Printing employee lists

You can print the Employee list for reference.

#### To print the Employee list:

- 1 From the Reports menu, select Employees, and then choose Employee List.
- 2 Define report criteria, filters, and display options, etc. as desired.

### 3 Click Run.

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## Working with security groups

By designating security groups for employees, your client can limit access to sensitive financial information and reports, and manage access to most Point of Sale features. The Point of Sale menus and icon bar buttons for features controlled by security rights are disabled if the logged-in employee does not have rights to access them.

Security groups specify the access rights for all employees assigned to that group. Four predefined security groups are included in Point of Sale:

- Owner (all rights\*)
- Manager
- Assistant Manager
- Associate (fewest rights)

*\* Except those restricted to the Security Administrator, i.e. adding employees, changing other employee passwords, and turning on/off the login requirement.*

Rights to specific areas of the program decrease as you move from the highest group (Owner) to the lowest (Associate). Individual employees are assigned to specific groups, depending on the program access they require.

### To access security groups:

- 1 From the I Want To menu, select Employees & Security.
- 2 Select Switch to Groups and Rights View from the I Want To menu to see security groups and rights in the Security window.

Refer to the Security Rights by Group table in Chapter 5 of the User's Guide for the list of specific rights granted to each of the predefined groups.

**Note:** Security rights for the predefined groups cannot be changed.

## Adding custom security groups

Point of Sale comes configured with four predefined security groups, but you are not limited to these security groups. If the predefined groups do not meet your client's needs, custom security groups can be created.

Custom groups allow retailers to adapt to their ongoing and changing security requirements. With custom groups, a retailer can even grant individual employees certain access rights on a temporary basis as needed for periodic tasks, such as running reports or doing a physical inventory count.

### To add custom security groups:

- 1 Display the Security Groups page.
- 2 Click New Group.  
The Add Group window is displayed.
- 3 Assign a unique group name and optional description.
- 4 Assign employees to the new group by selecting names from the Available Group Members list and moving them to the Selected Group Members list (see specific instructions under Add a New Employee above).
- 5 Click Save.
- 6 Set the group security rights as described below.

**Note:** You can also add employees to groups from the employee record window.

### Setting custom group security rights

You can only set the security rights for the custom groups you create yourself.

#### To set custom group security rights:

- 1 From the Security window, select the custom security group for which you want to assign security rights in the User-Defined Security Groups list.
- 2 Select the Point of Sale Area for which you want to assign rights.
- 3 In the Security Rights column, select the specific security rights checkboxes where access is to be granted. Clear the checkboxes to remove rights for the group.
- 4 Repeat for all Point of Sale areas.
- 5 Click Save.

Custom security groups can be copied, edited, and deleted. See Chapter 5 of the User's Guide for instructions.

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## 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 also has hired a new cashier for the store and must add her information to QuickBooks POS.

Follow the steps below to complete the employee-related tasks.

Before you set up security for an employee, you should set up the Administrator’s password. If you did not set up the Administrator’s password during the Setup Interview, you can create it at any time. First, turn on the preference that requires all users to sign in to Point of Sale.

#### Turn on the sign-in preference:

- 1 From the Edit menu, select Preferences, then choose Company.
- 2 Select General from the preferences on the left side of the window.
- 3 Select the “Require users to sign in” checkbox.
- 4 Click Save.  
The Security dialog box appears.
- 5 Select Sysadmin from the User Name drop-down list.
- 6 Leave the Password field blank for now.
- 7 Click Login.

Now you must set up the Administrator’s password.

#### Set up the Administrator’s password:

- 1 From the Employees menu, select Employees & Security.  
The Sysadmin user is selected by default.
- 2 Click Edit Employee.
- 3 Click Create Password.  
The Enter password dialog box appears.
- 4 Type “test123” in the Password field.
- 5 Retype the password in the Confirm Password field.

- 6** Click OK.
- 7** Click Save.

Next, add the new employee to QuickBooks POS and set up security rights.

### **Add the new employee to Point of Sale:**

- 1** From the Employees menu, select Employees & Security.
- 2** Click New Employee.
- 3** Enter the following employee information:
  - Login Name: Jenny
  - Employee Name: Jenny Miller
  - Address: 798 Cottage Court, East Bayshore, CA 94327
  - Telephone: 650-555-4326
- 4** In the Groups section, click Associate, then click Add.
- 5** Select the “Track hours worked for this employee” checkbox.
- 6** Click Create Password.
- 7** In the Password field, type “test456”.
- 8** Retype the password in the Confirm Password field.
- 9** Click OK.
- 10** Click Save.

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## Review questions

- 1** True or False: You cannot make employee names available on documents without requiring employee logins.  
\_\_\_\_\_
- 2** Which of the following is **NOT** a predefined security group in QuickBooks POS?
  - a** Assistant Manager
  - b** Owner
  - c** Cashier
  - d** Associate
- 3** An employee is promoted from Associate to Assistant Manager. What window do you use to change their security group assignment?  
\_\_\_\_\_
- 4** List two reasons why it is beneficial to require employee logins.  
\_\_\_\_\_  
\_\_\_\_\_
- 5** Which feature in QuickBooks POS Pro is useful for tracking and reporting on employee hours?  
\_\_\_\_\_

*Answers to questions are located on the following page.*

## **Answer key**

- 1** False  
Add employee names in the Employees & Security module and they become available in the Associate field on documents.
- 2** C
- 3** Employees & Security
- 4** Employee names are automatically added to all documents created.  
Employees do not have access to all features, areas, and data in QuickBooks POS.
- 5** Time clock

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## 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.

