COUGAR MOUNTAIN SOFTWARE

DENALI

SALES ADMINISTRATOR USER'S GUIDE

Microsoft GOLD CERTIFIED Partner

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Chapter

1

Learning About this Resource

Denali Help

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DENALI

Welcome to Denali by Cougar Mountain Software. This guide is designed to help you understand and effectively use the Sales module. This chapter explains how to use this guide and where you can find additional help, along with introductions to each chapter of the guide.

Denali Help

Cougar Mountain Software is dedicated to providing as much help as you need to feel comfortable using our software. These topics describe the conventions we use in the documentation and the different types of help we offer.

If you don't have all modules installed, some windows and options might be different in your software than what appears in the documentation.

If you have not done so already, we highly recommend you review the information in the Getting Started guide before you continue.

Document Conventions

The following conventions are used throughout the documentation:

Convention	Use
Bold	Titles, names, and anything in the software window will appear in bold, exactly as it appears. •Select **Change Session Date** from the **Common Tasks** menu. •Click the **New** button. •Enter a name in the **Name** box.
Italic	Italics are used for text that you should enter, or text that appears in a box or field within a window. •Enter *Hardwood* in the **Description** box. •The default for this field is *IN Code*.
Uppercase	Uppercase characters will be used to denote keyboard keys or hot key combinations. Some examples are: •To delete an item in the detail grid, select the item and press the DELETE key. •To open the **Enter Transaction Comments** window, press SHIFT+C.
>	This character is used to separate menus, submenus, and commands. For example: Select **Renumber / Merge Stock Items** from the **Inventory Items** menu is written as: Select **Inventory Items** > **Renumber / Merge Stock Items** from the left navigation pane.

In-Program and Web Help

Cougar Mountain offers in-program help, which is part of the software, accessible from any Help button, and does not require an Internet connection. We also offer web help that you can access at https://cougarmtnservice.com/help/index.html. The web help includes features not available in the in-program help, such as the ability to comment on topics, see videos, and share information on social networking platforms. The content is the same in the in-program and web help.

When you access the help, you will find we offer both procedural and window-specific help. If you want to know the steps to complete a task, you should access the procedural (online) help. If you want to know what an option or field in a window is used for, you should access the window-specific help.

Window-Specific Help

Denali offers window-specific help that explains each field and option available in every window. When you work in the software, you can access help specific to an active window or tab when you click the **Help** button or press F1 on the keyboard.

In many window-specific topics, you can access related task-based help topics when you select the **See Also** button at the bottom of the topic window. You can also access the task-based help from the Table of Contents in the left pane of the Help window.

Procedural Help

Procedural help gives you steps to complete a process from start to finish and general information about the software windows. You can access this help from the left navigation pane in the software when you click **Resources and Tools** > **Access the Denali Help**. You can also access the Help when you select the question mark on the right side of the toolbar. If you already have the Help window open, you can access all the help from the Table of Contents in the left pane of the window.

Reference Help

Denali includes topics that are designed to provide additional information for your reference. For example, format requirements to import transactions and purchase order calculations. Most of these topics can be found in the Appendix in the in-program and web help, or at the end of the PDF user guides.

Navigating the In-Program Help

This help system only opens if you don’t have an Internet connection.

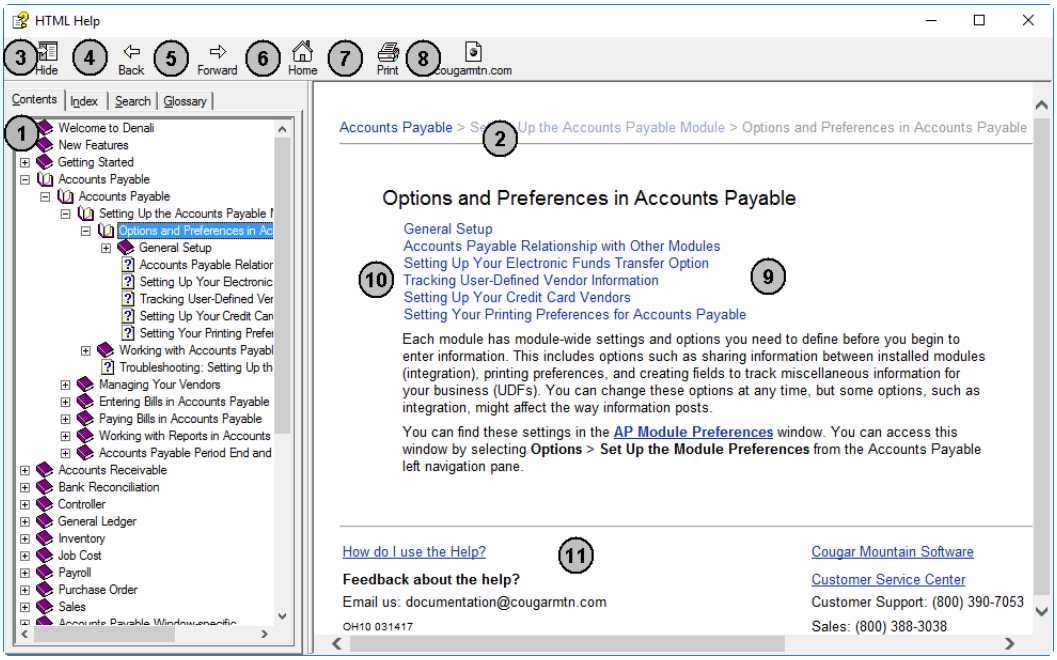


Figure 1: *Navigational points and features available in the in-program help window.*

The reference numbers in the table correspond with the previous figure and are used to highlight the main navigational points and features.

Reference Number	Option Name	Description
1	**Contents** tab	This is the Table of Contents for the Help. Click on the books to show the related subtopics.
2	Breadcrumbs	These are links that show you where you are in the Help. The first link reflects the main topic and following links are subtopics. You can click these links to navigate backwards.
3	**Hide** button	This hides the Table of Contents and changes to read **Show**, which you can then click to see the Table of Contents.
4	**Back** button	Clicking this button takes you back through the previously viewed topics one at a time.
5	**Forward** button	Clicking this button takes you forward through the topics you have moved back through using the **Back** button, one topic at a time.
6	**Home** button	This button returns you to the main topic window in the Help.
7	**Print** button	If you want to print the current help topic, click this button.
8	Website button	This button opens the Cougar Mountain corporate website through your browser.
9	Topic window	This window displays the open or active topic.
10	Sublinks	The links listed are subtopics of the open topic.

Reference Number	Option Name	Description
11	Email Us	Your feedback on the documentation and Help systems is appreciated. Use this email address to send the Documentation Team your comments or suggestions.

Navigating the Web Help

To help you find the information you're looking for in the web help, we outline the different parts of the window. We highly recommend you use the Search feature to help you find what you're looking for.

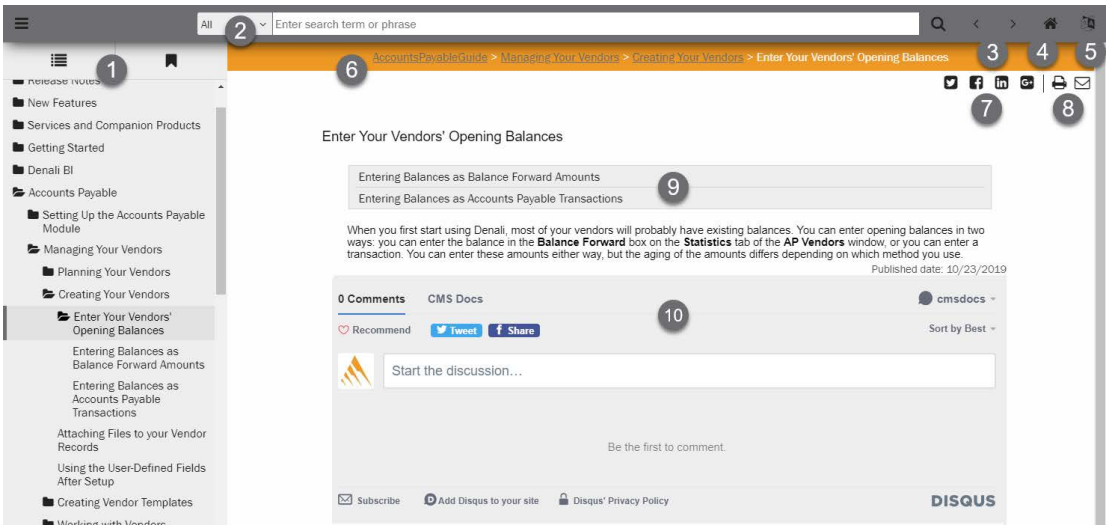


Figure 2: *Navigational points and features available in the web help window.*

The reference numbers in the table correspond with the previous figure and are used to highlight the main navigational points and features.

Reference Number	Option Name	Description
1	Contents	This is the Table of Contents for the Help. Click on the folders to show the topics available.
2	Search	Use the search field to quickly find the information you're looking for. You can use the drop-down to filter the search to certain modules/ guides.
3	Forward and Back	Click these arrows to navigate forward and back through the help topics, one topic at a time.
4	Home	Click this button to go to the home page of the web help.
5	Translate	Click this button to translate the help to another language.
6	Breadcrumbs	These links show you where you are in the help. The first link reflects the main topic and the following links are subtopics. You can click these links to navigate backwards.

Reference Number	Option Name	Description
7	Social	Click these buttons to post a topic on social media.
8	Print & Email	Click these buttons to print the help topic or email the CMS Documentation team.
9	Sublinks	The links listed are subtopics of the open topic.
10	Disqus Comment	Use this feature to share public comment/questions with other users and the CMS Documentation team.

Printing Help Topics

You can print out any help topic to keep for future reference.

To print a single topic:

1. Select the **Print** button or right-click and select **Print** from the right-click menu.
2. If the **Print Topics** window appears, select **Print the selected topic** and then select **OK**.
3. When the **Print** window appears, make any desired adjustments and then select **Print**.

To print multiple topics in the in-program help:

1. Verify the **Contents** tab is visible.
2. Highlight the heading of the section you would like to print.
3. Select the **Print** button.
4. The **Print Topics** window will appear.
5. Select **Print the selected headings and all subtopics** to print the entire section.

User Guides

Denali includes access to PDF (portable document format) versions of the procedural help that you can open with Acrobat® Reader®. This is the same procedural help content that appears in the in-program and web help. To access these user guides, click **Start** > **Denali by Cougar Mountain** > **Denali User Guides**. When the Customer Service Center site opens, choose the guide you want to view.

Release Notes

The *Release Notes* include last-minute changes and technical issues not covered in other documentation. You can review the *Release Notes* on the installation screen at the start of the installation process, from the **Start** menu, or through the web help. You need to have Acrobat® Reader® to view the PDF.

To access them from the **Start** menu, click **Start** >**Denali by Cougar Mountain** > **Release Notes**.

Customer Support

If you come across a problem or an error message you cannot resolve, call our Customer Support Department. Cougar Mountain Software maintains a full-time Customer Support staff at our Boise, Idaho office specially trained to solve problems.

Our Customer Support staff has the expertise to answer your questions about installation and operation of the software. Call (800) 390-7053 to contact a Support Specialist. You can receive customer support over the phone from Cougar Mountain Software or you might be referred to a Cougar Mountain business partner in your area who can provide personalized, local support.

Cougar Mountain Software offers support contract plans that allow you to get help when you need it. You can request a Customer Support Specialist to contact you through our online form or you can send an email to Customer Support. Visit our Customer Support Center online at: https://www.cougarmtn.com/support-request/.

You can also visit the customer service site at https://service.cougarmtn.com to search for software updates you can download at your convenience.

Information to Gather before You Contact Customer Support

When you contact Cougar Mountain Customer Support, please have your support number ready. This is typically your telephone number with the area code first. It will also be helpful to know your operating system, the Cougar Mountain product(s) you purchased and installed, and the version of the product. If you are not sure how or where to find this information, Customer Support can help.

Contacting Customer Support

Refer to the following table for options available to contact a Customer Support Specialist for answers to your questions. You can also use one of these options to purchase a support contract, which will ensure you get the help you need.

Support Type:	Contact via:
Contact a Customer Support Specialist.	(800) 390-7053
Purchase a Software Assurance plan.	(800) 388-3038
Email questions to a Customer Support Specialist.	technicalsupport@cougarmtn.com
Complete the online Call Back Request form to have a Customer Support Specialist contact you.	https://www.cougarmtn.com/support-request/

Training

While Denali is a comprehensive business accounting solution, the information you can get from the software will only be as good as the information you put in. The more you know about the software, the more you will be able to take advantage of its features. For this reason, we consider training to be a critical part of the learning process. We offer several different types of training—one or more are sure to meet your educational needs, time constraints, and budget. Contact Cougar Mountain at (800) 388-3038 about your training needs.

Online Training

To ensure you get the most out of your accounting software, it is important that you understand all its capabilities. As part of our Software Assurance program, we include the opportunity for you to participate in e-learning. This educational resource is offered online through the Cougar Mountain Customer Service Center (CSC) website (https://service.cougarmtn.com/). Depending on the subscription you purchase, you can access a wealth of short presentations on the features of Denali. Because these presentations are online, you can view a topic whenever it is convenient for you and/or your employees. For more information on this resource, contact your account executive at (800) 388-3038.

Classroom Training in Boise

We offer training classes on a regular basis at our corporate headquarters in beautiful Boise, Idaho. If you have a few people to train, this is a great way to learn about the software's features and how you can use it to its full potential. One of the benefits of coming to our training classes is that you can hear from other users of the software, which can remind you of issues that are important to you. Another benefit is that it removes you from the day-to-day tasks at your own office and allows you to concentrate more fully on learning how to use the software. You can use this as a powerful tool to "train your trainer"—once the staff members who attended the training arrive back home, they can teach other staff members the aspects of the software they need to know.

On-Site Training at Your Business

If you have more than a few people to train, you might want to consider on-site training. In this scenario, one of our professional trainers travels to your site and works with your employees. One advantage to this type of training is that you can train as many people as necessary without incurring additional costs and you can have specific people participate for specific sessions depending on their job duties. For example, during the training for Purchase Order, only those associated with handling purchase orders need to be present. This will allow for less interruption in daily productivity. Another advantage of on-site training is that you can work with your own organization's data and business practices while focusing on the specific needs of your business.

Telephone Training

Training can also be done over the telephone. Using streaming technology between your computer and our trainer's computer, you and your employees can work with one of our professional trainers to focus on the specific parts of the software you choose. The trainer will be able to see your computer screen and you can work with either your own data or the demonstration data to learn how to best use the software for your business. This is a great solution if you have one or two modules that are new to you and you want thorough training without traveling to our training facility or having a trainer come to you.

Training Videos

Cougar Mountain Software also offers training videos which can help you in specific areas of the software. They serve as a great orientation for people new to your company and/or the software. They also can be a refresher for people who have already used the software, but need help in a few areas or are changing their job responsibilities to include things they haven't done before.

Chapter

2

Setting Up the Sales Module

Basic Setup of the Sales Module

Tracking User-Defined Sales Information

Setting Up Gift Cards

Settings Specific to Layaway

Setting Up AvaTax Integration

Setting Up 3dCart Integration

Defining Sales Codes and Formats

Implementing Special Pricing

Establishing Recurring Comments

Tracking and Handling Checks with Insufficient Funds

Customizing the Sales Entry Window

DENALI

The settings in Module Preferences allow you to set up defaults and define integration to other modules. If you purchased both Order Entry and Point of Sale, you have access to all the features of the Sales module; otherwise, some features and functionality presented in this chapter might be unavailable.

Basic Setup of the Sales Module

The Sales module includes options for both Order Entry and Point of Sale. The options you see in a window will vary depending on the modules you purchase and install. For example, if only Order Entry is installed, then the **Set Up the Registers** option on the **Hardware and Formats** menu is unavailable. This documentation is designed with the assumption that both Order Entry and Point Sale are installed.

Sales Relationship with Other Modules

Integration is the way information is shared between installed modules. When you post, transaction information can be automatically sent to General Ledger, Accounts Receivable, Inventory, and Accounts Payable, depending on the needs of your business. You can also look up certain information from these modules. See the Getting Started guide for more information

When Sales is integrated to General Ledger, Accounts Receivable, Inventory, and Accounts Payable, those modules are updated with sales information when you post. You can set integration on the **Integration** tab of the Sales Order Entry Preferences and Sales Point of Sale Preferences windows.

NOTE: *If you receive an error that indicates integration failed, print the generated report, make the corrections listed, open Module Preferences again, and select the Fix <Module> Integration button on the* ***Integration*** *tab.*

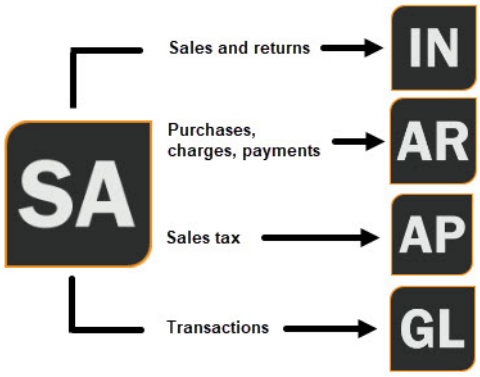


Figure 1: *Sales posting integration*

For more information on how integration can help your business processes, refer to the *Integration Guide*. You can access this guide from the Customer Service Center.

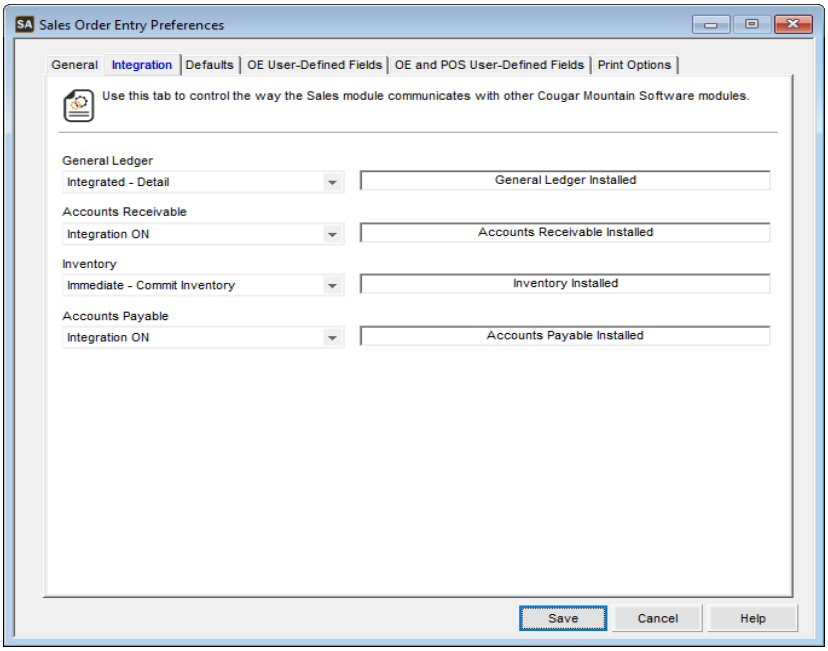


Figure 2: *Sales Order Entry Preferences window, Integration tab*

Use the drop-down for each module to define the integration between Sales and other installed modules. Select the **Help** button in either Preferences window for detailed information about the options in that window. You must set the General Ledger integration to something other than *Report Only* if you selected to use the interface table on the **System Settings** tab of the **CMS Organization Information** window in the Controller module. See the Controller guide for information on setting up your business or the General Ledger guide for more information about interface tables.

NOTE: *Because the Sales module is separated into Order Entry and Point of Sale, sometimes the way integration functions is more complex if you have different settings for each. For example, if you have Point of Sale integration to General Ledger turned off and Order Entry integration to General Ledger turned on, you will still have Lookup access to GL Accounts in the* ***Sales POS Register Codes*** *window, and the data you enter will be validated for accuracy. Windows accessed from the Order Entry or Point of Sale menus will use their respective integration settings.*

Order Entry (OE) Preferences

Order Entry automates sales invoicing and automatically updates Accounts Receivable, Inventory, Accounts Payable, and General Ledger, when it is fully integrated to those modules (see “Sales Relationship with Other Modules” on page 17). To set up Order Entry Preferences, select **Options** > **Set Up the Order Entry Preferences** from the navigation pane.

Setting Up the General Order Entry Options

The **General** tab of the **Sales Order Entry Preferences** window is used to define basic settings for Order Entry activity, such as allowable transaction types, how sales tax should be applied, if you want to create purchase orders from sales entry, and if you use authorization software for credit/debit cards.

You can also use this tab to expedite order entry. You can allow your salesperson to automatically log into the entry window, as well as save transactions without opening the Transaction Closeout window. This is helpful if you have a lot of AR Charge transactions.

This window also indicates the last posting number and last batch number. For more information on batches, refer to the Getting Started guide.

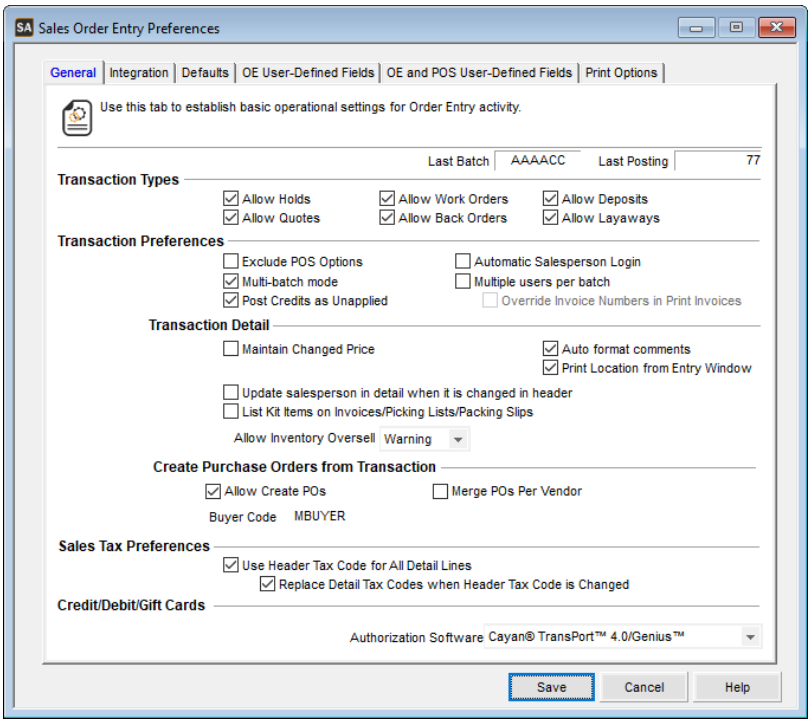


Figure 3: *Sales Order Entry Preferences window, General tab*

Setting Order Entry Defaults

On the **Defaults** tab, you define the primary settings for Order Entry activity. This includes the sales entry screen layout, invoice format, payment method, recurring order settings, default salesperson and tax code, and invoice numbers for each different type of transaction. You can also set your default location (if Multi-Location Inventory is installed), how many decimal places the system will use when it rounds prices and quantities or how you want to prompt clerks to verify a customer's age (if Specialty Shop is installed).

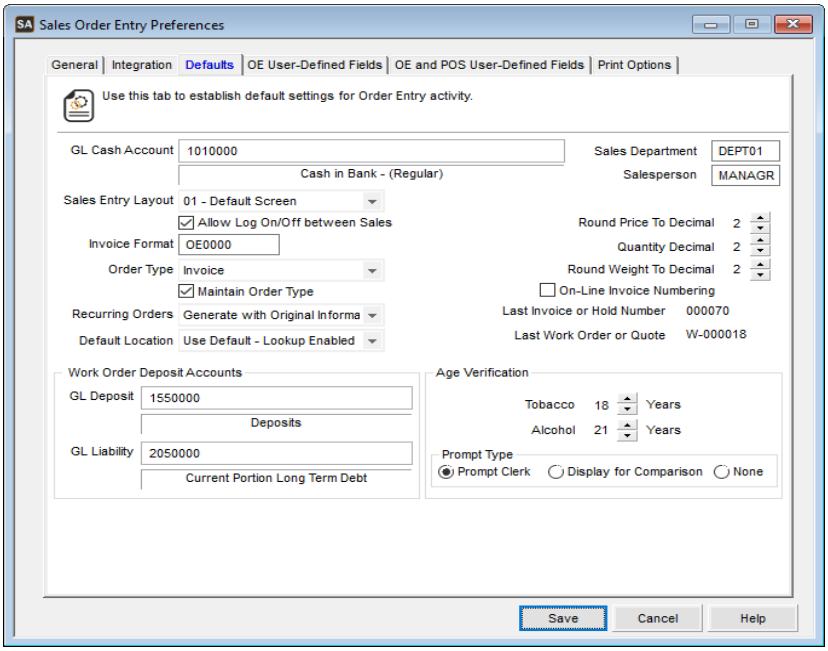


Figure 4: *Sales Order Entry Preferences window, Defaults tab*

Setting the Order Entry Print Options

In Order Entry, you can decide how your reports, postings, and combined reports are printed. On the **Print Options** tab, you can direct reports to a printer, to the screen, or to a file. If you want to print multiple copies by default, you can preset the quantity on this tab. If you want to allow clerks the option to change this default setting when they print, select the **Edit** check box. For information on the options in this window, select the **Help** button in the software.

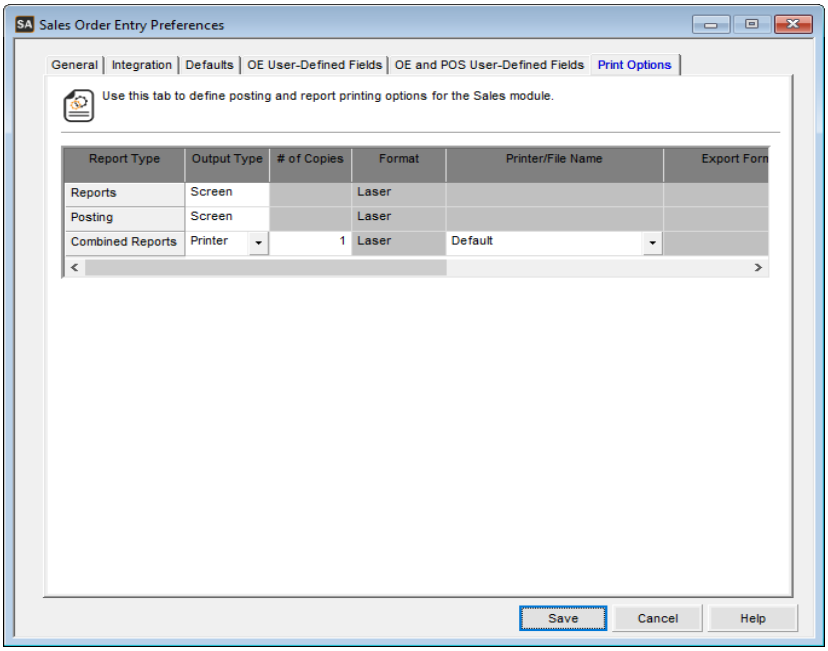


Figure 5: *Sales Order Entry Preferences window, Print Options tab*

Point of Sale (POS) Preferences

Point of Sale allows you and your salespeople to record register sales. If Point of Sale is integrated to Inventory and Accounts Receivable, you can access inventory stock item information and customer financial information while you enter a sales transaction. You can also accept customer payments on account and sell non-inventory or special-order merchandise. Before you use Point of Sale, you should define the options to match your business.

Setting Up the Point of Sale Options

To set up your Point of Sale preferences, select **Options** > **Set Up the Point of Sale Preferences** from the navigation pane. Basic preferences, such as transaction types to allow, transaction preferences, if you want to create purchase orders from the entry screen, and authorization for credit/debit cards are set on the **General** tab of the **Sales Point of Sale Preferences** window. This window also indicates the last posting number.

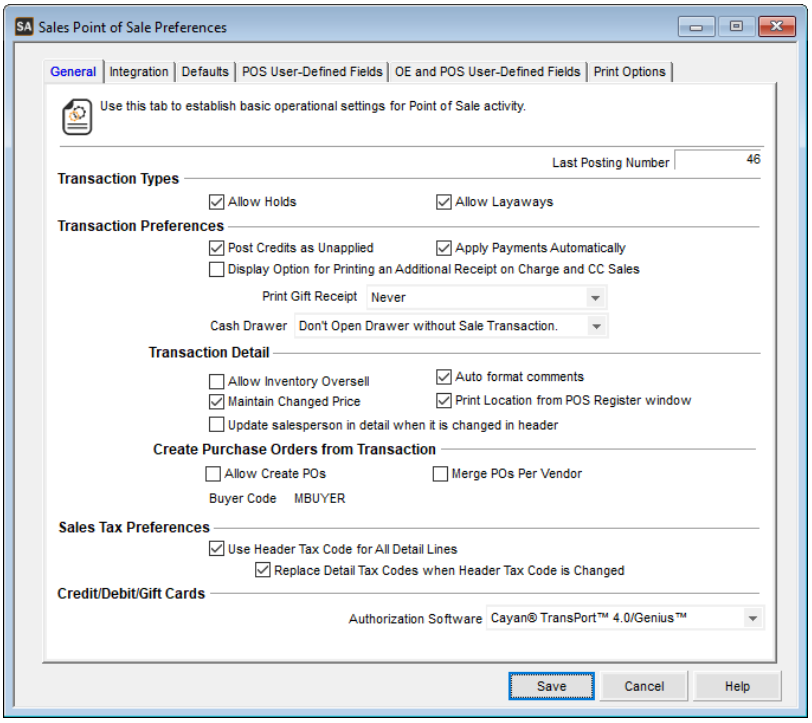


Figure 6: *Sales Point of Sale Preferences window, General tab*

For information on the options in this window, select the **Help** button in the software.

Setting Point of Sale Defaults

On the **Defaults** tab, you define the primary settings for Point of Sale activity. This includes the starting invoice number, how many decimal places the system will use when it rounds prices and quantities, how the default Tax Code for detail items is determined, and the default user or salesperson.

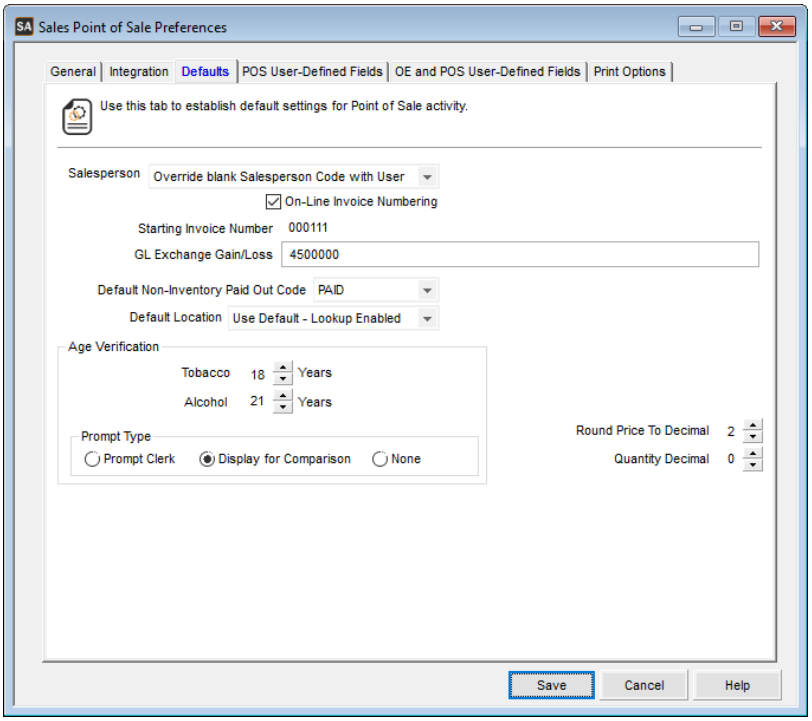


Figure 7: *Sales Point of Sale Preferences window, Defaults tab*

If Multi-Location Inventory is installed, you can define your default location. If you have Specialty Shop installed, this tab is where you define your age verification preferences for tobacco and alcohol sales. Select the **Help** button in this widow for information on the options available.

Setting the Point of Sale Print Options

In Point of Sale, you can decide how your reports will print. On the **Print Options** tab, you can automatically direct reports to a printer, to the screen, or to a file. If you want to print multiple copies by default, you can preset the quantity on this tab. If you want to allow clerks the option to change the default settings when they print, select the **Edit** check box. For information on the options in this window, select the **Help** button in the software.

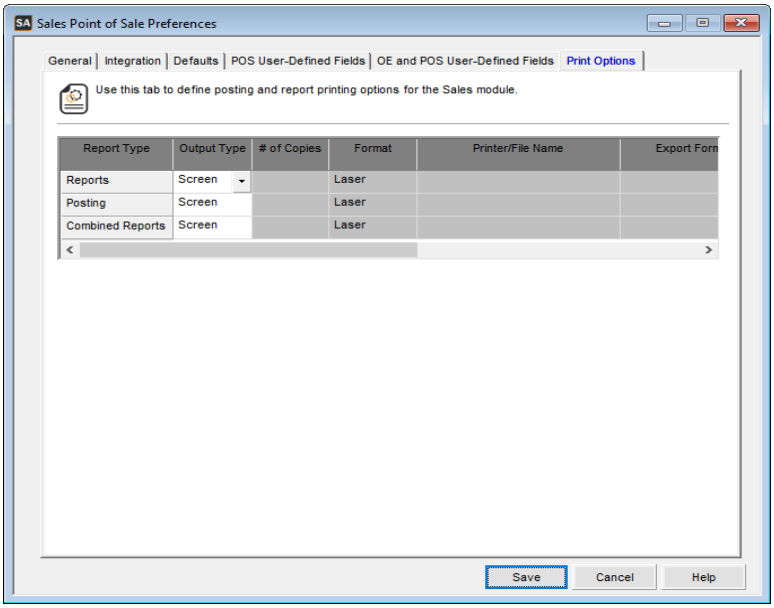


Figure 8: *Point of Sale Preferences window, Print Options tab*

Tracking User-Defined Sales Information

If you want to track custom information in Sales is accomplished through user-defined fields (UDFs). You can set up UDFs to track information only in Order Entry, only in Point of Sale, or in both Order Entry and Point of Sale. Another benefit of UDFs is that you can use them to sort by in some Sales reports.

You can set up user-defined fields to appear in the header section (top portion of the sales entry window) which will apply to the entire transaction or in the detail section which will apply only to the specific line item.

For information about how to set these fields up, see “Setting Up User-Defined Fields” on page 24.

Setting Up User-Defined Fields

To track additional information, you must set up user-defined fields (UDFs) according to where and how you want to track the information. Based on what you’re going to track, decide which type of UDF will fit your needs. You can set up UDFs for the header and/or detail section of the window.

To set up user-defined fields:

1 In the Sales module, select **Options** > **Set Up the Order Entry Preferences**, or **Options** > **Set Up the Point of Sale Preferences**, depending on the types of transactions in which you will use the fields. If you will use the fields in both Order Entry and Point of Sale, it doesn’t matter which preferences window you select, the fields will be available for both.
Click the **Help** button in either Preferences window for specific information on the options in this window.

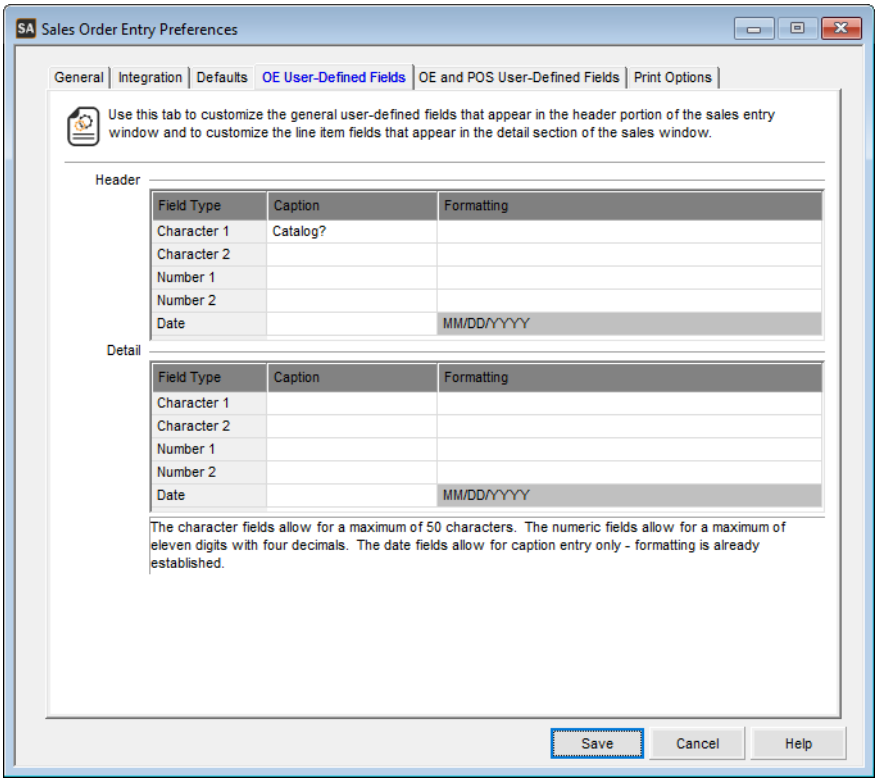


Figure 9: *Sales Order Entry Preferences window, OE User-Defined Fields tab*

2 In the **Header** (applies to the entire transaction) or **Detail** (applies to line items) section, enter a caption for the user-defined field you are creating. The caption will appear next to the field during transaction entry.
For example, if you want to track the driver that is delivering an order, you could type *Driver* as the caption for one of the character fields.

3 If you want the UDF field to function differently than the default, you need to format the field. Refer to “Formatting User-Defined Fields” on page 132 for more information on formatting the fields. The format defines how data is entered in the field by the salesperson.

Using the User-Defined Fields After Setup

If you defined any user-defined fields on the **User-Defined Fields** tab of the Sales Preferences window, those fields appear in the **Sales Set Up Entry Layout** window. You can add these fields to the header and detail sections of your entry windows.

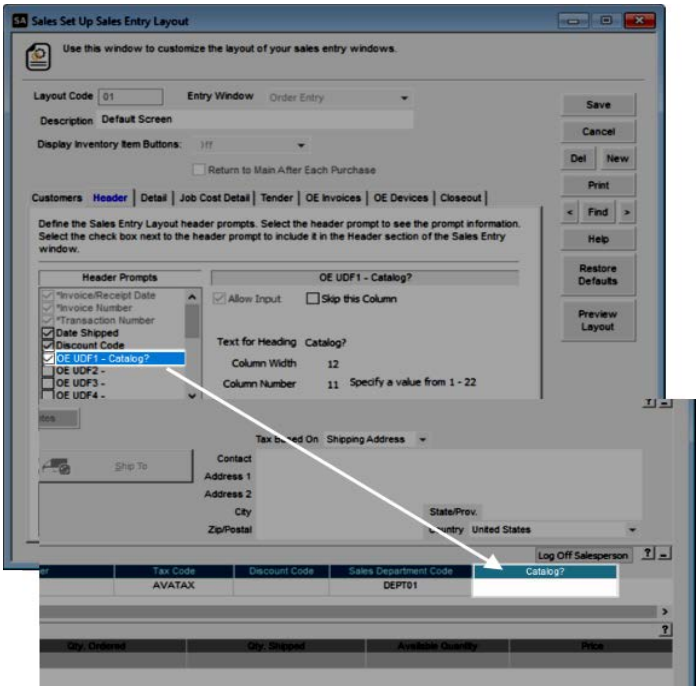


Figure 10: *Sales Set Up Sales Entry Layout and Sales Order Entry windows*

Setting Up Gift Cards

To issue and accept gift cards through the Point of Sale entry window, select *TSYS® Genius™ with Gift Cards* from the **Authorization Software** drop-down in the **Sales Point of Sale Preferences** window.

Before you can issue or redeem gift cards, you must set up an account with TSYS and enter your connection information in the **TSYS Setup** window in Controller. If you have any questions about using TSYS for credit, debit, or gift card processing, contact your account executive at (800) 388-3038.

You can define gift card options, such as minimum and maximum amounts and when to give cash back on remaining balances in the **Sales Gift Card Options** window.

To set up gift card options:

1 In the Sales module, select **Options** > **Set Up Gift Cards** from the left navigation pane.

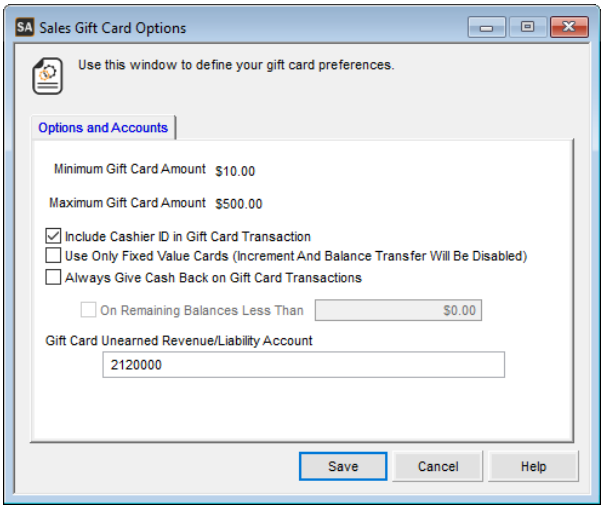


Figure 11: *Sales Gift Card Options window*

2 Enter the minimum and maximum gift card amounts you want to issue.

3 Use the check boxes to specify what options you will permit.

For more information on the options in this window, select the **Help** button in the software.

You can set gift card permissions for specific salespeople on the **Gift Card Options** tab of the **Sales - Salesperson Codes** window. Refer to “Setting Up Your Salespeople (Salesperson Codes)” on page 32 for more information.

You can also specify additional text that should appear on your sales receipts for transactions that include gift cards. Refer to “Setting Up Invoice and Receipt Formats” on page 43 for information on setting up your receipt formats to include information specifically related to gift cards.

The Gift Card Report includes information about outstanding gift cards and can be an important management tool to track the liability amount of outstanding gift cards.

Settings Specific to Layaway

The information in this section will help you set up layaway functions. These settings will affect layaways in both Point of Sale and Order Entry.

Setting Up General Layaway Preferences

On the General tab of the **Sales Layaway Preferences** window, you can set limits on the minimum and maximum sale amounts, the maximum term for a layaway, the default payment schedule, and the General Ledger liability account used for layaways. This window also displays the last layaway number used.

To set the general terms of Layaway transactions:

1 In the Sales module, select **Options** > **Set Up Layaway Preferences** from the left navigation pane. The Layaway Preferences window will open.

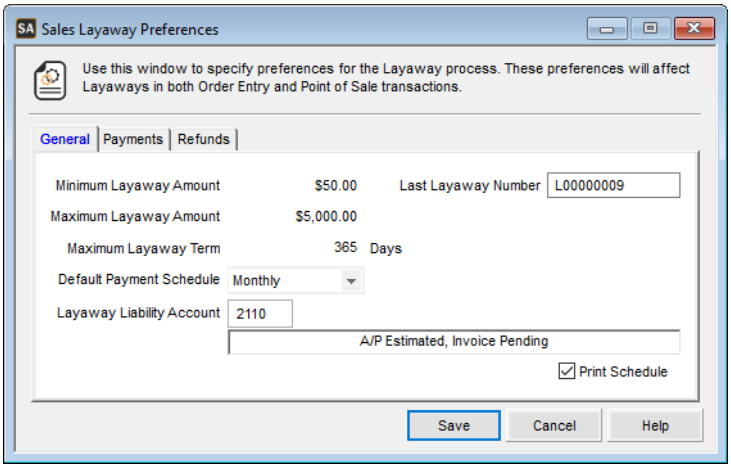


Figure 12: *Sales Layaway Preferences window, General tab*

2 Specify the minimum and maximum amounts allowed for a layaway.

3 Enter the maximum layaway term and choose how often payments are due.

4 After you define all the options on this tab, go to the Payments tab.

Select the **Help** button in the software for information specific to the options in this window.

Defining Minimum Payments and Down Payments

Define layaway payment requirements on the Payments tab. These settings will determine the minimum payments customers can make for their initial down payment as well as the periodic layaway payments.

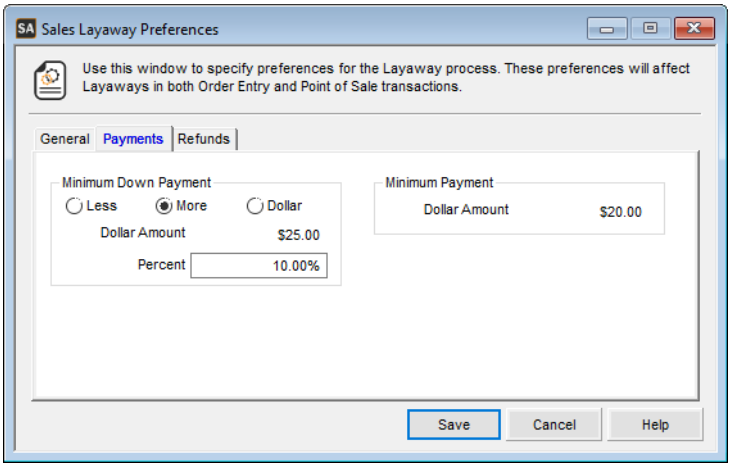


Figure 13: *Sales Layaway Preferences window, Payments tab*

You can define the minimum down payment as either a dollar amount or a percentage of the total sale.

If you choose the **Dollar** option, the down payment is the dollar amount you enter no matter the price of the layaway. If you select the **More** or **Less** option, the dollar amount is compared to the percentage of the total sale and whichever amount is more/less is the required payment.

Let's say your minimum dollar down payment is $25, the percentage is 10%, and you select the **More** option. If the layaway amount is $300, the down payment is $30 based on the percent. However, if you select the **Less** option, the down payment is $25 based on the dollar.

If you choose the **Dollar** option, you can leave the **Percent** field blank.

Select the **Help** button in the software for information specific to the options in this window.

Defining Restocking Fees

If you charge restocking fees when a customer cancels a layaway, you can specify the fee on the tab.

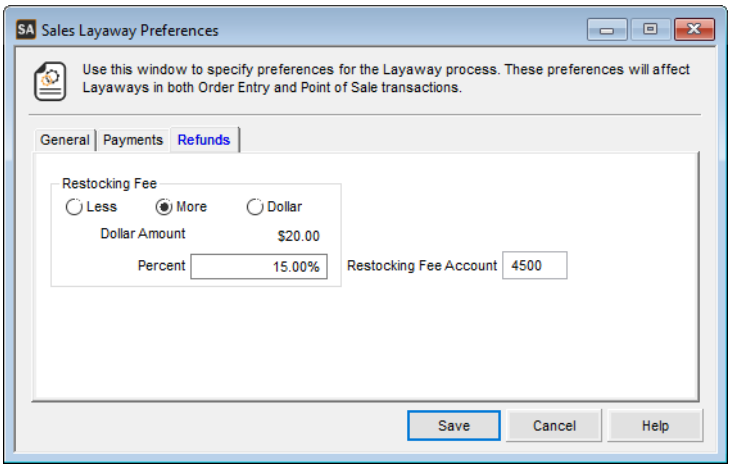


Figure 14: *Sales Layaway Preferences window, Refunds tab*

You can define the restocking fee as either a dollar amount or a percentage of the total sale. Denali caps this fee so the restocking fee will never be more than the customer has already paid on the layaway.

If you choose the **Dollar** option, the restocking fee is the dollar amount you enter no matter the price of the layaway. If you select the **More** or **Less** option, the dollar amount is compared to the percentage of the total sale and whichever amount is more/less is the restocking fee.

Let's say your dollar restocking fee is $20, the percentage is 15%, and you select the **More** option. If the layaway amount is $300, the restocking fee is $45 based on the percent. However, if you select the **Less** option, the restocking fee is $20 based on the dollar.

If you choose the **Dollar** option, you can leave the **Percent** field blank.

Select the **Help** button in the software for information specific to the options in this window.

Setting Up AvaTax Integration

If you use AvaTax to automatically calculate sales tax, you need to set up integration to it in Denali.

To set up integration to AvaTax:

1 In Sales, select **Options** > **Set Up AvaTax Integration** from the left navigation pane.

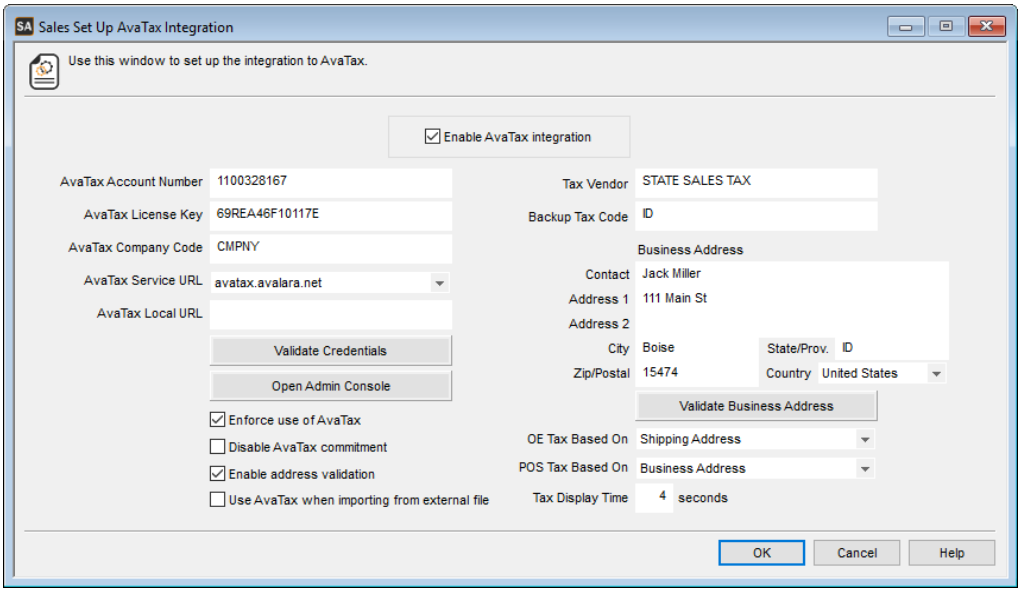


Figure 15: *Sales Set Up AvaTax Integration window*

2 Select the **Enable AvaTax integration** check box.
When you select this check box, an AVATAX Tax Code is created in the Tax Code window.

This check box also enables fields in the following windows:

- **AR Customers** window: **Tax Exemption Number**, **Entity/Use Code from AvaTax**, **VAT Business ID**.
- **IN Stock** window, **Sales Info** tab: **Tax Code From AvaTax**.
- **IN Inventory Codes** window: **Tax Code From AvaTax**.
- **Sales Non-Inventory Codes** window: **Tax Code From AvaTax**.
- **Sales Set Up Sales Entry Layout** window, **Detail** tab: **Orig Purchase Date for Returns** line prompt.

3 Enter your AvaTax account information in the top section of the window.

4 Select the **Validate Credentials** button. If there's a problem with your account information, an error will appear.

5 Use the check boxes to define how you want AvaTax to work with Denali.
If you enforce the use of AvaTax, the following occurs:

- In Sales and Account Receivable, you will not have access to the Tax Codes window.
- In Sales Entry, the Tax Code for new transactions will be *AVATAX* and you cannot change it.
- In the **AR Customers** and **Sales Non-Inventory Codes** windows, the **Tax Code** field is hidden.
- In the Order Entry Preferences and POS Register Codes windows, you cannot set a default Tax Code.

For specific information about the options and fields in this window, click the **Help** button in the software.

6 Type your tax vendor/GL Account and backup Tax Code in their respective fields or use the Lookup to select them.

7 Enter your business address and choose if you want sales tax to be based on your business address or the shipping address. You will be able to choose which address the tax is based on in the Sales entry window for each sale.

8 Select **OK**.

For more information about AvaTax, see the Services and Companion Products guide.

Setting Up 3dCart Integration

If you use 3dCart as your e-commerce solution, you need to set up integration to it in Denali.

To set up integration to 3dCart:

1 In Sales, select **Options** > **Set Up 3dCart Integration** from the left navigation pane.

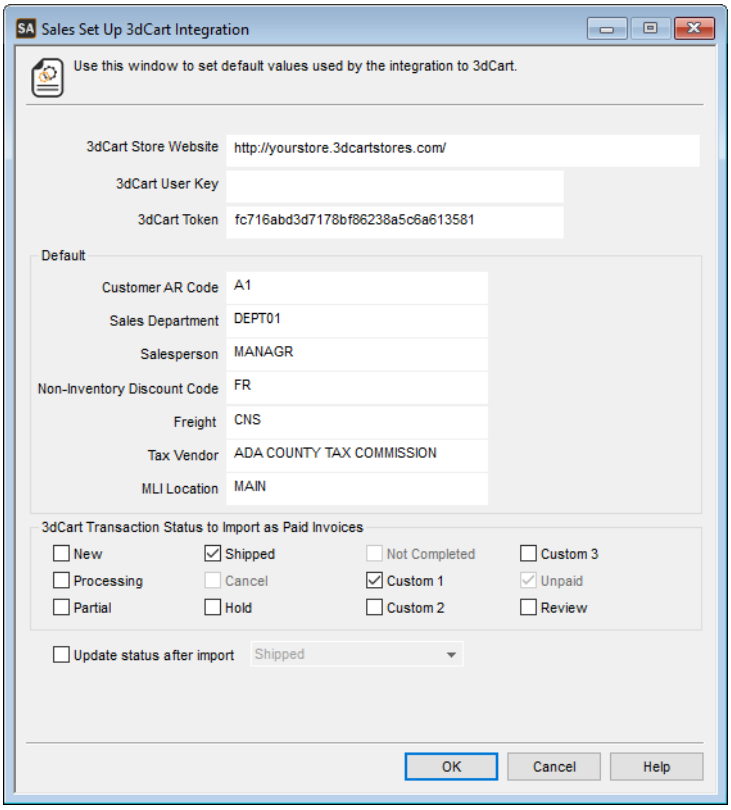


Figure 16: *Sales Set Up 3dCart Integration window*

2 Enter the URL of your 3dCart storefront in the **3dCart Store Website** field.

3 In the **3dCart Token** field, enter the token you received from Cougar Mountain. You will receive your unique token after you set up Denali in the 3dCart REST API settings and contact our Operations department.

4 In the **Default** group box, enter the Denali Codes you want to use for transactions you import. If integration is on, you can use the Lookup to select the Codes. These codes are required.
You cannot change the codes when you import transactions.

5 If you use Multi-Location Inventory, enter the location from which you want to sell stock items. You must enter a location and you can only use one location with 3dCart.

6 In the **3dCart Transaction Status to Import as Paid Invoices** group box, select the check boxes for the order statuses you want to import from 3dCart. You must select at least one check box to import orders.
You should only import orders that are ready to post. The disabled check boxes represent 3dCart statuses that are not ready to post and are therefore not available to import into Denali.

7 If you want Denali to change the status of orders in 3dCart when you import them, select the **Update status after import** check box and from the drop-down, select the status you want to update the orders to.

For more information about 3dCart, see the Services and Companion Products guide.

Defining Sales Codes and Formats

During the sales entry process, you will use codes such as Salesperson and Sales Department to track information and manage security.

Setting Up Your Salespeople (Salesperson Codes)

We recommend that each salesperson is assigned a Salesperson Code to control login and other security features. Even if you have several salespeople taking turns on the same register, you can set up the window so that it's easy to log on and off.

Salesperson Codes serve several functions:

- Define the permissions for each salesperson.
- Place limits on the dollar amounts acceptable for various payment types.
- Track sales for each salesperson.
- Provide password protection to prevent someone from performing unauthorized activities while using someone else's Salesperson Code.

To create Salesperson Codes:

1 In the Sales module, select **Options** > **Set Up Salesperson Security** from the left navigation pane.

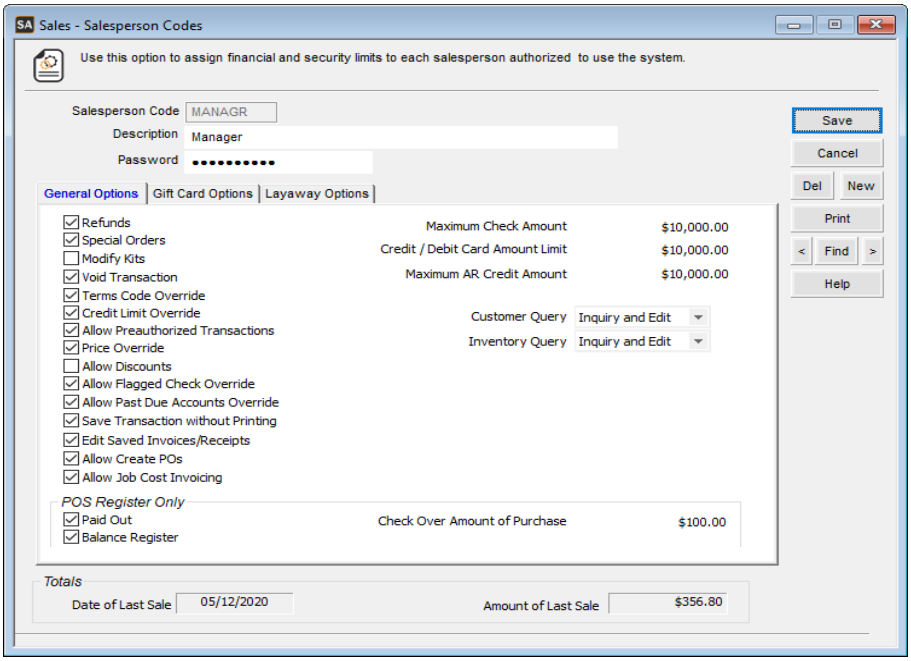


Figure 17: *Sales - Salesperson Codes window*

2 Enter a code for the salesperson in the **Salesperson Code** box. The Salesperson Code identifies the salesperson and appears in Lookups and on reports. Salesperson Codes can be up to six letters, numbers, and/or special characters, for example, the salesperson's name, or a portion of their name.

3 In the **Description** box, enter a description, usually the salesperson's full name. This description helps to further identify the salesperson and also appears in some Lookups and on some reports.

4 Set the rest of the options according to the functions you want to allow for this salesperson.
For detailed information on the options in this window, select the **Help** button in the software.

5 When you complete your selections in this window, select **Save** to keep this code.

After you define the Salesperson Codes you will use, you can choose a default code for order entry transactions (see "Setting Order Entry Defaults" on page 19) or for specific registers (see "Setting Up Your Registers" on page 73). You can also set a default salesperson when you set up each batch (see "Working with Batches" on page 77).

Setting Up Your Departments (Sales Department Codes)

Sales Department Codes provide a means of tracking sales by department. Department Codes also enable you to direct the posting of sales to different General Ledger income accounts. You need at least one Sales Department Code for each sales income account you have in your General Ledger Chart of Accounts. For more information, see the General Ledger guide.

Planning Your Sales Departments

There are two basic reasons to use multiple Sales Department Codes when you post sales in Denali: to run reports based on Department Codes and to post to different accounts. By assigning Department Codes to your sales, you can use them to sort and filter many of the sales reports available in the system. You can use these reports to track how different sections of your store are doing, and how different aspects of your business, such as wholesale and retail, are faring compared to one another.

You might want to post your sales to different general ledger accounts depending on the department from which the sale was made, or even based on the department in which individual items were merchandised. You can use multiple Department Codes for this purpose, and have each of them post to different ledger accounts.

Adding Sales Department Codes

Once you decide how you want to use Sales Department Codes and how many you need, you are ready to create them. If you decide later that you need additional codes, you can always add them at that time.

To create your Sales Department Codes:

1 In the Sales module, select **Options** > **Set Up Sales Departments** from the navigation pane.

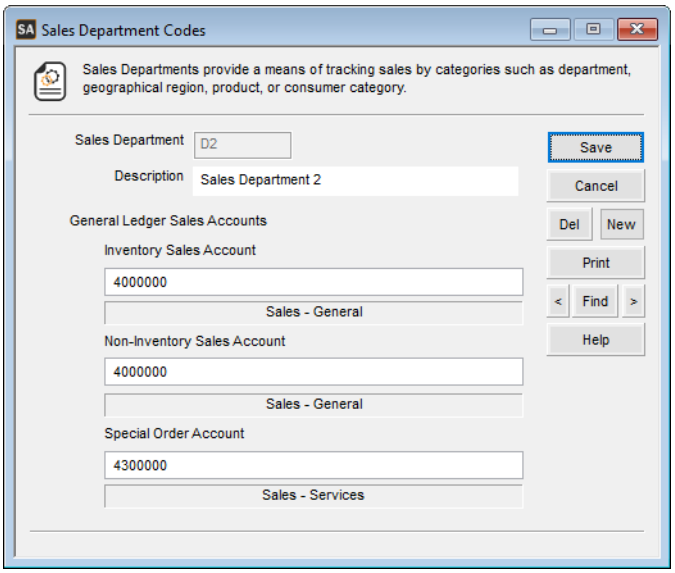


Figure 18: *Sales Department Codes window*

2 Enter a code in the **Sales Department** box. Sales Department Codes can be up to six letters, numbers, and/or special characters, for example, a sales department's abbreviation. This code will appear in Lookups and on reports.

3 Enter a description in the **Description** box, usually the name of the sales department. This description is used to further identify the sales department and also appears in Lookups and on some reports.

4 Enter the general ledger accounts to which sales from this department will post. If the **Inventory Sales Account** field is left blank, the sales account assigned to the specific inventory item is used when you post. If the **Non-Inventory Sales Account** field is left blank, the sales account assigned to the specific non-inventory item is used during posting.
For detailed information on the options in this window, select the **Help** button in the software.

5 Select **Save** to keep the code.

If you use multiple Sales Department Codes for General Ledger and/or reporting, you'll probably want to include the Sales Department Code field in any of the sales entry window(s) that you use. See "Customizing the Sales Entry Window" on page 56 for information on how to include Sales Department Codes in the Sales Order Entry window. Refer to "Setting Up Your Registers" on page 73 for instructions on including Sales Department Codes in the Sales POS Register window.

Working with Sales Tax (Sales Tax Codes)

If you use AvaTax to calculate your sales tax, see AvaTax Automated Sales Tax in the Services and Companion Products guide.

Denali uses Sales Tax Codes which enable you to set up a tax calculation formula that quickly and accurately calculates the correct sales tax on each sale. If a particular sale should be treated differently with respect to sales tax, the code can be overridden by the clerk (depending on your setup) so that the correct tax (or no tax) is added.

Sales Tax Codes keep track of taxable sales, non-taxable sales, and the sales tax itself. You can set up your Sales Tax Codes to calculate the correct sales tax collected for multiple taxing authorities (i.e., state and municipal sales tax). Plus, depending on your integration settings, you can set up the code(s) so that the tax collected is properly distributed to the Accounts Payable vendor or General Ledger liability accounts.

Example: How a resort benefits from using Sales Tax Codes

A local resort collects a 6% room tax for the state and another 3% tax on rooms for the municipal government. On food and beverage, the resort's restaurants and lounges collect 4% for the state and 2% for the municipal government. The resort's recreational outlets collect 6% sales tax for the state and 2% for the municipal government. In addition, the golf course and the stable collect 4% for the county for use of county land.

The following Sales Tax Codes are established to deal with these different tax requirements:

ROOMTX = 9.0% (6% State Room Tax plus 3.0% Municipal Room Tax)
FDNBEV = 6.0% (4% State Food and Beverage Tax plus 2.0% Municipal Food and Beverage Tax)
RECRE8 = 8.0% (6% State Recreation Tax plus 2.0% Municipal Recreation Tax)
GOLFTX = 6.0% (2.0% Municipal Golf and Stables Tax plus 4.0% County Golf and Stables Tax)

Then, at the hotel desk, the clerks use the Sales Tax Code ROOMTX and both the state and municipal room taxes are automatically calculated.

To add Sales Tax Codes:

1 In the Sales module, select **Options** > **Define Sales Tax Codes** from the navigation pane.

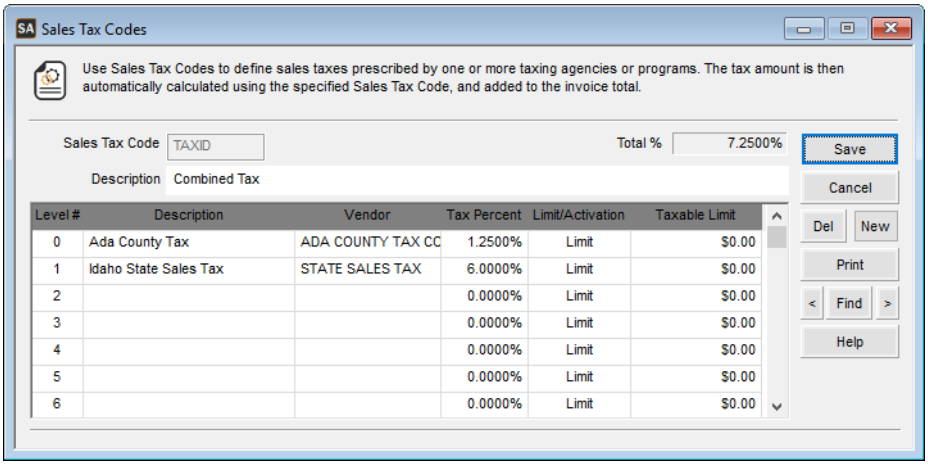


Figure 19: *Sales Tax Codes window*

2 Enter a Sales Tax Code of up to six characters. This code will appear in Lookups and on some reports.

3 In the **Description** box, enter a description, usually the name of the sales tax. This description will help you identify the Sales Tax Code and also appears in Lookups and on some reports.

4 Enter detail lines for each element of this Sales Tax Code.
For detailed information on the options in this window, select the **Help** button in the software.

When sales tax is calculated during transaction entry, each element of the Sales Tax Code is calculated. When you post, each element of the Sales Tax Code is posted to the GL Liability account or to the Accounts Payable vendor you specified.

> ***NOTE:*** *Changes made to existing Sales Tax Codes can affect saved but not yet posted invoices. This only occurs if after the code is modified, you open the invoice, click in the grid, and re-save the invoice.*

If you use multiple Sales Tax Codes for General Ledger posting and/or reporting, you'll need to include the Sales Tax Code field in the sales entry window(s). See "Customizing the Sales Entry Window" on page 56 for information on how to include the Sales Tax Code in the Sales Order Entry and/or Sales POS Register windows.

Working with Credit Cards (Credit Card Codes)

Denali uses Credit Card Codes to process and track credit card sales. Each code is associated with a set of accumulators that keep track of sales in the current period and each of the 24 previous periods. You need one Credit Card Code for each type of credit card you accept. For information about merchant services available from Denali, select **Resources and Tools** > **Access Merchant Transaction Services** from the Sales navigation pane.

To accept credit cards through Denali as payment for transactions, you must first activate the option in Module Preferences (see "Order Entry (OE) Preferences" on page 18 and "Point of Sale (POS) Preferences" on page 21). You also need to set up a code for each credit card type you accept.

If you process credit cards with TSYS®, you must keep the default Credit Card Codes of AMEX, DISC, VISA, and MC. If you delete these Codes, you will not be able to post credit card sales.

To add Credit Card Codes:

1 In the Sales module, select **Options** > **Define Credit Card Tracking** from the navigation pane.

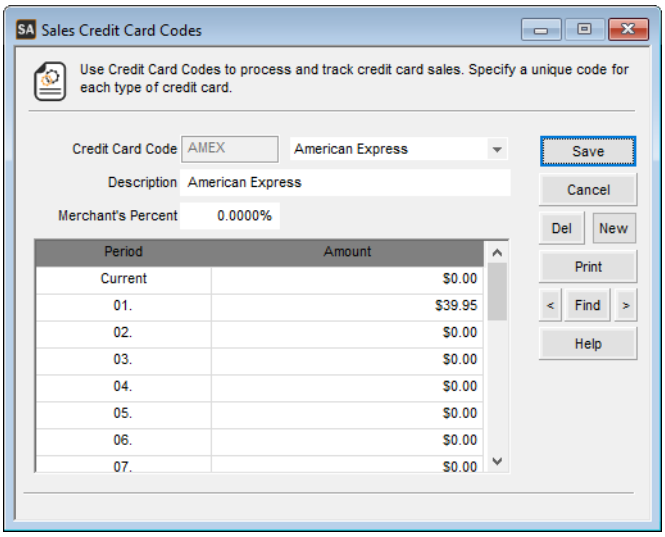


Figure 20: *Sales Credit Card Codes window*

2 Enter a Credit Card Code of up to six letters, numbers, and/or special characters. An example is an abbreviation of the credit card name such as *AMX, VISACC or DISCVR*.

3 Select a credit card type from the drop-down list.

4 Enter a description for this code, which will appear in Lookups and on the credit card reports.

5 Enter the percentage of the total sale kept by the merchant. This is a reference entry only; your entry here does not affect transactions or posting.

6 Select **Save** to keep the code.

Using codes to track credit card sales enables you to view the dollar amounts that are charged to each credit card type. This might be useful when you are deciding which credit cards you want to continue to accept. After you post transactions that include your Credit Card Codes, you can view the total posted to each period. When you reset the credit card totals at period end (see “How to Reset Credit Card Totals” on page 125), the value in the current amount is copied to the previous amount and the current amount is cleared and reset to zero.

Tracking Custom Information (CC Codes)

CC Codes, or Custom Tracking Codes, are user-defined codes that provide an additional sorting option for tracking custom information for your business. You can set up as many CC Codes as you want and, if you add the Custom Tracking field to your entry layout, select codes to add to your transactions. For example, you might want to track how a customer heard about your business.

You can also set up this field to show in the detail section of the sales entry window, which allows you to track specific information for each item in the sale. For example, your salesperson could indicate whether a line item is returnable or enter marketing demographics. Another benefit of these codes is that you can use them as a filter/sort option for some Sales reports.

To set up a CC Code:

1 In the Sales module, select **Options** > **Define Customer Information Tracking** from the left navigation pane.

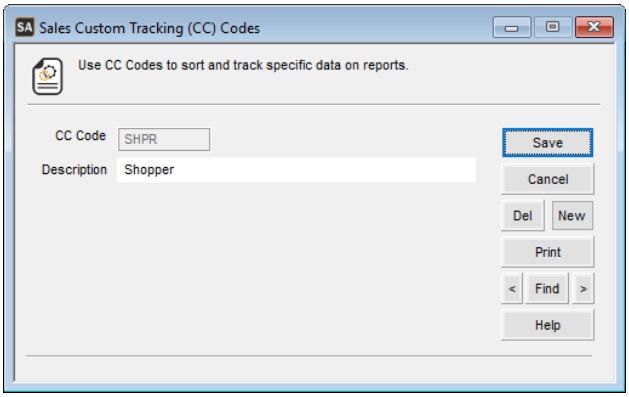


Figure 21: *Sales Custom Tracking (CC) Codes window*

2 Enter a code of up to six characters.

3 Enter a description that represents this CC Code.

4 Select **Save** to keep this CC Code.

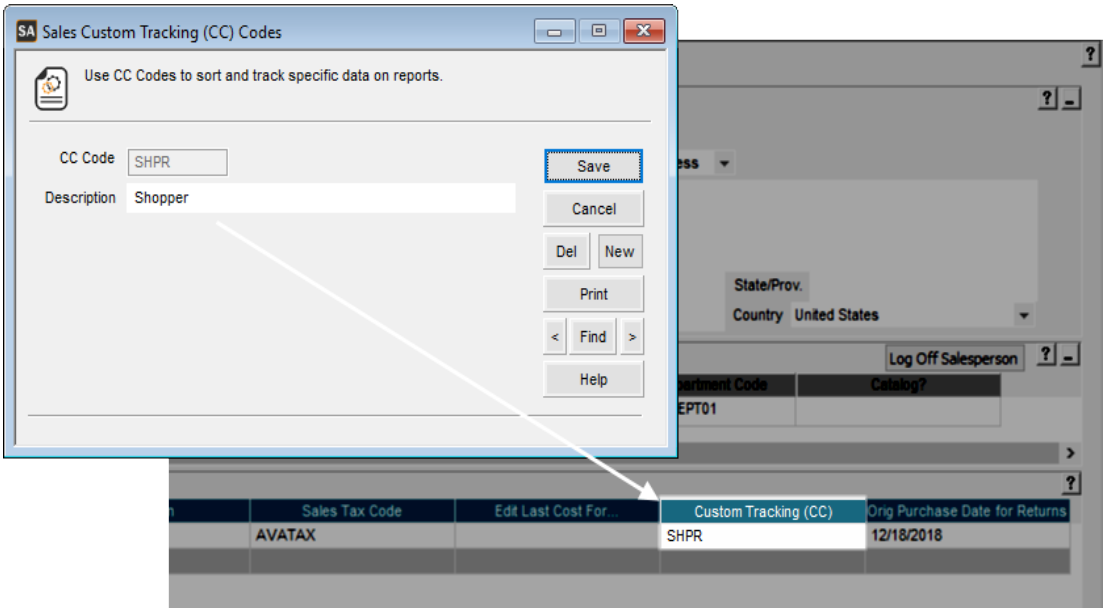


Figure 22: *Sales Custom Tracking (CC) Code in entry window*

Handling Non-Inventory Items (Non-Inventory Codes)

Non-Inventory Codes provide a way to track expenditures and sales of goods or services that are not categorized as inventory items. These are frequently used by service type companies, since their income isn't based on the sale of inventory.

Use Non-Inventory Codes to bill for freight, handling, or shipping fees. Many retailers of inventory use Non-Inventory Codes to charge for delivery and/or setup of merchandise. Non-Inventory Items can also be linked to a stock item so they are automatically added to the transaction when the stock item is entered.

There are several types of Non-Inventory Codes:

- Alternate Tender Codes
- Normal Non-Inventory Codes
- Paid-Out Codes

You can use one, two, or all the available types of codes, depending on your needs.

Defining Non-Inventory Items

Normal Non-Inventory Codes are used to sell intangibles such as freight, delivery charges, assembly fees, and prepaid services. These codes are also used to direct the posting of discounts applied to the invoice total during sales entry (see ”Handling Discounts on Sales Transactions” in the Sales Clerk guide for information on discounting sales transactions).

To add Normal Non-Inventory Codes:

1 In the Sales module, select **Options** > **Manage Non-Inventory Items** > **Define Non-Inventory Codes** from the navigation pane.

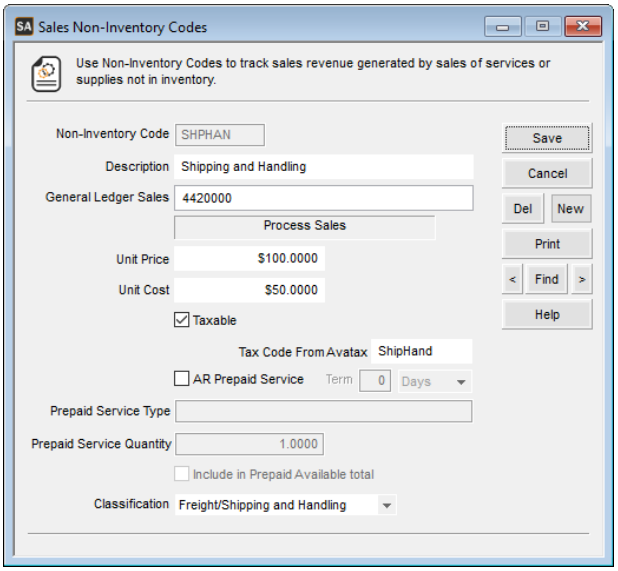


Figure 23: *Sales Non-Inventory Codes window*

2 Enter the Non-Inventory Code, which can be up to six letters, numbers, and/or special characters. This distinguishes this code from any other Non-Inventory Codes, and appears in Lookups and on some reports. For example, *SHPHAN* might be a good code for shipping fees.

3 Enter the GL account, price, cost, and tax information.

4 If you want to set up this Code as a prepaid service, check the **AR Prepaid Service** check box and enter the prepaid information.
Select the Help button in the software for detailed information about the options in this window

5 Select **Save** to keep the new code.

If you select the **Taxable** check box and do not specify a Sales Tax Code here, you can specify a Sales Tax Code at the time the item is included in a sale. The availability of these options will vary depending on the way your Sales Administrator has set up the sales entry layout. If you leave the Sales Tax Code blank in the transaction also, then the Sales Tax Code of the customer is used. If there is no customer, or if there is no Sales Tax Code associated with the customer, then the default *NT* (Order Entry) or the default set for the Register Code (Point of Sale) is used.

If you use AvaTax to calculate your sales tax, the **Default Tax Code** field is hidden and the **Tax Code from AvaTax** field appears.

Accepting Alternate Tender

Use Alternate Tender Codes to identify methods of payment other than cash, check, AR charge, or debit/credit card. Examples of alternate tender include gift cards, coupons, food stamps, store credit vouchers, and rebates.

To add Alternate Tender Codes:

1 In the Sales module, select **Options** > **Manage Non-Inventory Items** > **Define Alternate Tender Options** from the navigation pane.

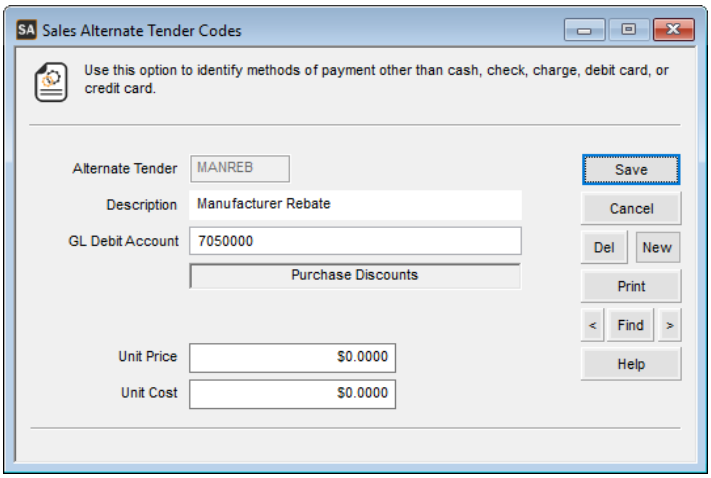


Figure 24: *Sales Alternate Tender Codes window*

2 Enter an Alternate Tender Code of up to six letters, numbers, and/or special characters.

3 Complete the remaining information about this code, and then save it when you are finished. Select the **Help** button in the software for detailed information about the options in this window.

Paid Out Non-Inventory Codes

Use Paid Out Non-Inventory Codes to record miscellaneous purchases and expenditures that are not accounted for in other ways. For example, perhaps your competitor ran a big advertisement in the local newspaper, so you purchase a paper to read the ad. Or perhaps you need register tape or light bulbs for your store, so you take the cash out of the register and purchase the items.

To add Paid Out Non-Inventory Codes:

1 In the Sales module, select **Options** > **Manage Non-Inventory Items** > **Define Paid Outs** from the navigation pane.

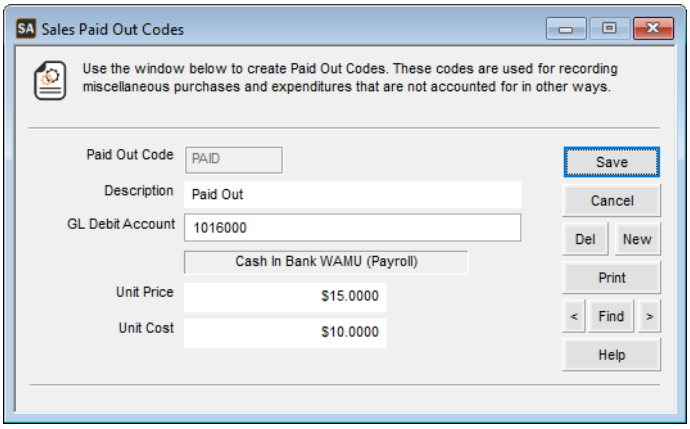


Figure 25: *Sales Paid Out Codes window*

2 In the **Paid Out Code** box, enter a Paid Out Code of up to six letters, numbers, and/or special characters. For example, *PAID* could be used for "Paid Out." This distinguishes this code from any other Non-Inventory Codes and appears in Lookups and on reports.

3 Complete the remaining information about this code, and save it when you are finished. Select the **Help** button in the software for detailed information about the options in this window.

Working with Shipping Options (Ship Via Codes)

Ship Via Codes represent the method by which the merchandise will be shipped. These are user-defined, six-character codes that show on your invoices which shipping method you use. If you have a customer that prefers a certain shipping method, you can attach a Ship Via Code to the customer's master record and that code will automatically appear in the **Ship Via Code** box of every transaction you enter for that customer. You can easily override the default code attached to a customer when you enter the transaction, if needed.

To determine the Ship Via Codes that you need, make a list of all the different shipping methods you use. For each method on your list, make up a unique six-character code that represents this method. The code can contain alphanumeric and/or special characters. For example, if a customer prefers UPS, you might set up the code *UPSGRN*.

To create your Ship Via Codes:

1 In the Sales module, select **Options** > **Set Up Shipping Options** from the left navigation pane.

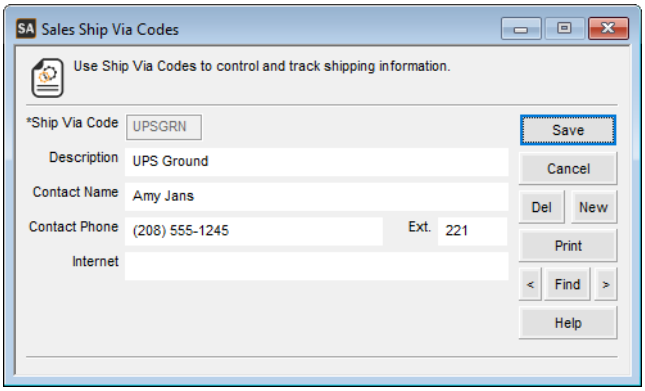


Figure 26: *Sales Ship Via Codes window*

2 Enter a Ship Via Code of up to six characters including letters, numbers, and/or special characters. This code is used to distinguish this shipping method from any others, and appears in Lookups and on reports.

3 Enter a description of up to 50 characters. Use a description that easily identifies the shipping method this Ship Via Code represents. This description appears in Lookups.

4 Select **Save** to keep the code.

Defining Printing Options (Printer Codes)

You must define all printers that you will use for printing reports, invoices, and receipts in the Sales module. There are various options for each printer type, as well as the option to set a default number of copies to print. You can use the Lookup to choose printers you already defined in your Windows system. You will be able to select the Printer Codes to attach to your Register Codes.

To define the printers for use in Sales:

1 In the Sales module, select **Hardware and Formats** > **Define Invoice / Receipt Printers** from the left navigation pane.

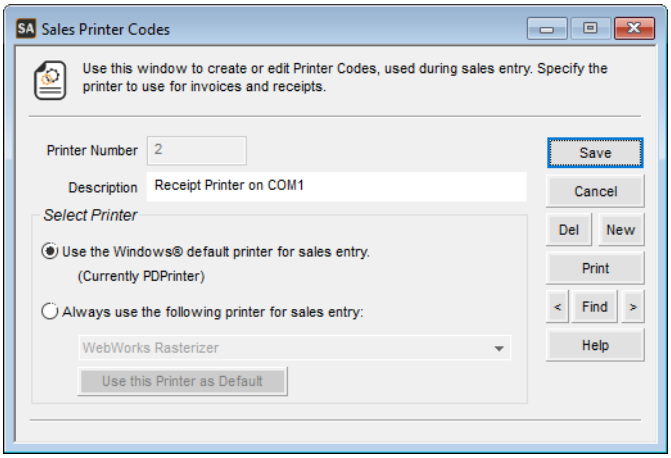


Figure 27: *Sales Printer Codes window*

2 Enter a Printer Number of two numerical characters or less. Usually, your first printer is number *1* and your second printer is number *2* and so on. Enter a description that defines the printer's use, such as *Receipt Printer on COM1*. This description is used to further identify the printer.

3 Complete the **Select Printer** section of the window.

4 After you complete the window, select **Save** to keep the settings.

Grouping Recurring Orders (Frequency Codes)

You need to define Frequency Codes before you set up recurring orders. Frequency Codes allow you to group together recurring sales transactions that you might want to generate together. These are user-defined six-character codes that represent the different groupings you use. For example, you might create a Frequency Code of *MONTH* for sales that should be generated on a monthly basis, or you might create *MNTH10* to group together all transactions that should be generated on the tenth day of each month.

To determine the Frequency Codes that you need, consider and list the different ways you might want to group recurring orders. For each group on your list, make up a unique six-character code that represents this group. The code can contain alphanumeric and special characters.

To set up Frequency Codes:

1 In the Sales module, select **Order Entry Tasks** > **Set Up the Frequency for Customer Orders** from the left navigation pane.

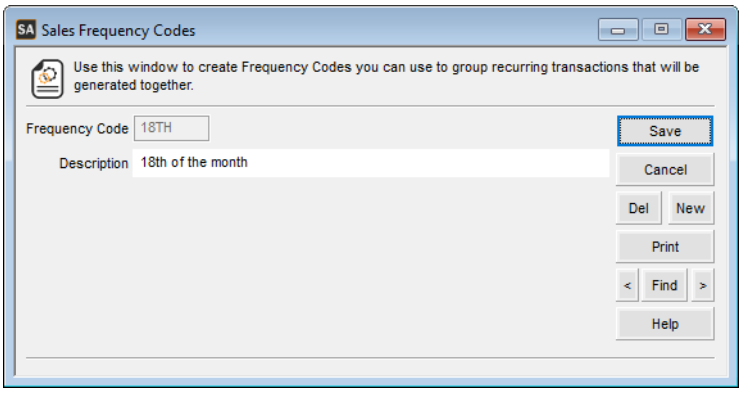


Figure 28: *Sales Frequency Codes window*

2 In the **Frequency Code** box, enter a unique six-character code. This code appears in Lookups and on some reports.

3 In the **Description** box, enter a description of up to 50 characters that easily identifies the group this Frequency Code represents.

4 Select **Save** when you are done.

Setting Up Invoice and Receipt Formats

You can set up different invoice and/or receipt formats based on your business needs. They can be customized for the customer's payment method and they can also be set up to include special messages, such as information about upcoming special events or promotions. You can set up different receipts/invoices for certain transaction types and to print to different printers.

The Sales module includes six Order Entry invoice formats, numbered OE0001 through OE0006 and six Point of Sale receipt formats, numbered POS001 through POS006. These are full-page laser formats and you need Crystal Reports® to edit them (see “Designing Denali Reports” in the Getting Started guide for information about Crystal Reports). If you need help setting up additional formats, contact Cougar Mountain’s Customer Support Department at (800) 390-7053.

> ***NOTE:*** *You can preview the available formats by selecting the **Print Preview** button. If you select an included Denali format to edit, a message window appears that indicates whether or not you have Crystal Reports installed. If you do, select the message window option to open Crystal Reports and modify the format. If you don’t have Crystal Reports installed, you need to install it before you can modify these formats. For specific information about how to modify formats, refer to your Crystal Reports documentation.*

You can create as many formats as you need.

To create or edit receipt and invoice formats:

1 In the Sales module, select **Hardware and Formats** > **Sales Format Codes** from the left navigation pane.

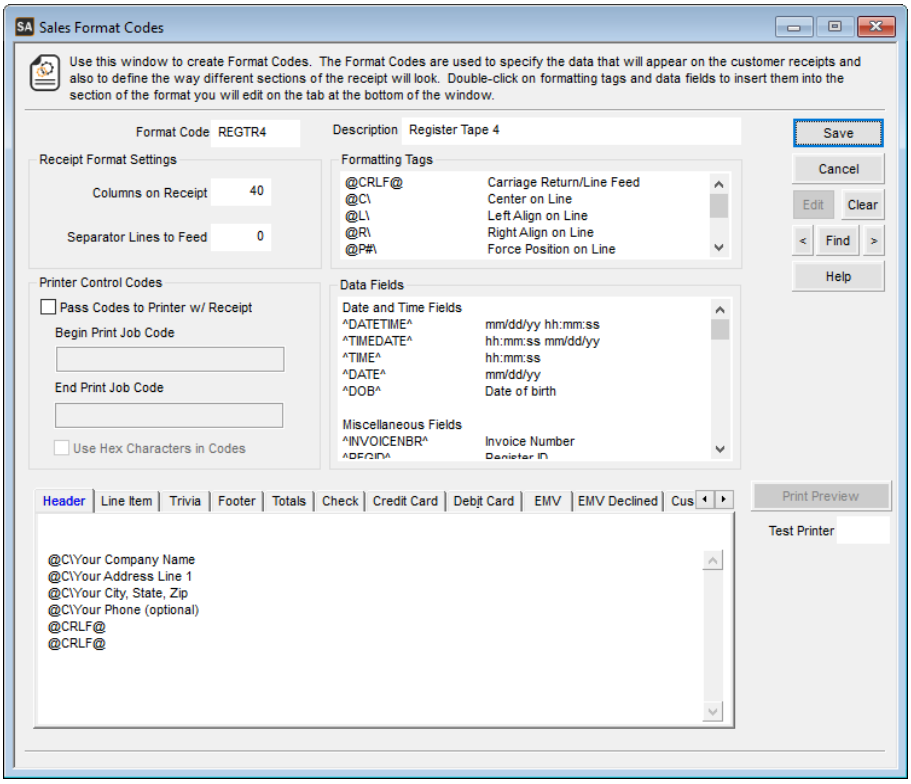


Figure 29: *Sales Format Codes window*

2 To create a new format, enter a Code up to six characters in the **Format Code** field. Or, to edit an existing format, type the format name or select it from the Lookup.

3 Click **Edit** to modify the format.
If you select an included Denali format, you need Crystal Reports to edit it. A message will appear indicating whether or not you have Crystal Reports installed.

4 Make any necessary changes to the general settings.

5 Select the tab that identifies the section of the receipt you want to change, such as the **Header** or **Footer** tab.

6 Place your cursor in the exact location where you want the formatting tag or field information to appear and double-click an option in the **Formatting Tags** or **Data Fields** group to add your change to the receipt/invoice.

7 Select the **Print Preview** button to view your format changes.

The preview window shows how the individual parts of a receipt will appear. Credit card rebate information will not appear in the preview.

8 If the format is acceptable, select the **Finished** button and then click **Save** in the **Sales Format Codes** window.

To specify the default invoice formats to use when you print invoices from the Sales Order Entry window, open the **OE Invoices** tab of the **Sales Set Up Sales Entry Layout** window. To specify which format to use when you print Order Entry invoices from the **Reporting** menu, open the **Defaults** tab of the **Sales Order Entry Preferences** window (see “Setting Order Entry Defaults” on page 19).

To specify which formats to use when you print Point of Sale receipts, open the **Receipt** tab of the **Sales POS Register Codes** window (see “Setting Up Your Registers” on page 73).

Format Invoices/Receipts for Specialty Shop

You can print the multi-pack sold on invoices or receipts. Also, if you set up age verification and selected the **Prompt Clerk** option in the Preferences window (see the Inventory guide), you can choose to print age information on receipts.

To set up your invoices/receipts for use with Specialty Shop:

1 In the Sales module, select **Hardware and Formats** > **Define Your Receipt Formats** from the left navigation pane.

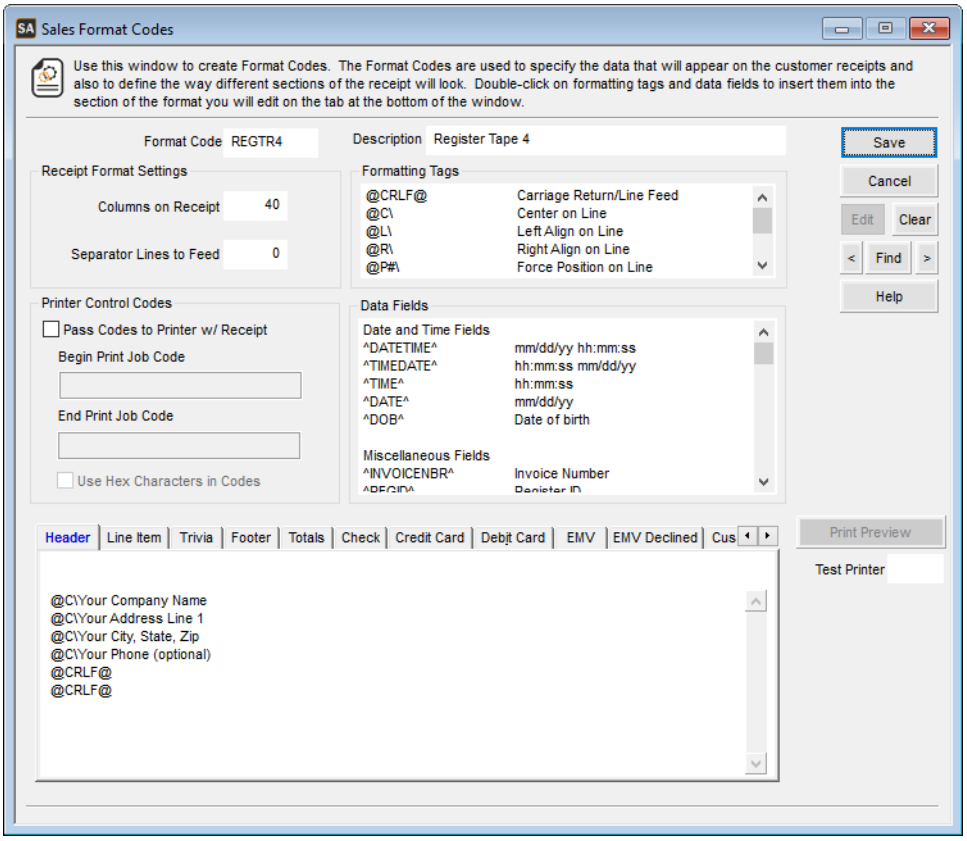


Figure 30: *Sales Format Codes window*

2 In the **Format Code** field, type the format or use the Lookup to select the format you want to change.

3 To add multi-pack and/or age information to the invoice/receipt format, click the tab to which you want to add this information and place your cursor in the exact location where you want this information to show.

For detailed information about the different options in this window, select the **Help** button in the software.

4 Double-click an item in the **Data Fields** section of the window to add it to the format.

Your options are:

- ^MULTIPACK^: This option is in the **Data Information Fields** section. Select this field to print the Multi-Pack Code on the invoice/receipt.
- ^DOB^: This option is in the **Date and Time Fields** section. Select this field to print the customer's date of birth on the invoice/receipt.

DOB will only print if you selected the **Prompt Clerk** option in Sales Module Preferences (see the Inventory guide).

You can also type the format information directly in the text box on the selected tab.

5 If you want to preview the changes, select the **Print Preview** button.

6 When you finish adjusting the format for this invoice/receipt, click **Save** to keep the changes.

Modifying or Deleting Codes

Once a code is created in Sales, you can change the description and some of the other information at any time. However, once a code is in use, it is important to know how a change will affect the rest of the software. For example, if you change a Salesperson Code, the change is going to affect all the registers or batches to which the code is attached. Also, you can only delete codes that are not attached to open transactions or assigned to other areas of the software. Changes you make to codes will not affect previously posted transactions.

NOTE: *If you delete a code, please be aware that you might need to add a new code to any transactions or records it was attached to before you can successfully post.*

To modify or delete a code:

1. Select the code you want to modify from the navigation pane.
2. Type the code or use the Lookup to select the code you want to change or delete.
3. Click the **Edit** button. This button then changes to read **Del**.

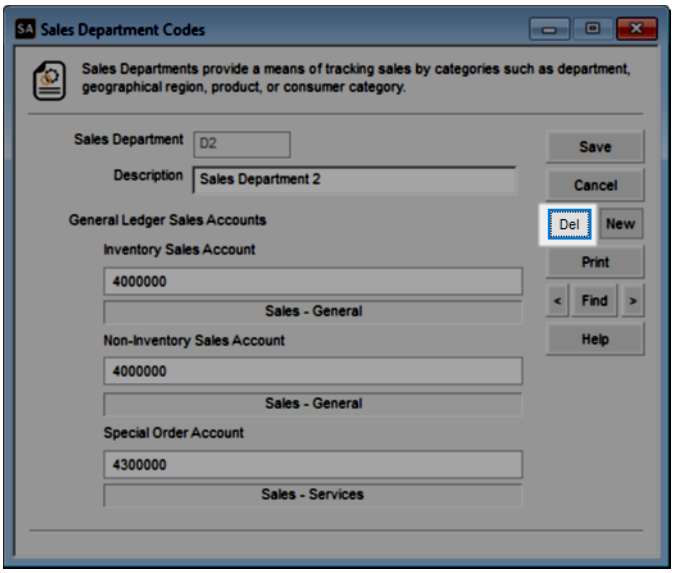


Figure 31: *This image reflects how to delete a Department Code.*

4. If you are editing the code, make your changes and select **Save**.

   - or -

   If you are deleting this code, select the **Del** button.

   If you try to delete a code that should not be deleted because it's attached to records or transactions, you will receive an error message. You can then print out a report that indicates what the code is attached to.

Code Type	To delete it
Department	You must detach Department Codes from all Salesperson Codes and unposted transactions before you can delete the Codes.

Code Type (Continued)	To delete it (Continued)
Salesperson	You must detach Salesperson Codes from any unposted transactions before you can delete the Codes.
Tax	You must post any open transactions that contain the Tax Code you want to delete before you can delete it. Default codes in the software cannot be deleted.
Alternate Tender, Normal, Paid Out, Coupon/Buy Down	You must detach these Codes from unposted transactions before you can delete the Codes.
Credit Card	You must detach Credit Card Codes from all records before you can delete the Codes.
Register	You must post all transactions associated with Register Codes before you can delete the Codes.
Frequency	You must detach Frequency Codes from all records before you can delete the Codes.
Comment	You can delete Comment Codes to prevent them from being used in the future. However, all Comment Codes that were already included with transactions will still be visible.
Ship Via	You must detach Ship Via Codes from any unposted transactions before you delete the Codes.

Implementing Special Pricing

Many businesses have some sort of special pricing practices. With Denali, you can set up automated special pricing for individual customers or combinations of customers and stock items. These pricing types require integration to other modules such as Inventory and Accounts Receivable.

You can establish customer pricing based on a customer type, such as Retail or Wholesale. See the Accounts Receivable guide for information about using customer types to classify groups of customers. You can also set up pricing based on the combination of a customer and stock item through a Price Level Code, Discount Code, or a Margin/Markup Code.

Setting Up Special Pricing for a Customer

Customer Special Pricing is used to assign a stock item price to a specific customer every time you sell that item to the customer. This is sometimes referred to as contract pricing. This differs from the other pricing schemes in that it applies to an individual customer for the stock items you assign to them to be discounted.

You can set up each customer special price to allow a salesperson to override the price at the time of sale and/or to have the system use the lowest price available (for example, if there is a lower promotional price).

Example: Customer Special Pricing

Mystery novels in a particular series normally sell for $10 each. Aunt Charlene expects you to always sell her these novels for $8. With Customer Special Pricing, you can set up the system so that every time Aunt Charlene buys a mystery novel, she is charged $8, but everyone else is charged $10.

To assign a special price to a particular customer:

1 In the Sales module, select **Pricing** > **Establish Special Pricing for Customers** from the left navigation pane. The **Sales Customer Special Pricing** window will open.

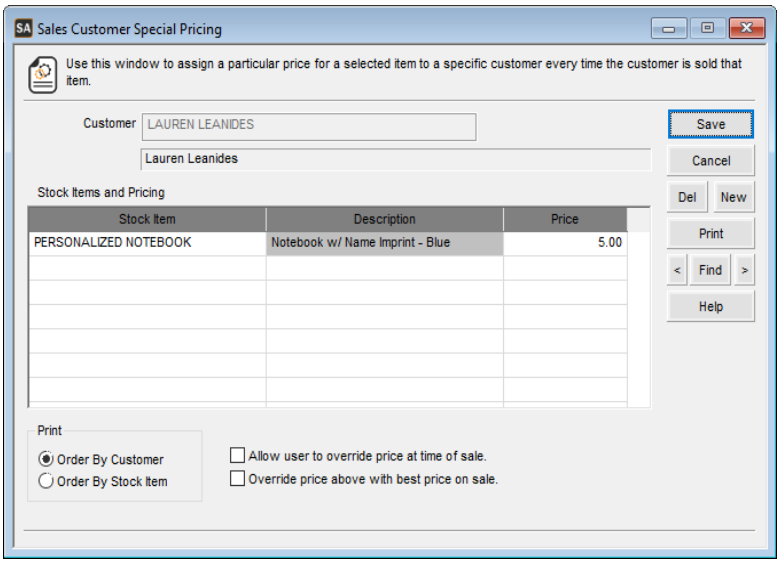


Figure 32: *Sales Customer Special Pricing window*

2 Type the customer name or use the Lookup to select the customer for whom you want to set up special pricing.

3 Enter the stock item and price you want to assign to this customer. For detailed information on the options in this window, select the **Help** button in the software window.

4 Select the **Allow user to override price at time of sale** check box to allow salespeople to manually override the special price.
If you leave this check box unchecked, you won't be able to override the price during a sales transaction.

5 Select the **Override price above with best price on sale** check box to have the system use the lowest price available at the time of sale.
If you leave this check box unchecked, the special price will be used regardless of any other promotions or discount pricing available.

6 Select **Save** to keep the special pricing for this customer.

You can use Crystal Reports® to add fields to the Customer Special Pricing Report to help you set up an order guide. Refer to your Crystal Reports documentation for instructions or contact our Crystal Reports specialist at (800) 390-7053.

Setting Up Price Level Codes

Price Level Codes only work with stock items that use level type pricing. At the time of sale, the system automatically combines the Customer Type with the Inventory Code and compares the combination to the Price Level Codes, then charges the correct price level for each item. You must set up Price Level Codes before your special price levels take effect.

If you haven't already attached Type Codes to your customer accounts or attached Inventory Codes to your stock items, you must do so before you continue. See the Accounts Receivable and Inventory guides for information.

To create your Price Level Codes in Sales, follow these steps:

1 In the Sales module, select **Pricing** > **Set Up Price-Level Pricing** from the left navigation pane. The **Sales Price Level Codes** window will open.

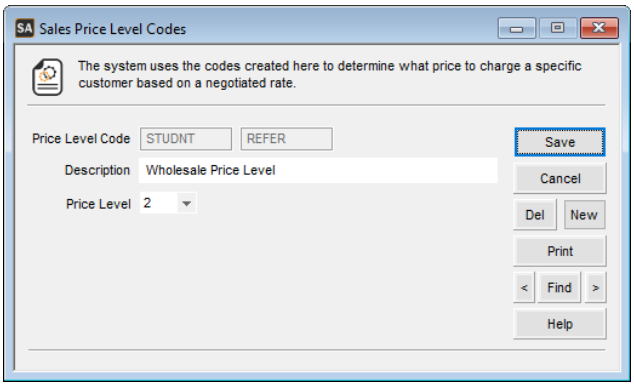


Figure 33: *Price Level Pricing*

2 In the **Price Level Code** boxes enter the AR Type Code in the first box and the IN Code in the second box. Customers who have this combination will be charged the price level you assign.

3 Type a unique description to identify your Price Level Code in the **Description** box.

4 From the drop-down, choose a Price Level for this code: the choices are levels 1-5 and correspond with the price levels on the **Qty / Price Info** tab of the **IN Stock** window.

5 Click **Save** to keep the code information.

Setting Up Discount Codes

Discount Codes combine a customer discount code and a stock item discount code to determine the discount to apply.

To set up Discount Codes, you will need to:

- add the customer discount code to the customer records in Accounts Receivable
- add the stock item discount code to the stock item records in Inventory
- create the Discount Code in Sales

You can perform these three tasks in any order, but the code will not take effect until you complete all three.

You should plan your Discount Codes before you set them up.

Follow these steps to set up a Discount Code in the Sales module:

1. In the Sales module, select **Pricing** > **Define Discount Pricing** from the navigation pane. The **Sales Discount Codes** window will open.
2. Enter the Discount code from the **Discount** field of the **AR Customers** window in the first field and the Discount code from the **Discount** field of the **IN Stock** window in the second field.

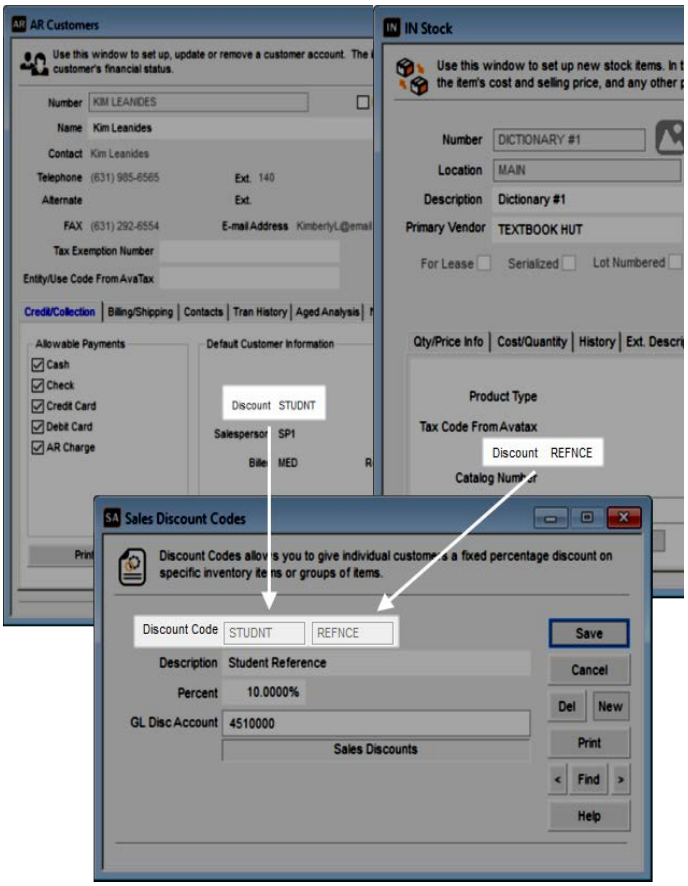


Figure 34: *Creating a Discount Code*

3. Enter a description for this Discount Code.
4. Enter the percentage to deduct from the price of the stock item.
5. Enter the ledger account you want to direct the discounts to in the **GL Discount Account** box. For detailed information on the options in this window, select the **Help** button.

6 If you are using the General Ledger Interface Table, enter the GL Key. If the Sales module is not integrated to General Ledger, you can leave this box blank. For more information on the General Ledger Interface Table or GL Keys, refer to the General Ledger guide.

> ***NOTE:*** *If you have a Terms Code established in Accounts Receivable for timely payment discounts, and you want your Sales discounts to be posted to the same General Ledger account, use the same GL Key that was used on the Accounts Receivable Terms Code. If not, make up a GL Key to be used as an Interface Code in the Application Interface Table. Use any combination of up to six letters, numbers, or special characters. Be careful, however, not to duplicate an already existing Interface Code.*

7 Select **Save** to save this code.

Setting Up Markup/Margin Codes

Markup/Margin Codes combine a customer discount code and a stock item discount code to determine the markup or margin to apply.

To set up Markup/Margin Codes, you will need to:

- add the customer discount code to the customer records in Accounts Receivable
- add the stock item discount code to the stock item records in Inventory
- create the Markup or Margin Code in Sales

You can perform these three tasks in any order, but the code will not take effect until you complete all three.

You should plan your Markup/Margin Codess before you set them up.

To create your Markup or Margin Codes:

1 In the Sales module, select **Pricing** > **Set Up Markup / Margin Pricing**. The **Sales Markup/Margin Codes** window will open.

2 Enter the code from the **Discount** box in the **AR Customers** window in the first box and the code from the **Discount** box in the **IN Stock** window in the second box.

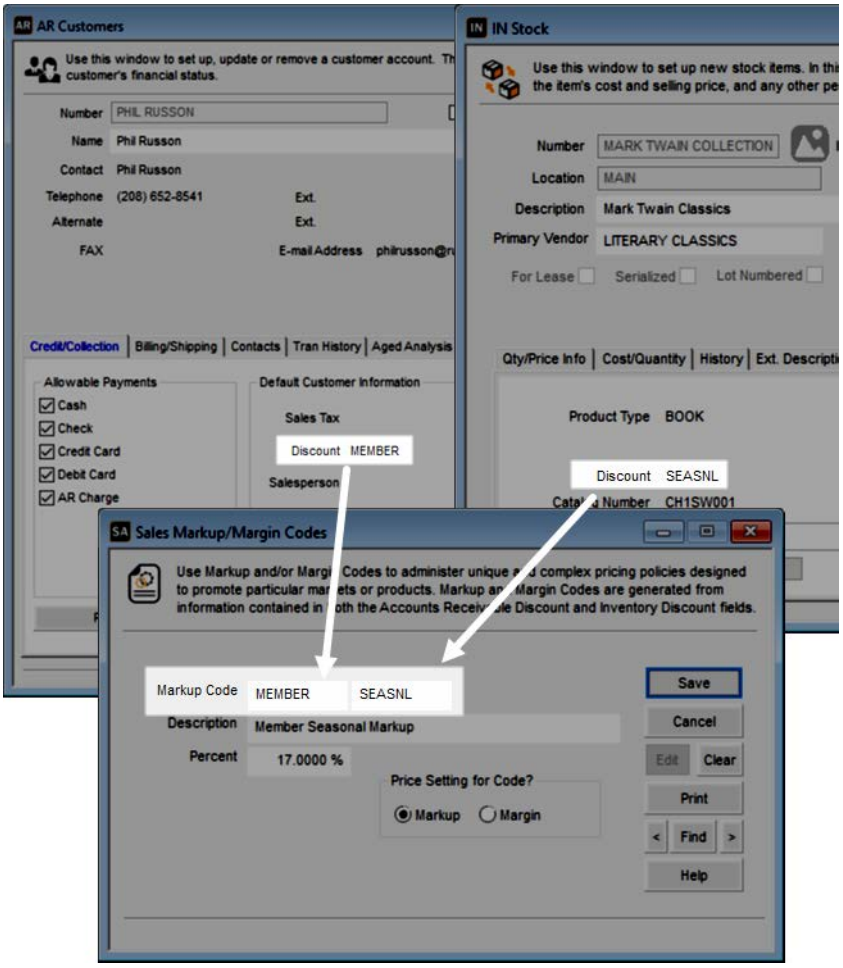


Figure 35: *Creating a Markup or Margin Code*

3 In the **Description** box, enter a description that easily identifies the customer and stock item combination.

4 Enter the percentage to use for the price calculation in the **Percent** box.
If this a Markup type code, the percentage you enter here is the percentage prices are marked up from cost. If this a Margin type code, the percentage you enter here is the profit margin percentage built into the calculated price.

5 Select either the **Markup** or the **Margin** pricing type to control how the percentage specified on the previous line is used to calculate the item price.

6 Select **Save** to keep this Markup/Margin Code.

Establishing Recurring Comments

There are several different types of comments you might need to include on your invoices or receipts. All the things you might include fall into two basic categories: comments that are unique and comments you use repeatedly.

Unique comments are those that would differ from one sale to the next, and are rarely, if ever, the same. The sales clerk enters the information at the time of the sale (refer to “One-Time Comments” in the Sales Clerk guide for instructions on entering unique comments during transaction entry).

If you have information that your clerks repeatedly include on invoices/receipts, you can use Comment Codes to help streamline the entry process. For example, you might use these codes to include return policies, upcoming promotion information, or store hours. Comment Codes are not associated with specific stock items, but can be included in any transaction (see the “Setting Up Prompts When Ordering/Selling Items” section of the Inventory guide for comments specific to stock items).

Planning Comment Codes

If you have comments that either require long descriptions or that sometimes appear together on invoices or receipts, you can create grouped Comment Codes to further decrease entry time. By grouping your Comment Codes, you gain additional control and flexibility. Grouped codes have the first five characters alike and the sixth character different. The example in this section uses the following grouping method for Comment Codes:

- SALES1
- SALES2
- SALES3
- SALES4

Each Comment Code identifies a different comment line (line of text). The sixth character can be a letter or a number. When you select a Comment Code using the Lookup during sales entry, the system adds comments corresponding to the code you selected and all the codes of the group that follow. This feature is useful for both long descriptions and for different comments that sometimes appear together on transactions.

Example: How could I group comments for sales?
Suppose you have the following Comment Codes set up: • SALES1 Thank you for you business. • SALES2 Please let us know how we are doing. • SALES3 Remember to sign up for our special mailings. • SALES4 Our special mailings are sent out monthly. If you enter the Comment Code SALES in the entry window, all four comment lines will appear, one after the other. If you enter the Comment Code SALES3, only the third and fourth comment lines will appear. By setting up groups of Comment Codes in this manner, you can keep similar comments together and help streamline sales entry.

You can add as many Comment Codes as you need to create the comments you’ll be using on your invoices/receipts.

To create you Comment Codes:

1 In Sales, select **Options** > **Define Frequently-Used Comments** from the left navigation pane.

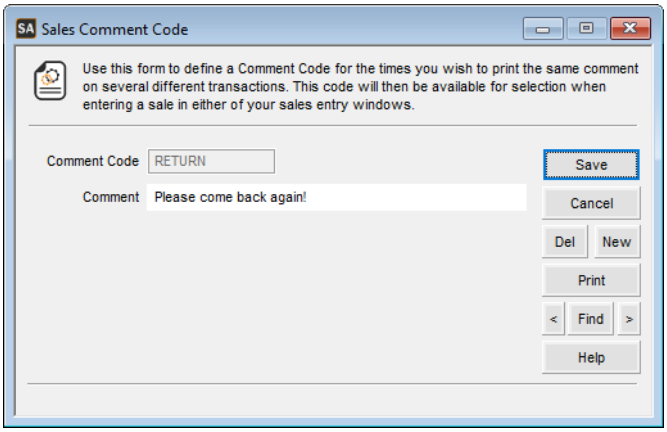


Figure 36: *Sales Comment Code window*

2 In the **Comment Code** box, enter a code of up to six alphanumeric characters. This code is used to distinguish this comment from others and it appears in Lookups.

3 In the **Comment** box, enter the comment that you want to appear in the transaction when you select this code.

4 Select **Save** to keep this comment.

Tracking and Handling Checks with Insufficient Funds

Any business that accepts checks as payment might have to confront the issue of non-sufficient funds (NSF) checks. With Denali, you can track customer and bank information when you receive an NSF check. If the same customer attempts to present a check again, the system displays a warning and you can address the issue with the customer.

To maintain information for a non-sufficient funds check:

1 In the Sales module, select **Options** > **Set Up Handling of Flagged Checks** from the left navigation pane.

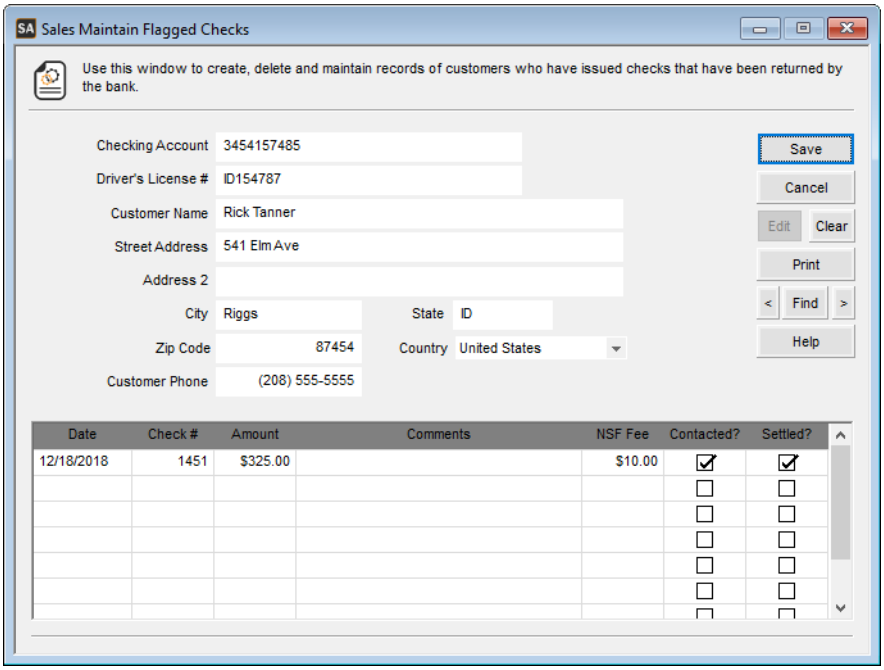


Figure 37: *Sales Maintain Flagged Checks window*

2 Complete the customer and check information in the window.

3 Once you contact the customer about the check, select the check box in the **Contacted?** column.

4 After the check is settled, select the check box in the **Settled?** column.

At period end, you can purge the settled checks from the system (see “Purging Settled Checks” on page 127).

Customizing the Sales Entry Window

By customizing the Sales Order Entry and Sales POS Register windows, you can control which customer information to view and how to view it, modify the fields and columns that appear in the header and detail sections of the windows, and choose which forms of tender to accept and how to collect them. Use the **Sales Set Up Sales Entry Layout** window to set up the entry window for both Order Entry and Point of Sale; there is one default screen for each module.

The first thing we recommend is that you become familiar with the different elements of the Sales Order Entry and Sales POS Register windows. After you see the defaults that exist in the system and what options are available, you can decide what changes you want to make. Consider the needs of your business and how you might want to change the layout from the default.

To view the default sales entry layout, in the Sales module, select either **Order Entry Tasks** > **Enter / Edit Customer Orders** or **Point of Sale Tasks** > **Enter Sales** from the left navigation pane.

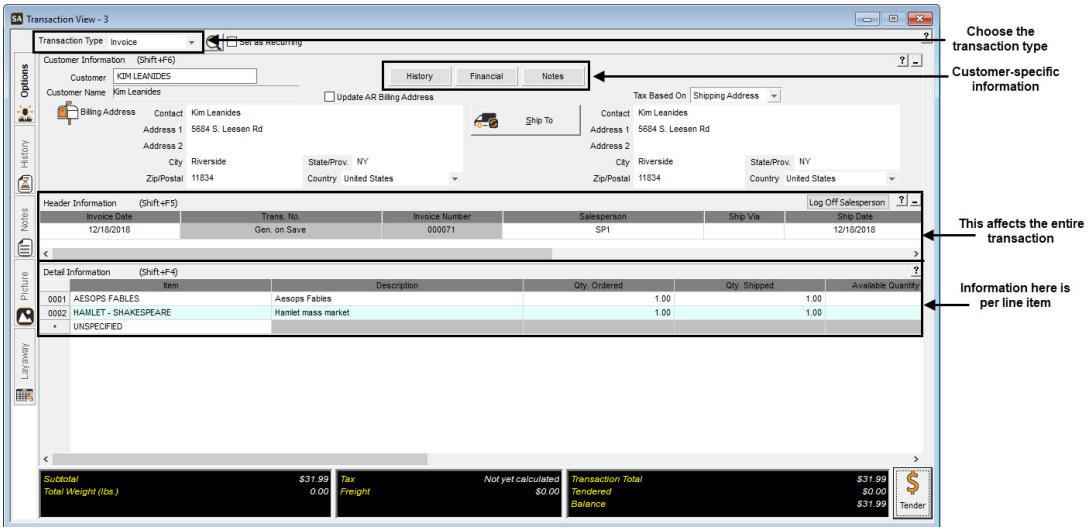


Figure 38: *Sales window*

To modify the default layouts or create new layouts see “Changing or Creating a Sales Entry Layout” on page 57).

See the Sales Clerk guide for information on entering sales transactions.

Changing or Creating a Sales Entry Layout

After you preview the Sales Order Entry and/or Sales POS Register windows and consider the needs of your business, you might choose to adjust the default layout of the window(s) or create new layouts. Each layout has a Layout Code that identifies a particular screen when you enter sales.

Each tab of the **Sales Set Up Sales Entry Layout** window represents the associated area of the entry window. For example, if you define prompts on the **Header** tab, those will appear in the top portion of the entry window. Likewise, if you define prompts on the **Detail** tab, they will appear on specific detail lines. For specific information on the options in this window, select the **Help** button in the software.

To learn how to specify the default Order Entry Layout Code to use when you enter sales transactions, see “Setting Order Entry Defaults” on page 19. To learn how to specify the default Point of Sale Layout Code when you enter sales transactions, see “Setting Point of Sale Defaults” on page 22.

To change or create a sales entry layout:

1 In the Sales module, select **Options** > **Customize the Order Entry Windows** or **Options** > **Customize the Register Windows** from the left navigation pane.

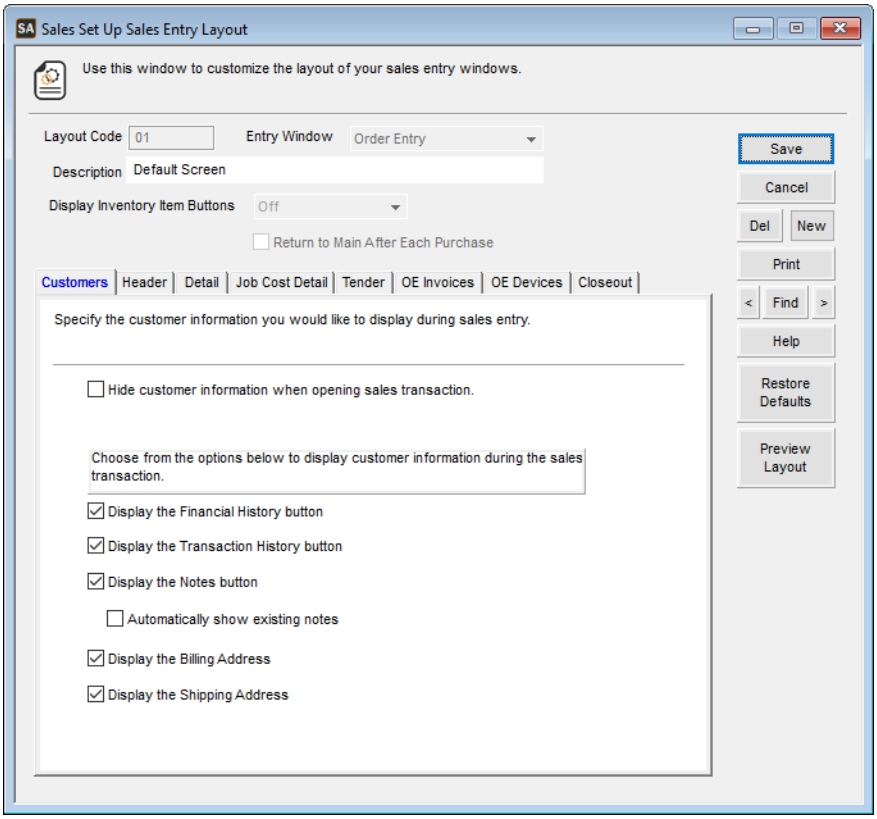


Figure 39: *Sales Set Up Sales Entry Layout window, Customers tab*

2 If you want to modify a layout, type the Layout Code or use the Lookup to select the layout you want to change, and then click **Edit**. If you want to create a new layout, enter a unique code up to six alphanumeric characters.

3 If you are creating a new layout, choose the type of layout you want to define. If you are modifying an existing layout, you cannot change the entry window type.

4 Enter or change the layout description. The description helps identify the Layout Code and is useful if you have many different layout configurations defined. This description appears in Lookups.

5 If you have a touch screen monitor and are setting up a Point of Sale layout, select how you want your stock item buttons to display in the Register window from the **Display Inventory Item Buttons** drop-down.
You can set up the stock item buttons in the **Sales Set Up Inventory Item Buttons** window.

6 Enter how you want the layout to appear on each tab. Click the Help button in the window for information specific to the options in the window.

To preview the layout you set up, select the **Preview Layout** button on the right side of the **Sales Set Up Sales Entry Layout** window.

Setting Up Stock Item Buttons for the Register Window

If you have a touch screen monitor, you can set up stock item buttons to appear in your Register window that you can tap to add an item to a sale. To set up stock item buttons, you must select an option other than *Off* from the **Display Inventory Item Buttons** drop-down in the **Sales Set Up Sales Entry Layout** window.

Although these buttons are designed for a touch screen, you can also mouse-click them.

To set up inventory item buttons for the Register window:

1 In the Sales module, select **Options** > **Set Up Item Buttons** from the left navigation pane.

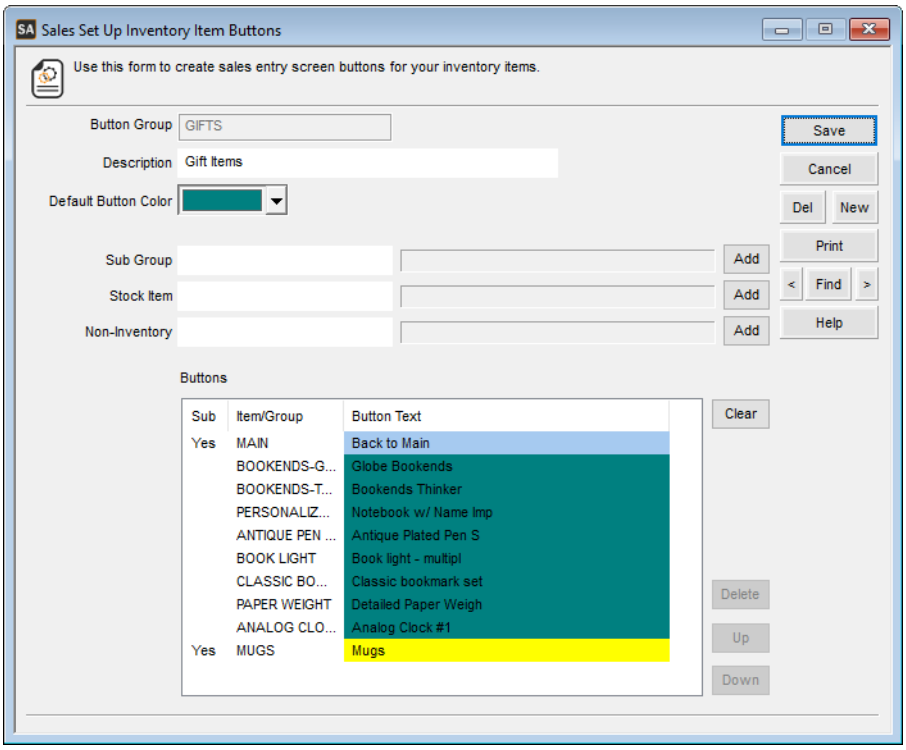


Figure 40: *Sales Set Up Inventory Item Buttons window*

2 If you want to set up your top-level item group, leave the default group of *MAIN* in view. If you want to set up a different item group, select the **New** button.

3 To set up a new item group, enter a button group name up to 20 characters and a description to help identify the group.

4 To add a subgroup to this item group, use the Lookup in the **Sub Group** field or type the subgroup and click **Add**.
If you type in a subgroup name that doesn't exist, you'll receive a message that asks if you want to

create a new group. If you select **Yes**, the subgroup will be added to this item group and you can define the items in that group another time.

> ***Tips & Tricks:*** **Adding a Back to Main Button to Each Subgroup**
>
> In the **Sales Set Up Sales Entry Layout** window, you can choose to return to the top-level (*MAIN*) item group each time you add an item from a subgroup to a sale in the Register window or you can choose to remain in the current subgroup. If you choose to remain in the current subgroup, you can set up a **Back to Main** button to have access to the *MAIN* item group from all your subgroups. To do this, add *MAIN* as a subgroup to each item group.
>
> If your items appear across multiple panes in the Register window, you can include the **Back to Main** button in each pane of items by adding *MAIN* as a subgroup multiple times and using the **Up** and **Down** buttons to put each **Back to Main** button in the spot you want it.

5. Depending on if this is a stock or non-inventory item, use the Lookup or type the item number in the **Stock Item** or **Non-Inventory** field, and click **Add**.
6. In the **Buttons** list box, you can move stock items up and down to change the order they appear in the Register window, and you can delete individual stock items or clear the entire list.
7. Select **Save** when all your stock items and subgroups are added to this item group and they are in the order you want them to appear in the Register window.

Troubleshooting: Setting Up the Sales Module

At times, problems or errors can occur that are simple to fix without contacting Customer Support. Here, we indicate some common problems and ways to correct them. If you do not find what you are looking for in this section, refer to the help options under the “Denali Help” section of this guide and/or check the Documentation section of our Customer Service Center at https://service.cougarmtn.com/documentation/ before you contact Customer Support. If you would like to offer suggestions for additions to our Troubleshooting sections, please email us at documentation@cougarmtn.com.

To Fix This:	Try This:
My salesperson (and/or sales department) information can change from line to line in a single transaction. I only see how to set a single salesperson (or sales department) per transaction, but I need to do so for each detail line.	The default Salesperson Code and Sales Department Code automatically apply to the entire transaction. If you need the ability to specify a different salesperson and/or sales department for different detail lines of a single transaction, make sure you have the Salesperson or Sales Department field visible in the detail section of the sales entry windows. To do this, see “Customizing the Sales Entry Window” on page 56.
My sales tax is calculating incorrectly.	Check your Sales Tax Code (see “Working with Sales Tax (Sales Tax Codes)” on page 35). You can specify many different entities for which you collect sales tax and the percentages to collect. Check the Limit/Activation settings carefully.
I set up a field so my clerks can enter tracking information during sales entry, but it is not appearing in the entry window.	You have to set the field to appear in the entry window. Select **Options** > **Customize the Order Entry Windows** or **Options** > Customize the Register Windows to access the **Sales Set Up Sales Entry Layout** window. Select the layout that has the missing field, and click **Edit**. Then, select either the **Header** or **Detail** tab and be sure that there is both a width and number specified for the field (column) you want to appear. The **Column Number** must be set to a number greater than zero in order for it to appear. See “Changing or Creating a Sales Entry Layout” on page 57 for more information.
I posted my sales transactions, but I am unable to see the stock item quantity changes reflected in Inventory.	Open the **Sales Point of Sale Preferences** and/or **Sales Order Entry Preferences** window(s) and make sure your integration to Inventory is set to either **Batch Mode** or **Immediate - Commit Inventory**.

Chapter

3

Setting Up Your Hardware and Registers

Setting Up Your Hardware

Setting Up Your Registers

Troubleshooting: Setting Up Your Hardware and Registers

DENALI

You might use several different hardware devices during sales transactions, including a bar code scanner, credit card reader, cash register, cash drawer, and/or customer pole display. These might be integrated systems or individual peripheral items that you use together. Refer to this chapter to learn how to set up hardware devices you will use.

Setting Up Your Hardware

Before you can set up the sales entry windows to recognize your hardware, you must set up the devices in the system. The instructions in this section will teach you how to set up your hardware devices to work with Denali.

To set up your hardware devices:

1 In the Sales module, select **Hardware and Formats** > **Set Up Individual Devices** from the left navigation pane.

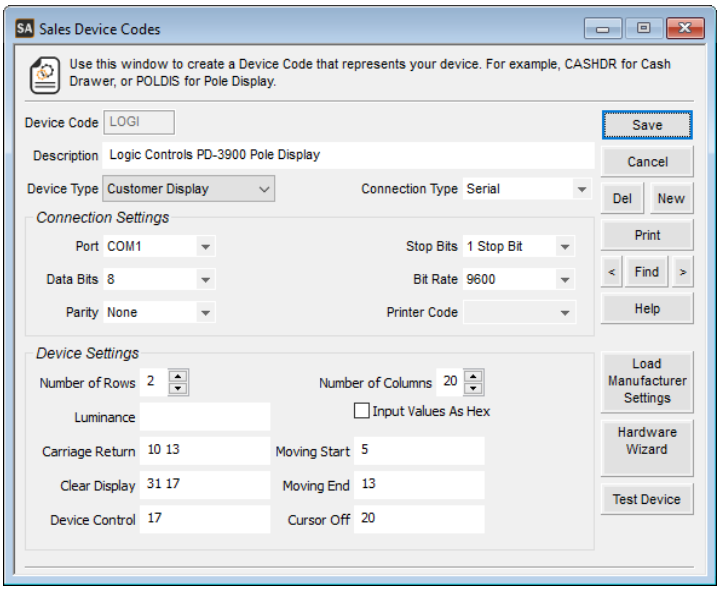


Figure 1: *Sales Device Codes window*

2 Enter the code and description you want to use for this Device Code and select the device type. Depending on your selection, there might be additional fields that you need to define.
For additional information on each of these device types, refer to “Defining Your Devices” on page 64.
For specific information on the options available in this window, select the **Help** button in the software.

3 If you prefer to use the manufacturer’s settings for this device type, see “Setting Up Hardware Using the Manufacturer’s Settings” on page 70 for details on using this option.
If you want to enter the settings individually, continue to the next step.

4 Select the type of connection you will use for this device and complete the *Connection Settings* fields. Depending on your selections in the previous steps, some options are unavailable.

5 After you enter all the criteria for this Device Code, select the **Test Device** button to ensure it is functioning correctly.

6 If the device is functioning properly, select **Save** to keep the settings.

Defining Your Devices

In the Sales module, there are several different device types from which to choose. Some devices are used in both Point of Sale and Order Entry (e.g., bar code scanner), while others are primarily used for Point of Sale transactions (e.g., pole display). Each device that you use requires different settings and this section provides information for these settings.

If you need to set up a credit card, debit card, or check franker, refer to the documentation that accompanied your check or card authorization software, or contact your authorization software company. If you have questions about the functionality of the equipment, refer to the documentation that accompanied your hardware.

Bar Code Scanner Device

If you use a bar code scanner, depending on the connection type you choose, you might see a few different options in the *Connection Settings* section of the **Sales Device Codes** window.

To define the settings for your bar code scanner:

1 In the **Sales Device Codes** window, enter a code up to six characters and a meaningful description for this device.

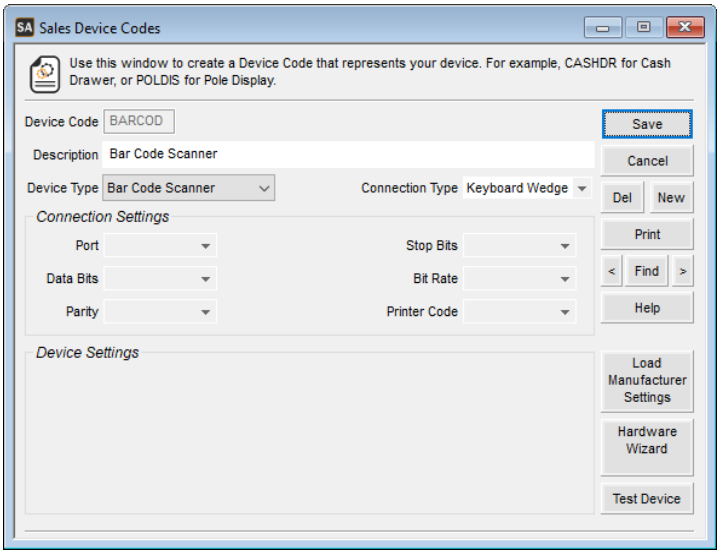


Figure 2: *Sales Device Codes window*

2 Select *Bar Code Scanner* from the **Device Type** drop-down list.

3 Specify the type of connection to the system in the **Connection Type** drop-down list.
For specific information on the options available in this window, select the **Help** button in the software.

4 Refer to the documentation from your hardware device to determine the settings for the device. Because you can set up the bar code scanner directly from the manufacturer's instructions, there are no additional settings to define in this window.

5 Click the **Test Device** button to test the settings for this device.

The information scanned by the bar code reader appears in the **Text Scanned** text box.

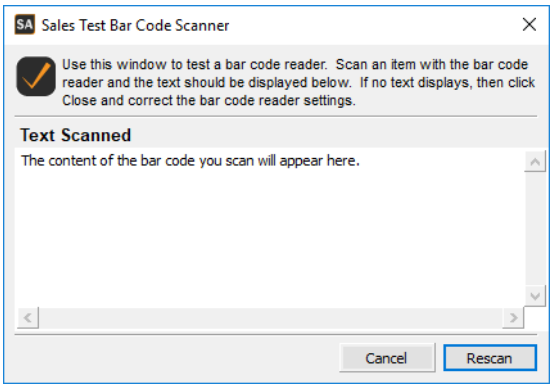


Figure 3: *Sales Test Barcode Scanner window*

6 To clear the contents of the window in preparation to test scan another item, select the **Rescan** button.

7 Select **Save** to keep this Device Code. Refer to the documentation that accompanied your device to configure the equipment.

Card Reader Device

Cougar Mountain Software partners with TSYS™ to provide you with payment processing solutions. TSYS offers the Genius Customer Enhancement Device® to swipe payment cards. See the Services and Companion Products guide for more information about TSYS products to use with Denali and how to set them up.

Cash Drawer Device

If you use an automatic cash drawer, refer to this section for specific instructions to set it up. In the *Cash Drawer Settings* section of the **Sales Device Codes** window, you need to specify the open drawer value and whether or not to input this value as a hex setting.

To define the settings for your cash drawer:

1 In the **Sales Device Codes** window, enter a code up to six characters and a meaningful description for this device.

2 Select *Cash Drawer* from the **Device Type** drop-down list.

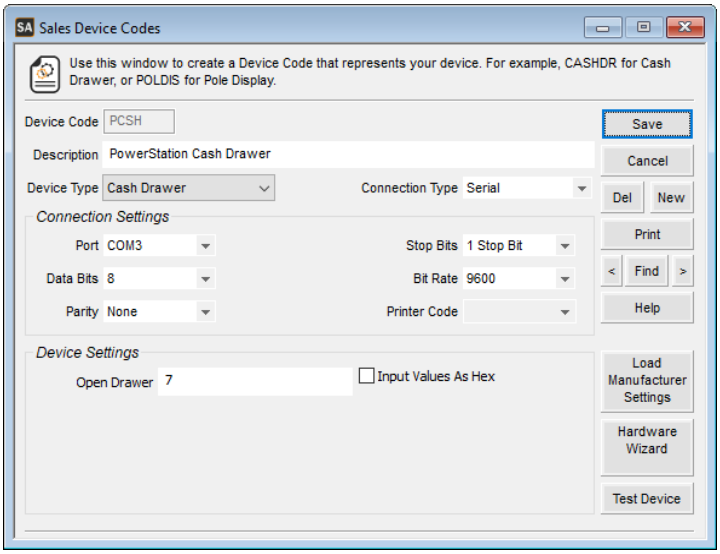


Figure 4: *Sales Device Codes window, cash drawer*

3 Specify the type of connection to the system in the **Connection Type** drop-down list. For specific information on the options available in this window, select the **Help** button in the software.

4 Refer to the documentation that came with your hardware device to determine the settings for the **Connection Settings** and **Device Settings** sections of the window.

5 Click the **Test Device** button to test the settings for this device. If the cash drawer opened, select **Yes**. A message appears reminding you to save your settings. If the cash drawer didn't open, select **No**. A message appears with suggestions of the most common reasons that the test was unsuccessful.

6 When the test is complete, close the window and select **Save** to keep the Device Code. Refer to the documentation that accompanied your device to configure the equipment.

NOTE: *If you have a cash drawer connected to a parallel port that opens weakly or does not open at all, you might need to change the Device Code settings for that drawer. In the **Open Drawer** field, add a number between 1 and 255 in front of the existing setting. For example, if your setting is currently 27 112 0 50 50, you could change it to 3 27 112 0 50 50.*

Check Franker Device

If you use a check franker, depending on the connection type you choose, you might see a few different options in the *Connection Settings* section of the **Sales Device Codes** window. You might also notice that several additional fields appear in the *Device Settings* section of the window.

To define the settings for your check franker:

1 In the **Sales Device Codes** window, enter a code up to six characters and a meaningful description for this device.

2 Select *Check Franker* from the **Device Type** drop-down list.

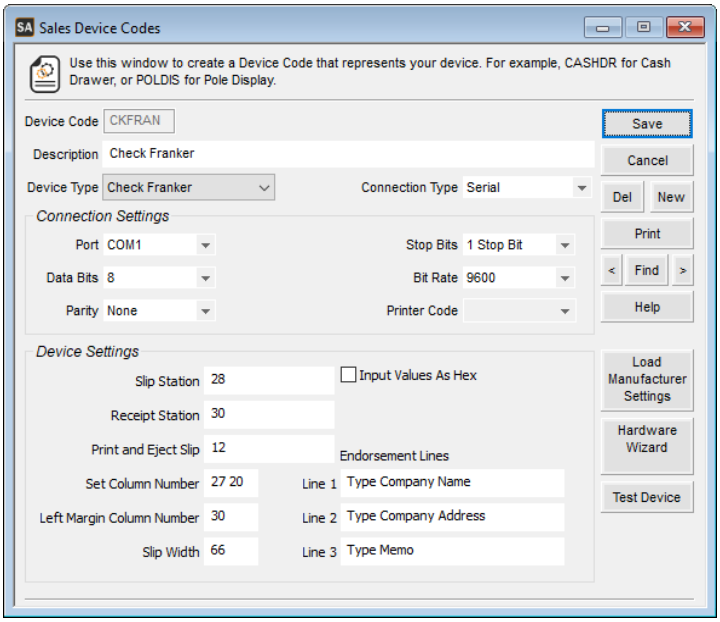


Figure 5: *Sales Device Codes window, check franker*

3 Specify the type of connection to the system in the **Connection Type** drop-down list.
For specific information on the options available in this window, select the **Help** button in the software.

4 Refer to the documentation from your hardware device to determine the settings for the **Connection Settings** and **Device Settings** sections of the window.

5 Enter the information you want to appear on the checks in the **Endorsement Lines** boxes.

6 Click the **Test Device** button to test the settings for this device. When the test is complete, follow the instructions in the message window to complete the setup.

7 Once the settings are finalized, save this code. Refer to the documentation that accompanied your device to configure the equipment.

Customer Display Device

If you use a customer pole display device, depending on the connection type you choose, you might see a few different options in the *Connection Settings* section of the **Sales Device Codes** window. Define the settings for the connection you want to use.

To define the settings for your customer display:

1 In the **Sales Device Codes** window, enter a code up to six characters and a meaningful description for this device.

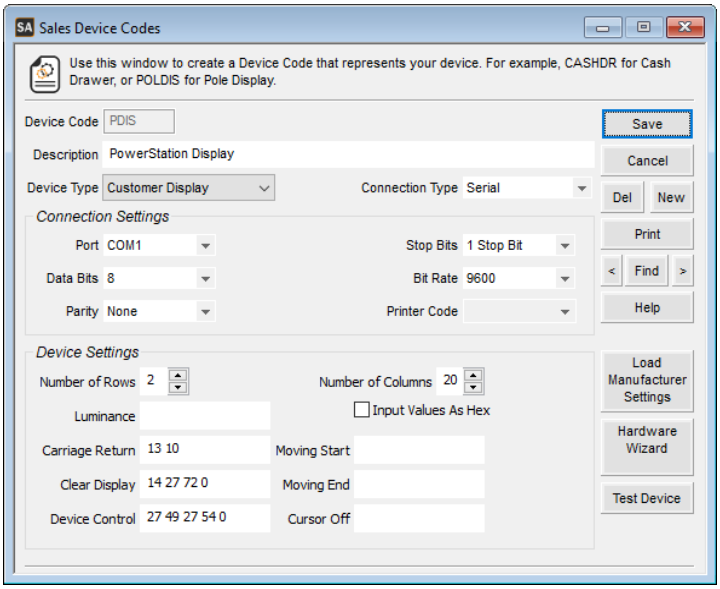


Figure 6: *Sales Device Codes window, customer display*

2 Select *Customer Display* from the **Device Type** drop-down list.

3 Specify the type of connection to the system in the **Connection Type** drop-down list.
For specific information on the options available in this window, select the **Help** button in the software.

4 Refer to the documentation from your hardware device to determine the settings for the **Connection Settings** and **Device Settings** sections of the window. The information you need to configure the display can usually be found in the hardware documentation. If it is not in the documentation, contact the manufacturer.

5 Click the **Test Device** button to test the settings for this device.

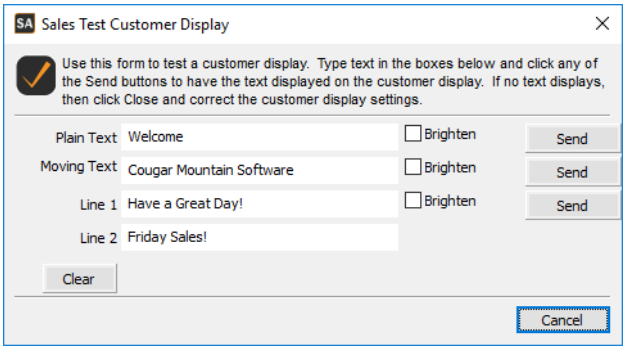


Figure 7: *Sales Test Customer Display window*

6 If the device improperly displayed the information, adjust the settings and test it again or select **Cancel** to exit this window.

7 Once the settings are finalized, save this code. Refer to the documentation that accompanied your device to configure the equipment.

Weight Scale Device

Denali is compatible with Avery scales in the model 6700 family. The Avery manufactured scale is sold under the following brand names: Avery, Weight-Tronix, and NCI. You can find out more about Avery products at www.averyweigh-tronix.com/usa. For information on weighing an item at the time of the sale, refer to the Sales Clerk guide.

To set up your weight scale device:

1 In the **Sales Device Codes** window, enter a code up to six characters and a meaningful description for this device.

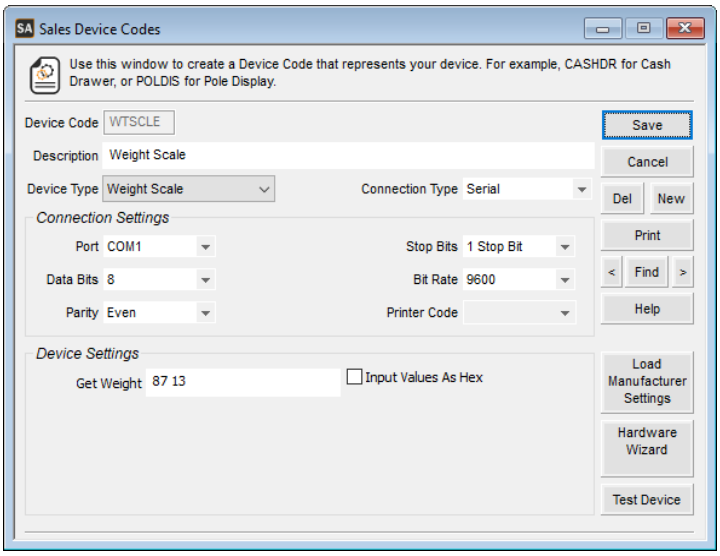


Figure 8: *Sales Device Codes window, weight scale*

2 Select *Weight Scale* from the **Device Type** list.

3 Specify the type of connection to the system in the **Connection Type** drop-down list and fill in the **Connection Settings** fields.
For specific information on the options available in this window, select the **Help** button in the software.

4 Enter the scale's command code in the **Get Weight** field. The scale's unique code should be in the documentation you received with the weight scale hardware.

> ***NOTE:*** *All Avery scales in the model 6700 family use the same command code, which is 87 13.*

5 Select **Input Values As Hex** if your scale inputs weight values using a hexadecimal system. Refer to your hardware documentation to see what system it uses.

6 To test the weight scale, click the **Test Device** button to test the settings for this device. In the window that appears, the **Weight Value** field is set to zero and the scale's default maximum weight shows in the **Maximum Capacity** field.

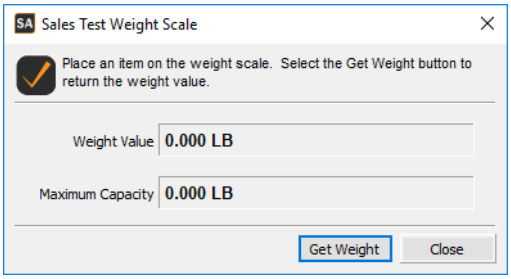


Figure 9: *Sales Test Weight Scale window*

7 Place a stock item on the scale to test that the scale is communicating the weight value to Denali, and then click the **Get Weight** button. If the scale is functioning properly, the weight of the stock item appears in the **Weight Value** field.
If the weight reading varies while you weigh an item, for instance because the item is unstable, you might see an error message that the weight scale is not responding. Click **OK**, stabilize the item, and then select **Get Weight** to try again.

8 When you are done testing the scale, close the test window and save this code.

Setting Up Hardware Using the Manufacturer's Settings

You might decide that you want to load the manufacturer's settings for a specific device rather than define the settings yourself. Follow the instructions in this section to do so.

To load manufacturer settings for your hardware devices:

1 In the **Sales Device Codes** window, click the **Load Manufacturer Settings** button in the lower-right corner.

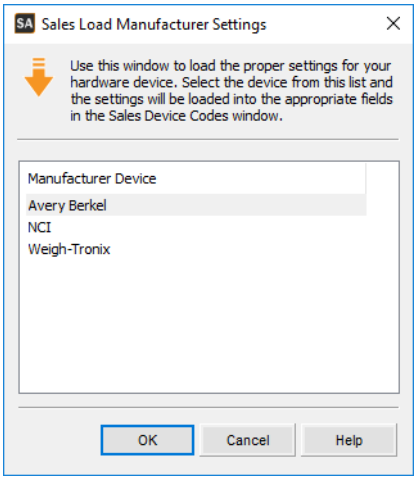


Figure 10: *Sales Load Manufacturer Settings window*

2 Select the device for which you would like to load settings from the list in this window and click **OK**. The list of manufacturer devices that appear in this window will depend on the device type you set for this Device Code. Once the settings are loaded, you will return to the **Sales Device Codes** window.

3 Click the **Test Device** button to test the settings for this device.

4 Save this code.

Setting Up Hardware Using the Hardware Wizard

You can use the Device Wizard to help you set up new Device Codes. The Device Wizard guides you through the steps to set up your devices. Depending on the type of device you want to configure, the options you see in the windows will vary. The examples shown in this resource reflect the setup of a cash drawer.

To set up a new hardware device using the Hardware Wizard:

1 In the Sales module, select **Hardware and Formats** > **Set Up Individual Devices** from the left navigation pane.

2 Select the **Hardware Wizard** button in the lower-right corner of the window and click Next.

3 In the Welcome to the Hardware Wizard window, click Next. The Create a New Device window appears.

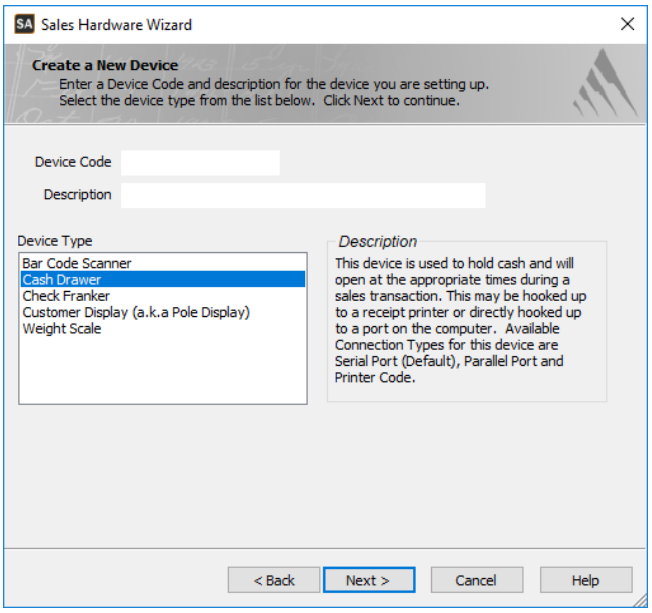


Figure 11: *Sales Hardware Wizard window, Create a New Device*

4 Enter a Device Code of up to six alphanumeric characters and a description for this device.

5 Select the device type from the **Device Type** list on the left, and then click Next. The Specify Connection Setting window appears.

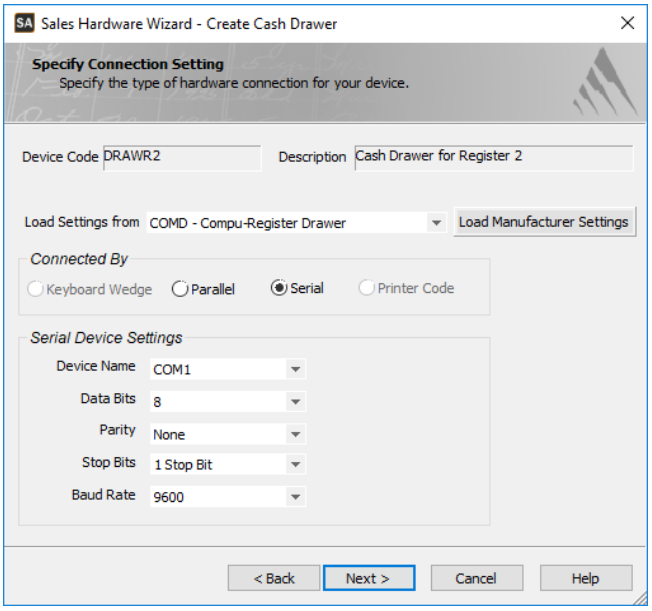


Figure 12: *Sales Hardware Wizard window, Specify Connection Setting*

6 Specify the settings for the device and then click Next. To automatically load the manufacturer's settings for the device, select the **Load Manufacturer Settings** button.

7 Enter control command information as specified in the documentation for your device and then click Next. Not all device types will include this step.

8 Verify the settings in the window and if they are correct, select **Finish**. If the settings are incorrect, select Back and edit the settings as necessary.

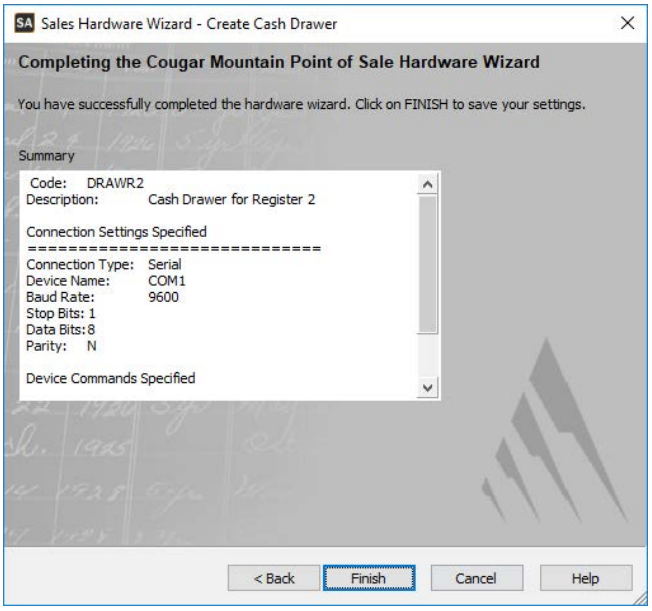


Figure 13: *Sales Hardware Wizard window, Wizard complete*

Setting Up Your Registers

You must set up your registers with Register Codes before you can use them. Register Codes control activity at the register and sometimes work in conjunction with other codes. Register Codes are commonly used because they can:

- restrict activity for a register by attaching a Salesperson Code to it.
- help keep track of receipts and disbursements of cash, credit cards, and checks, and keep a running total for each. Register Codes require that the cash drawer is balanced with these totals before you post the transactions.
- direct General Ledger posting for cash receipts, payments on account, and overages or shortages.
- direct invoice or receipt output to the appropriate printer and designate the format to use with Format Codes. For information on setting up the format of your invoices or receipts, see “Setting Up Invoice and Receipt Formats” on page 43.

Register Codes work in conjunction with Device Codes to establish communication between the register and the other hardware devices in the Point of Sale system. When you develop your naming scheme, consider how you will use the codes. For example, if you have multiple shifts and you want to have one Register Code per terminal per shift to help track sales you could use codes such as *RG3-AM*, *RG3-MD*, and *RG3-PM*. These codes indicate register number 3 for the morning shift, the mid shift, and the evening shift.

To set up your Register Codes:

1 In the Sales module, select **Hardware and Formats** > **Set Up the Registers** from the left navigation pane.

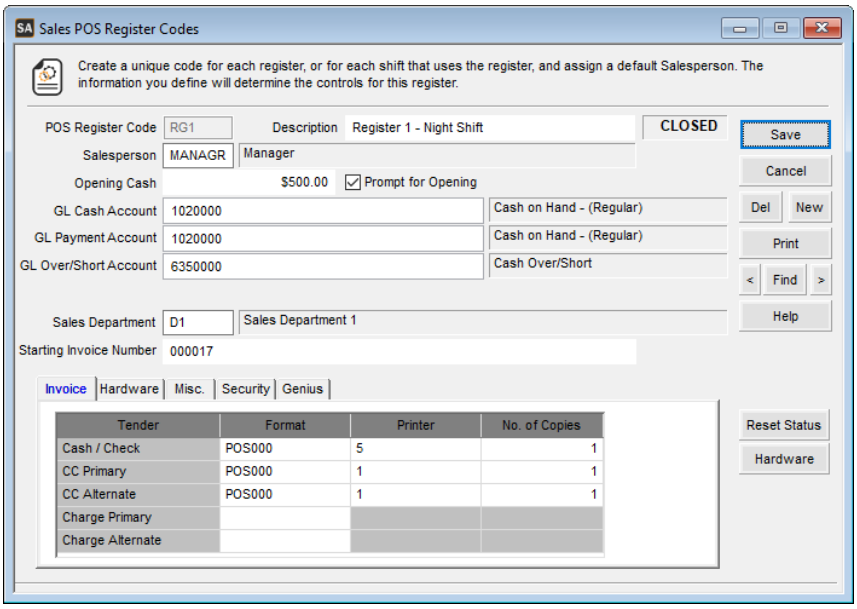


Figure 14: *Sales POS Register Codes window*

2 Enter a unique code of up to six letters, numbers, and/or special characters. This code is used to identify a particular register when you enter sales and appears in the Lookup.

3 Enter a description to help distinguish this register from the others, usually the register’s location name or physical location.

4. Enter a default Salesperson Code, Sales Tax Code, and Sales Department. We suggest you assign a default Salesperson Code for all registers. Impose all limits on the Salesperson Code so the register is not without controls when no salesperson is logged in. See “Setting Up Your Salespeople (Salesperson Codes)” on page 32 for information on setting up these codes.
5. On the **Hardware** tab, set up any peripheral devices you want to attach to the register, such as a barcode reader or weight scale.
6. On the **Misc.** tab, you can select the sales layout you want to use, set the terminal number for credit card authorization, and select if you want the register to be in scanner mode.
7. On the **Security** tab, define security for this register, including logging on/off and locking the register.
8. On the **Genius** tab, you can enter a unique terminal ID to meet MasterCard requirements and assign a Genius device to this Register Code.

   For detailed information about the options in this window, select the **Help** button in the software.

Troubleshooting: Setting Up Your Hardware and Registers

At times, problems or errors can occur that are simple to fix without contacting Customer Support. Here, we indicate some common problems and ways to correct them. If you do not find what you are looking for in this section, refer to the help options under the “Denali Help” section of this guide and/or check the Documentation section of our Customer Service Center at https://service.cougarmtn.com/documentation/ before you contact Customer Support. If you would like to offer suggestions for additions to our Troubleshooting sections, please email us at documentation@cougarmtn.com.

To Fix This:	Try This:
We open the register with the same amount of cash every day, so I don’t want my clerk to have to re-enter the amount.	In the **Opening Cash** field of the **Sales Register Codes** window, you can set the opening cash amount for the Register Code.
I am uncertain how to secure the registers so no one has access to them while they are unattended.	Have your clerks log off between transactions. Use the Allow Log On/Off Between Sales function for this. See “Customizing the Sales Entry Window” on page 56 for specific information and steps.
I have a cash drawer connected to a parallel port that does not open or opens weakly.	If this problem only occurs with Denali, you can adjust your Device Code settings. In Sales, select **Hardware and Formats** > **Set Up Individual Devices** from the navigation pane. In the **Sales Device Codes** window, access the cash drawer device and select **Edit**. In the **Open Drawer** field, add a number between *1* and *255* in front of the existing setting. For example if you have a setting of *27 112 0 50 50*, you might change it to *3 27 112 0 50 50*. If the problem is with the cash drawer itself, contact the manufacturer of the device for assistance.

Chapter

4

Order Entry and Point of Sale Manger Tasks

Order Entry Tasks

Point of Sale Tasks

Troubleshooting: Additional Tasks in the Sales Module

DENALI

This chapter is designed as a resource for additional tasks within the Sales module.

These tasks are carried out during or after sales entry, but often not by sales clerks.

Order Entry Tasks

These tasks include frequently-used sales options, such as working with batches, printing edit reports and daily total reports, and posting transactions, all of which are necessary for day-to-day operations. You might also print invoices, packing slips, and picking lists, depending on the way you operate your business. Depending on the method you selected for authorizing checks and credit cards, you might also see card and check authorization options.

Working with Batches

If you elected to use batch processing when you set up the Module Preferences (see “Basic Setup of the Sales Module” on page 17) you must define and select a batch before you enter invoices. For more information, see “Transaction Batches” in the Getting Started guide.

Selecting a Batch

If you have more than one batch established, you must choose which one to work in before you enter sales transactions. To select an existing batch in the Sales module, select **Order Entry Tasks** and then select the plus sign next to **Select an Existing Batch**. The number in brackets indicates how many batches are available. Double-click the batch you want to work with; the batch ID will update in the status bar.

Setting Up a Batch

If you don’t have any active batches, you must set one up. After you define one or more batches, you can select the one you want to use.

To set up a new batch:

1 In the Sales module, choose **Order Entry Tasks** > **Set Up a New Batch** from the left navigation pane.

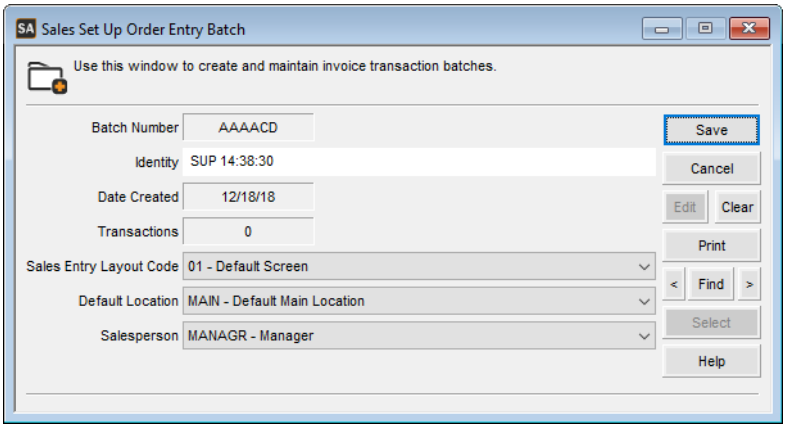


Figure 1: *Sales Set Up Order Entry Batch window*

2 Enter an identity that helps you recognize this batch when you select it later.

3 Select the sales entry layout from the drop-down list that you want to use with this batch.

4 Select the default salesperson for this batch from the drop-down list. If you select a customer when you enter an order, the system uses the salesperson attached to the selected customer instead of the one you select here. In either case, these are defaults that you can change at the time of the sale.

5 Select **Save** to create the batch.

Setting the Active Batch Transaction Type

If you need to enter several back orders, quotes, or recurring orders, you can change the default transaction type for the current batch. This can save time when you need to enter transactions of the same type because you won't need to change the transaction type for each transaction separately. You will also use this option if you need to edit recurring order templates. To set the transaction type for the active batch in the Sales module, select **Manage Batches** from the **Order Entry Tasks** section of the navigation pane, and select the batch type you want to use.

Repairing a Batch

If there is a discrepancy between the Order Entry Edit Report and the invoice totals, or if for any other reason you suspect data corruption, we suggest you rebuild the batch before you write off the difference as an overage or shortage. Rebuilding eliminates errors in the transaction batch. The Repair Batch Utility might take a considerable amount of time depending on the number of transactions in the batch.

To repair batch tables:

1 In the Sales module, select **Order Entry Tasks** > **Repair an Order Entry Batch** from the navigation pane.

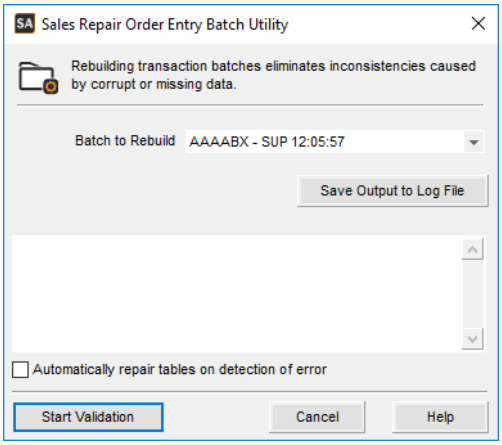


Figure 2: *Sales Repair Order Entry Batch Utility window*

2 Choose the batch to rebuild from the drop-down list.

3 If you want the system to automatically fix errors as they're found rather than prompting you for every fix, select the **Automatically repair tables on detection of error** check box.

4 Select **Save Output to Log File** to save the results to a log file named ERRLOG.TXT. This file can be found in your Denali directory.

5 Click **Start Validation** to rebuild the batch tables.

6 After validation is complete, select **Cancel** to close the window.

Setting up Recurring Orders

Using recurring orders is a two-step process. First, the recurring template is created. This is not an actual order, but just a template for an order that you can generate as needed or based on a specific frequency. Second, you generate the actual order from the template. Creating recurring order templates is almost identical to entering any regular order, with two exceptions—for a recurring template, you need to select the **Recurring** check box and enter a Frequency Code.

To create a recurring order template:

1 In the Sales Order Entry window, select the **Set as Recurring** check box. If you're in the Recurring batch (select **Order Entry Tasks** > **Set the Active Batch to Recurring**), this check box does not appear and you are ready to enter recurring information.

Figure 3: *Sales Order Entry window, Recurring fields*

2 In the **Frequency Code** field, type in the Code or use the Lookup to select a Frequency Code for this template.

3 In the **Begin Recurring On** field, set the date after which you want this recurring invoice to be generated. When you generate from recurring, an invoice for this order won't be generated before the date you enter here.

4 Add anything to the template that will be repeated on most orders.

5 Save the recurring order template.

For information on generating orders from these recurring templates, see "Generating Recurring Orders" on page 80.

Modifying Recurring Order Templates

When you generate an order from a recurring template, you can edit the order just as you can any other unposted transaction. However, if you want the template to be permanently changed so that the next time it is generated the changes are reflected, you must change the template, not the order.

To modify a recurring order template:

1 In the Sales module, select **Order Entry Tasks** > **Set the Active Batch to Recurring** from the left navigation pane.

2 Now that the recurring batch is set, select **Order Entry Tasks** > **Enter / Edit Customer Orders** from the navigation pane.

3 Select **Transaction** > **Retrieve Transaction** > **Recurring** from the menu bar.

4 Use the Lookup to select the transaction you want to edit.

5 Once the Sales Order Entry window opens with the selected order, make the necessary changes and save.

In the future, when the order is generated from the template, it will be based on this updated template.

Generating Recurring Orders

Once you've created recurring order templates, you can generate orders from the templates. For information on creating recurring order templates, see "Setting up Recurring Orders" on page 79.

To generate recurring orders:

1 Select **Order Entry Tasks** > **Generate Recurring Transactions** from the Sales module navigation pane.
If you are using batch processing, select the batch into which you want to generate your orders.

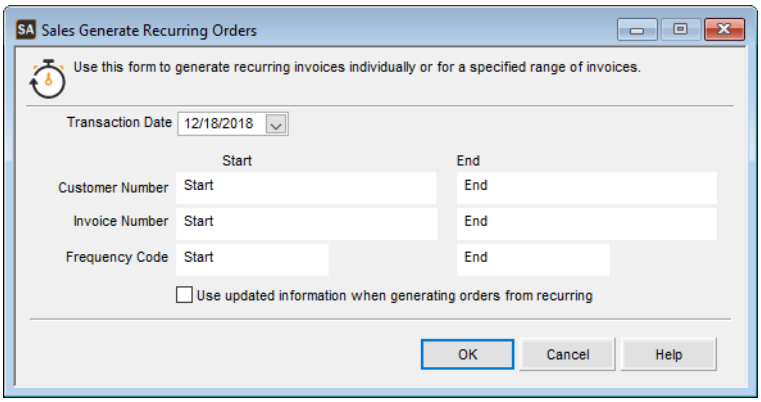


Figure 4: *Sales Generate Recurring Orders window*

2 Use the fields in the window to specify the invoices to generate.

3 If pricing or sales tax information has changed since the recurring template was last edited and you want to generate the orders with the updated Inventory or Sales information, select the **Use updated information when generating orders from recurring** check box.
If the check box is left unchecked, then the orders will be generated exactly as the template reads.

4 If you need to edit the transactions once they're generated, select **Transaction** > **Retrieve Transaction** > **Invoice** from within the sales entry window.
See "Correcting Errors in Unposted Orders" on page 85 for more information on retrieving and editing saved sales transactions.

5 Post the invoices that were generated.

Generating Transactions from External Files

You might have sales transactions already created in another software program. If this is the case, use this option to import them into Denali. This feature is only available for Order Entry sales transactions.

> ***NOTE:*** *You can only import or generate transactions in an empty batch. If you are in single batch mode, you must post or clear any unposted transactions that are currently in the batch before you can import. See the Getting Started guide for more information about transaction batches.*

To generate transactions:

1 In the Sales module, select **Order Entry Tasks** > **Import Transactions from an External File** from the left navigation pane.

2 If you are using batch processing, create a new batch into which to generate transactions.

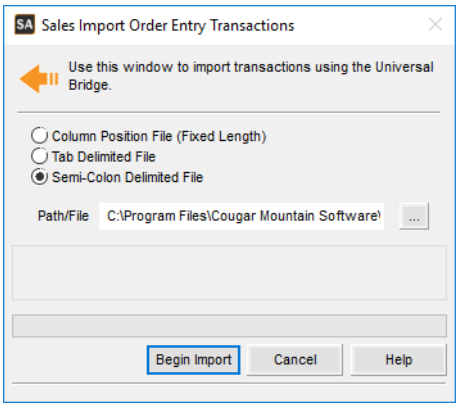


Figure 5: *Sales Import Order Entry Transactions window*

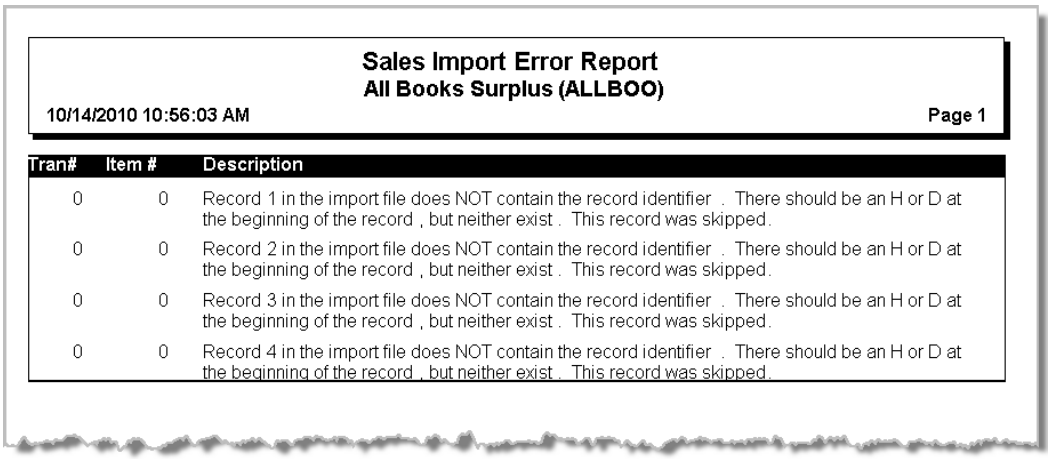
3 Select the file type that describes the file you want to import. It is important that you see page 133 for the formats to use; do not use the database file formats to create your external file.

4 Select **Begin Import** to import the transactions.

Finding Errors in Imported Transactions Before Posting

When you import transactions, each piece of information is checked to make sure it is in an acceptable format, required fields are not empty, and so on. If there are any errors, you will need to correct them before you post. Use the Import Error Report or Edit Report to determine and correct any errors. If errors were detected during the import process, an error report is automatically generated, and a message appears.

Follow the on-screen directions to print the Import Error Report. This report will show you exactly which transactions contain errors and the type of error. Use this report as a reference to correct your errors before you post the transactions, and see “Correcting Errors in Imported Transactions” on page 82 for more information.



Sales Import Error Report
All Books Surplus (ALLBOO)

10/14/2010 10:56:03 AM Page 1

Tran#	Item #	Description
0	0	Record 1 in the import file does NOT contain the record identifier . There should be an H or D at the beginning of the record , but neither exist . This record was skipped.
0	0	Record 2 in the import file does NOT contain the record identifier . There should be an H or D at the beginning of the record , but neither exist . This record was skipped.
0	0	Record 3 in the import file does NOT contain the record identifier . There should be an H or D at the beginning of the record , but neither exist . This record was skipped.
0	0	Record 4 in the import file does NOT contain the record identifier . There should be an H or D at the beginning of the record , but neither exist . This record was skipped.

Figure 6: *Sales Import Error Report*

Once all of the transactions are imported, verified, and any errors are corrected, you can post them. See “Posting Invoices” on page 86 for more information on posting.

Correcting Errors in Imported Transactions

While it might be possible to correct some of the errors on the error report in the Denali batch file, if there are a lot of errors, we recommend clearing the batch, correcting the errors in the external file, and then importing again. Certain information is required when you post, but is not required when you import the file(s). Be sure to print an Edit Report and review it carefully before you post. If errors are detected when you post, an error report will be generated. Use this report to correct your entries.

To correct the errors in the external file and then reimport:

1. Edit the transactions in the external file as necessary.
2. Clear the transactions you previously imported by selecting **Order Entry Tasks** > **Clear the Transaction Batch** from the left navigation pane.
3. Import the file again.

To correct the errors in the transaction batch:

1. In the Sales module, select **Order Entry Tasks** > **Enter / Edit Customer Orders** from the left navigation pane.
2. From the menu bar in the Order Entry window, select **Transaction** > **Retrieve Transaction** > **Invoice**.
3. Use the Lookup select the transaction you want to change.
4. Update the transaction(s) as needed and then save it. Repeat these steps until all errors are correct in your transactions.

Generating Orders from 3dCart

If you use 3dCart for e-commerce, import your orders into Denali in the **Sales Import Orders from 3dCart** window.

All the orders you import into Denali should be completed and paid for. If you need to make corrections on an order, make the changes in 3dCart. Use the Status to Import check boxes in the **Sales Set Up 3dCart Integration** window to help ensure you only import orders that are ready to post.

To generate orders from 3dCart:

1. In the Sales module, select **Order Entry Tasks** > **Import Orders from 3dCart** from the left navigation pane.

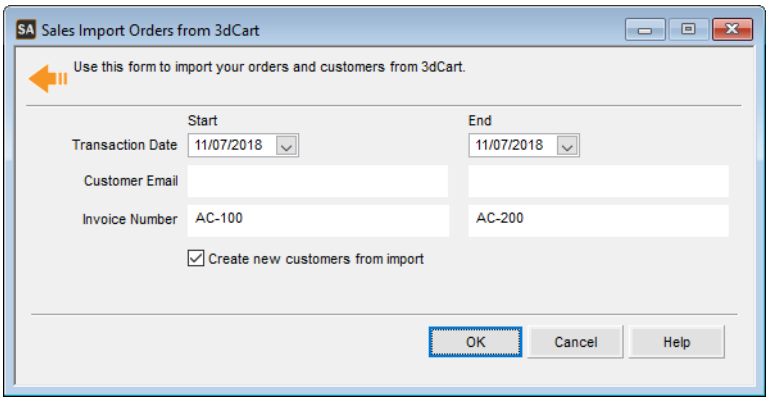


Figure 7: *Sales Import Orders from 3dCart window*

2 In the **Transaction Date Start** and **End** fields, enter the date range of orders you want to import into Denali.

3 If you want to filter the orders you import based on customer email or invoice number, enter the range in the **Start** and **End** fields. Leave these fields blank if you want to import all orders.
The customer email identifies customers in 3dCart.

4 Select the **Create new customers from import** check box if you import orders for customers that don't exist in Denali and you want to create records for these customers. Existing customers will also be updated with any changes.
If you leave the check box unchecked and the customer doesn't exist in Denali, the order will import as a cash sale and no customer records will be updated.

A report will appear showing you the Denali customers that were created and updated. The new Customer Number in Denali will be the email address from 3dCart.

These orders are imported into a separate batch and automatically post as part of the import process. You can view the edit and posting reports, but you cannot make changes to the orders. If you notice an error on the edit report, cancel the import, make corrections in 3dCart, and import the orders again.

Orders will not import and you will receive an error report if any of the following are true:

- The IN stock number in Denali does not match the 3dCart **ID/Sku** field.
- You don't have enough stock on hand to complete the order.
- You use Multi-Location Inventory and the location you set up to use with 3dCart does not have enough stock on hand.
- Invalid data is found.

Invoice numbers you import from 3dCart will be assigned new invoice numbers in Denali. This prevents duplicate invoice numbers in Denali. You can reprint invoices from history to view the original 3dCart invoice number.

The tax type WEBTAX is used only with 3dCart and is distributed evenly across all detail lines on the orders. If you need to adjust tax amounts, you will need to enter adjustment transactions in Accounts Receivable. You cannot use WEBTAX on manually entered transactions.

If you import serialized or lot numbered items, Denali will assign existing serial or lot numbers to the stock items based on the valuation method on the IN Code attached to the stock item.

Clearing Orders

If you need to clear all the orders in a batch, you can clear the order batch file, which will delete every transaction in it. Always print an Edit Report and verify that you want to delete all orders in the batch before you clear the file (see "Printing Daily Reports" on page 84). If you delete the entire batch and later discover that there were transactions you wanted to keep, you will need to enter them again.

An alternative to this method is clearing individual transactions. Keep in mind that you must clear authorized check or credit card transactions individually. See the Sales Clerk guide for more information.

To clear the batch file and delete all unposted orders:

1 In the Sales module, select **Order Entry Tasks** > **Clear the Transaction Batch** from the left navigation pane.

2 If you use batch processing, select the batch that you want to clear.

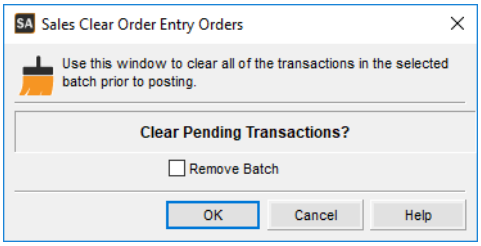


Figure 8: *Sales Clear Order Entry Orders window*

3 If you use multi-batch processing and want to remove the orders and the batch, select the **Remove Batch** check box.

4 Select **OK** to clear the orders.

Changing the Local Transaction Date in Order Entry

Changing the transaction date allows you to set a new default system date to process invoices. This date only affects Order Entry transactions for the current workstation in the current session; it is not a global system change. To learn how to change the default transaction date, see the Getting Started guide.

Select **Order Entry Tasks** > **Change the Session Date** from the navigation pane and enter the date that you want to use for all transactions in the Order Entry module for this workstation. If you have multiple workstations, you must modify this date for each of them.

Printing Daily Reports

There are several reports you can print to keep up-to-date on the transactions you process each day. Your clerks might print some of these reports at the time of sale or you might choose to print them as a batch at the end of the day. A few of the reports you might print as a batch are Invoices, Picking Tickets, and Packing Slips. These reports are found on the Order Entry Tasks menu of the navigation pane. See the Clerk guide for more information about printing these reports.

If you have Multi-Location Inventory installed, you can print the stock item location on invoices and packing slips. Select the **Print Location** check box in either report window, to add the location to the report. If you want the location to print on invoices when you print them directly from the **Sales Order Entry** window, you must check the **Print Location from Entry Window** check box on the **General** tab of the **Sales Order Entry Preferences** window.

We strongly recommend you run the Edit report before you post any transactions. To print the Edit report, select **Order Entry Tasks** > **Preview Transactions Before Posting** from the left navigation pane. This report allows you to check the accuracy of your transactions before you post. Errors are easily corrected if you catch them before you post (see “Correcting Errors in Unposted Orders” on page 85). Once you post an invoice, however, the only way to correct an error is to post a correcting or reversing entry.

If you defined a custom report for these windows in Controller, you can select the **Use a custom report** check box and then choose the custom report you want to run from the drop-down. See the Controller guide for more information on setting up custom reports.

You can use Crystal Reports® to add fields to the Edit Report and all invoice types except plain paper. You can also add fields to the Picking and Packing Slip reports. Refer to your Crystal Reports documentation for instructions.

Sales OE Edit Report

02/12/2021 2:12:51 PM **Page 1**

Batch Number
AAAAHD

Transaction Number	1	**Invoice Number**	I-001049
Customer Number	002	**Invoice Date**	2/12/2021
Customer Name	Autosort Incorporated	**Invoice Time**	2:12:28PM
Address 1	Tom Ellsworth	**Sales Department**	D1
Address 2	2506 Warm Springs Rd	**Salesperson**	SP2
Address 3	Boise ID 83712	**Sales Tax Code**	ID
Address 4	UNITED STATES	**Terms**	NET10
Discount Code		**Ship Via**	

Line	Line Type	Stock Number	Qty Ordered	Qty Shipped	Qty B.O.	Unit Price	Extension
		Description/Comment				Discount	
	Taxable (Yes/No)	Tax Code	CC	Sales Department	Salesperson	Unit Cost	Misc Charge
1	Inventory	0001456784536	1.0000	1.0000	0.0000	$68.16	68.16
		Chair #1 Swivel				0.0000%	
	Yes	ID	D1	SP2		$28.1000	$0.0000
2	Comment	Our standard chair that got us started					
3	Comment	in the business. The Orgininal #1 chair on the					
4	Comment	market.					
5	Non-Inventory	FR	1.0000	1.0000	0.0000	$5.00	5.00
		Freight				0.0000%	
	Yes	ID	D1	SP2		$2.0000	$0.0000

Sales Amount	$68.16
Sales Tax	$3.66
Freight	$5.00
Total	$76.82
Weight (lbs.)	0.0000
Cash USD Amount	$76.82
Amount Tendered	$76.82

INVOICE

Figure 9: *Sales OE Edit Report*

Correcting Errors in Unposted Orders

With the exception of authorized credit/debit card sales, all sale transactions can be edited before you post. Once credit/debit card transactions are authorized, they cannot be edited because the customer's card has already been charged. If you need to change a credit/debit card transaction that has already been authorized, retrieve the transaction, void it (see the Sales Clerk guide), and enter it again.

To retrieve a sale:

1. In the Sales module, select **Order Entry Tasks** > **Enter / Edit Customer Orders** from the left navigation pane.
2. At the top of the Sales Order Entry window, select **Transaction** > **Retrieve Transaction** from the menu bar.
3. Select the type of transaction you want to retrieve from the submenu. A Lookup appears that includes all the transactions of the type you specified.

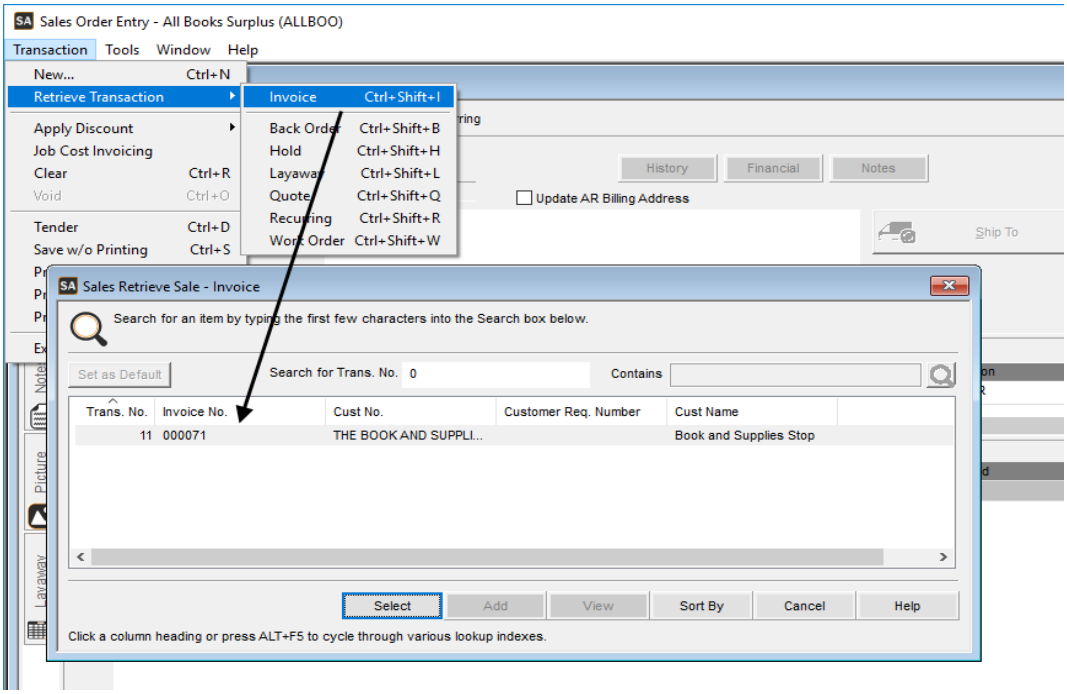


Figure 10: *Retrieving a sale*

4 Select the transaction you need to change.

5 Make the necessary changes, and then select **Tender** or **Transaction** > **Save Without Printing** according to your needs.

Posting Invoices

After you print and check the Edit Report (see “Printing Daily Reports” on page 84) and make any corrections, you are ready to post. In the Sales module, select **Order Entry Tasks** > **Post Invoices** from the left navigation pane. Select the batch that you want to post from the drop-down list, and click **OK**.

NOTE: *It might be beneficial if you have all users exit modules that are affected by posting before you post. This can help prevent data corruption.*

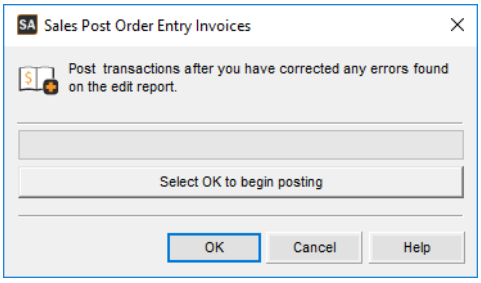


Figure 11: *Sales Post Order Entry Invoices window*

The posting process first validates all of the data to ensure it meets the posting criteria. The information is written to the file, and then the Posting/Audit reports are printed. Examine these reports carefully before you continue. These reports also include the user ID and batch number for each transaction for tracking purposes.

As the Sales module goes through the posting validation, it sometimes finds problems that must be resolved before you can post transactions. When this occurs, a Posting Error Report is generated that tells you exactly what is wrong. The report references the transaction number and the problem. You can correct the errors and then post again.

Point of Sale Tasks

Some of your daily tasks might include balancing the register, running reports, and posting. Refer to the information in this section to learn about these processes. For information on printing Denali Reports, see the Getting Started guide.

Viewing the Register Status

Use the Register Status Report to view the status of each register before you post. To access this report, select **Point of Sales Tasks** > **Check the Register Status** from the left navigation pane. The report lists the Register Code, register description, register status, opening cash amount, and total receipts for each register. It is also a good way to quickly ascertain the amount of receipts accumulated in each register.

Printing Point of Sale Edit Reports

When you finish entering transactions in Point of Sale, print the Edit Report. This report allows you to check the accuracy of your data entry before you post.

We strongly recommend that you print and check this report carefully. Errors are easily corrected if you catch them before you post. Once you post a transaction, however, the only way to correct an error is to post a reversing entry. To access this report, select **Point of Sale Tasks** > **Preview Transactions Before Posting** from the left navigation pane.

If you defined a custom report for this window in Controller, you can select the **Use a custom report** check box and then choose the custom report you want to run from the drop-down. See the Controller guide for more information on setting up custom reports.

Point of Sale Edit Report

You can run this report in Detailed, Condensed, or Summary format, or as a detailed or summary X-Report. The Edit Report includes customer and transaction information, including totals. You can also choose to include different transaction types, layaways, holds, and voids.

You can use Crystal Reports® to add the date the customer record was created to this report. Refer to your Crystal Reports documentation for instructions.

Sales Point of Sale Edit Report

2/12/2021 11:54:57 AM **Page 1**

Date 2/12/2021 **Time** 11:54:32AM **Transaction** 3

Customer Number		**Address 1**	**City**
Customer Name	CASH SALE	**Address 2**	**State** **Zip**
Receipt Number	R1-000060	**Salesperson**	MGR
POS Register Code	RG1	**Sales Tax**	TX
Sales Department	D1	**Terms**	

Line	Line Type	Stock Number / Description/Comment	Quantity	Unit Price / Discount	Extension
	Taxable (Yes/No)	**Tax Code** / **Sales Department**	**Salesperson**	**Unit Cost**	**Misc Charge**
1	Inventory	0612542365897	1.0000	$267.01	$267.01
		File Cabinet - 4 Drawer		0.0%	
	Yes	TX / D1	MGR	125.0000	0.0000
2	Comment	4 Drawer - 15"W X 26"D X 52"H			
3	Comment	Colors - Black, Tan, Gray			

Sales Amount	$267.01
Sales Tax	$20.30
Total	$287.31
Cash USD Amount	$290.00
Amount Tendered	$290.00
Change	$2.69

INVOICE

Figure 12: *Sales Point of Sale Edit Report*

Point of Sale X-Report

The X-Report is similar to the Edit Report with the exception that the information in the body of the report is arranged differently. Items on the X-Report are included in chronological order. You can select to include holds and layaways on the report.

Sales Point of Sale Edit Report
All Books Surplus (ALLBOO)
10/14/2010 12:00:00AM Through 10/14/2010 11:59:00PM

10/14/2010 11:03:35AM Page 1

Register RG1

Time	Stock Number	Quantity	Price	Extension
10:58:46 AM	AUTHOR PRINT SERIAL	1.0000	75.00	75.00
10:58:46 AM	Serial Number			

Register Totals for RG1			
		Sales Amount	75.00
		Sales Tax	5.63
		Total	80.63
	Add:	Payment on Account	0.00
	Less:	Paid Out Amount	0.00
		Register Total	80.63

	Payment Types Number	Amount	Refunds/Paid Out Number	Amount
Alt Tender	0	0.00	0	0.00
AR Charge	0	0.00	0	0.00
Cash	1	80.63	0	0.00
Check	0	0.00	0	0.00
Credit Card	0	0.00	0	0.00
Gift Card/Cert	0	0.00	0	0.00

Report Totals		
	Sales Amount	75.00
	Sales Tax	5.63
	Total	80.63

Figure 13: *PS Transaction Edit Report (X-Report)*

Clearing Sales

If for some reason you decide you do not want to post any of the transactions in the register, you can clear the register, which will delete every transaction in the file at once. Always print an Edit Report and verify that you want to delete all transactions on the report before you clear the register. If you clear the register and later discover there are any transactions you wanted to keep, you will need to enter them again. If you want to clear an individual transactions instead, see the Sales Clerk guide.

> ***NOTE:*** *You cannot clear authorized check or credit card transactions in this way, you must void them individually. See the Sales Clerk guide for more information.*

To clear unposted sales:

1 In the Sales module, select **Point of Sale Tasks** > **Clear the Sales Transactions** from the left navigation pane.

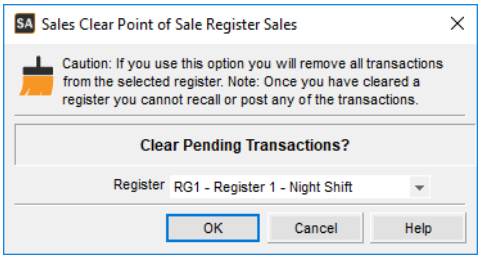


Figure 14: *Sales Clear Point of Sale Register Sales window*

2 Select the Register Code that contains the transactions you want to clear from the drop-down list.

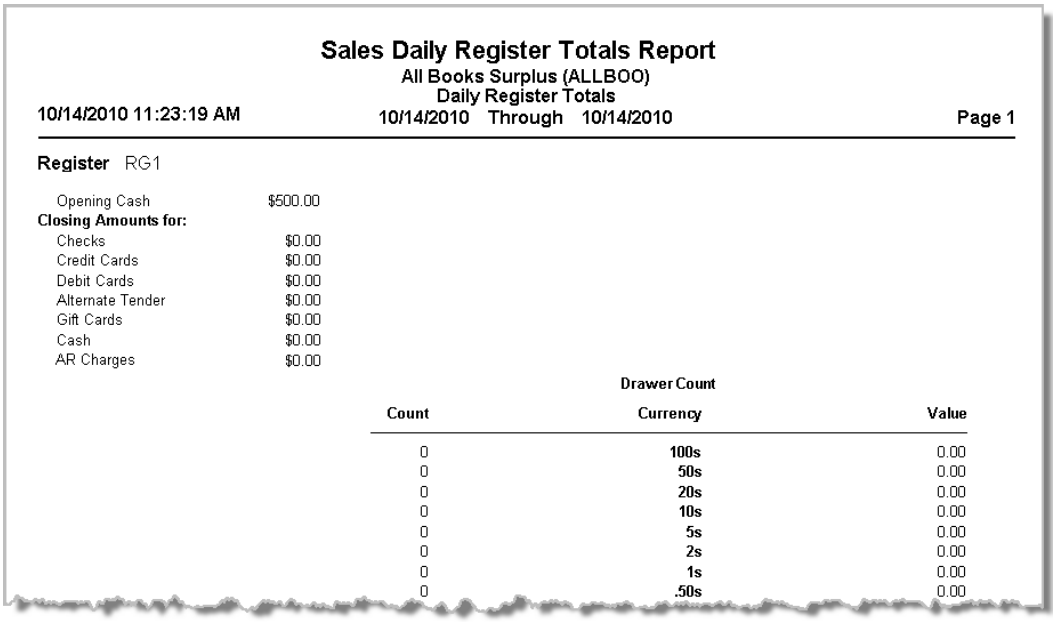
3 Select **OK** to clear the sales.

Printing Daily Register Reports

The Daily Register reports provide pertinent details of a cashier's or register's performance for a specified date range. As opposed to the Register Status Report, only posted register activity is included in these reports. There are three different reports available from this window. To access this report, select **Point of Sale Tasks** > **View the Daily Register Totals** from the left navigation pane.

Viewing the Daily Register Total Information

The Daily Register Totals Report is a summary of balances and includes opening cash amounts, tender collected, and total receipts for the specified date range and registers.



Sales Daily Register Totals Report
All Books Surplus (ALLBOO)
Daily Register Totals
10/14/2010 Through 10/14/2010

10/14/2010 11:23:19 AM — Page 1

Register RG1

Opening Cash	$500.00
Closing Amounts for:	
Checks	$0.00
Credit Cards	$0.00
Debit Cards	$0.00
Alternate Tender	$0.00
Gift Cards	$0.00
Cash	$0.00
AR Charges	$0.00

Drawer Count

Count	Currency	Value
0	100s	0.00
0	50s	0.00
0	20s	0.00
0	10s	0.00
0	5s	0.00
0	2s	0.00
0	1s	0.00
0	.50s	0.00

Figure 15: *Sales Daily Register Totals Report*

Viewing Posted Sales Activity (Z Report)

The Closing (Z) Report lists all posted sales activity and includes voids for the specified date range and registers. This report is available in both detailed and summary formats.

Sales Daily Register Totals Report
All Books Surplus (ALLBOO)
Closing (Z) Report

10/14/2010 11:25:16 AM 10/14/2010 Through 10/14/2010 Page 1

Register RG1

Salesperson Code MANAGR

Totals	Line Item Count	Amount
Regular Sales	1	$10.75
Refunds	0	$0.00
Voids	1	$32.24
Paid Outs	0	$0.00
Payment on Account	0	$0.00
Layaway Payments	0	$0.00
Layaway Cancels	0	
(Refunds from Cancels)		$0.00
Totals	8	$42.99

Salesperson Code SP1

Totals	Line Item Count	Amount
Regular Sales	1	$16.67

Figure 16: *Closing Z Report*

Viewing Daily Sales Activity

The Daily Sales Activity Report shows all posted sales activity for the specified date range and registers. You can sort the report by time, quantity, or dollar amounts.

Sales Daily Register Totals Report
All Books Surplus (ALLBOO)
Daily Sales Activity

10/14/2010 11:31:42 AM 10/14/2010 Through 10/14/2010 Page 1

Register RG1

Salesperson Code MANAGR

Time	Stock/Item Number	Qty	Price	Net Total	Tax	Grand Total
	EAST					
11:10 AM	BOOK LIGHT	1.0000	29.9900	29.99		
	MAIN					
11:10 AM	BRAIN TEASERS	1.0000	10.0000	10.00		
		2.0000		39.99	3.00	42.99

Salesperson Code SP1

Time	Stock/Item Number	Qty	Price	Net Total	Tax	Grand Total
	EAST					
10:58 AM	AUTHOR PRINT SERIAL	1.0000	75.0000	75.00		
	MAIN					
11:19 AM	SHAKESPEARE POETRY	1.0000	15.5000	15.50		
		2.0000		90.50	16.18	106.68

Salesperson Code SP2

Figure 17: *Daily Sales Activity Report*

Balancing Registers Before You Post

Before you can post sales, you must make sure the payments recorded in the registers balance with the actual tender collected. You accomplish this by balancing your registers.

To reconcile your cash and balance your register:

1. In the Sales module, select **Point of Sale Tasks** > **Balance a Register** from the left navigation pane.
2. Enter your information to log in to the register that you are balancing.

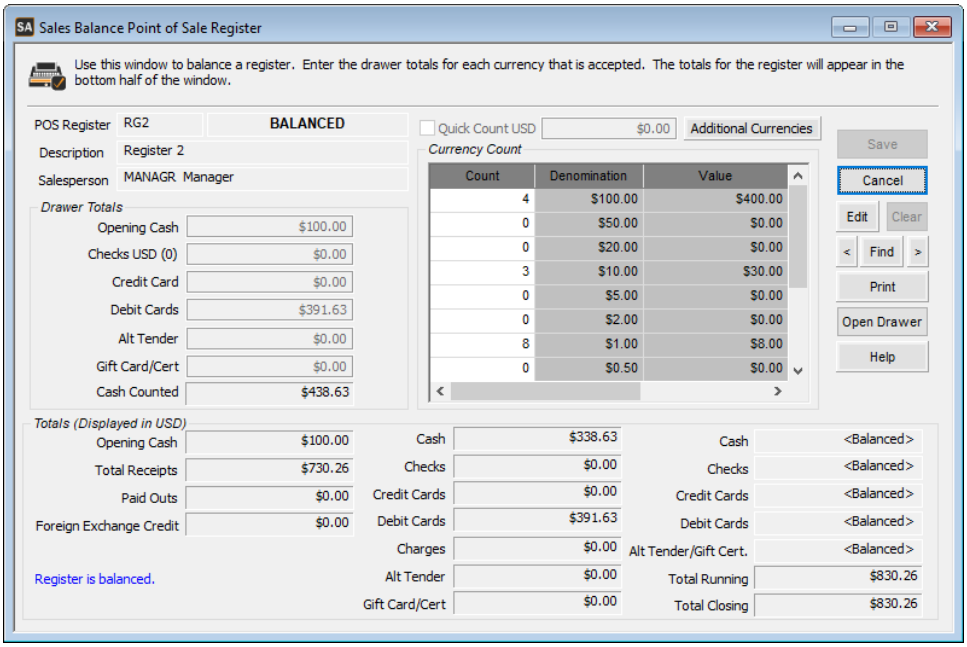


Figure 18: *Sales Balance Point of Sale Register window*

3 Select the **Edit** button.

4 Enter the amounts of the various tenders in the drawer in the corresponding boxes.

5 When the message at the bottom left corner of the window reads “Register is Balanced,” select the **Save** button.

If the register is not balanced after you complete your count and enter it in the **Sales Balance Point of Sale Register** window, follow company policy for overages or shortages.

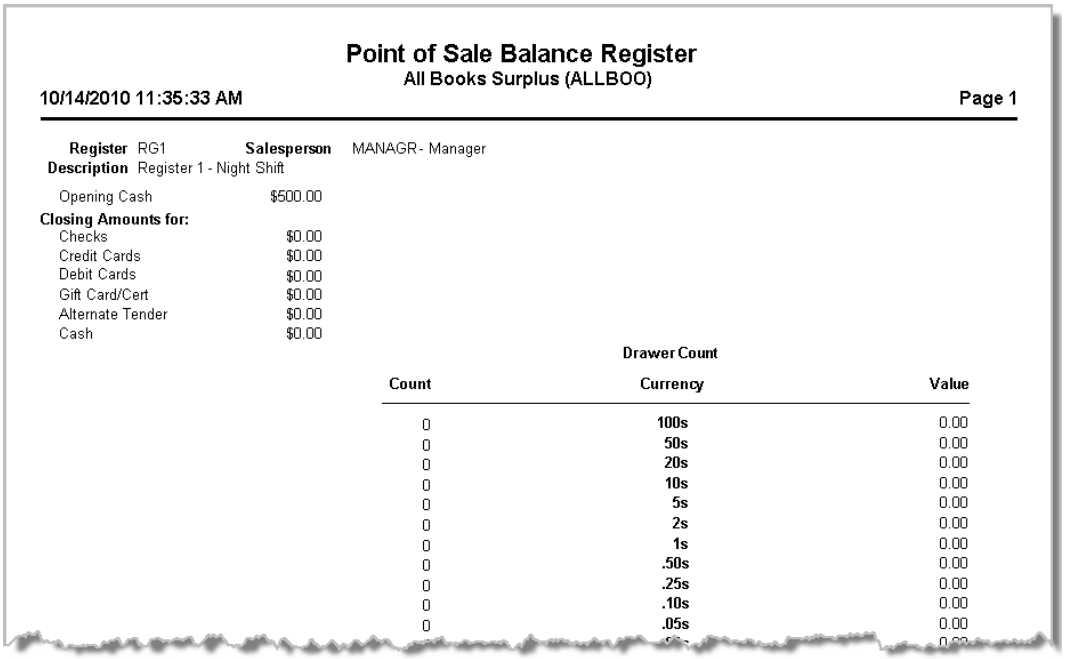
Notes on Posting Registers

When you defined your Register Codes (see “Setting Up Your Registers” on page 73), you defined a GL Over/Short account where any differences between actual receipts and recorded receipts will post. If Point of Sale is not integrated to General Ledger, a warning message appears when you save the **Sales Balance Point of Sale Register** window that reminds you the cash over/shorts are not recorded to a General Ledger account.

Cash amounts post at the conversion rates in place at the time you balance the register. These conversion rates might differ from those in place at the time you tendered the transaction, and could also differ from those at the time you post the transactions. If there is a difference between the currency conversion rate at the time you balance the register and the rate at the time of the transaction, a Foreign Exchange Credit is posted with the difference. This amount will post to the account specified as the Exchange Gain/Loss in the **Sales Point of Sale Preferences** window.

Printing the Balance Register Report

The Balance Register Report is a summary of balances and includes opening cash amounts, tender collected, and total receipts for the specified registers before you post. Access this report by selecting the **Print** button in the **Sales Balance Point of Sale Register** window.



Point of Sale Balance Register
All Books Surplus (ALLBOO)

10/14/2010 11:35:33 AM — Page 1

Register RG1 **Salesperson** MANAGR- Manager
Description Register 1 - Night Shift

Opening Cash	$500.00
Closing Amounts for:	
Checks	$0.00
Credit Cards	$0.00
Debit Cards	$0.00
Gift Card/Cert	$0.00
Alternate Tender	$0.00
Cash	$0.00

Drawer Count

Count	Currency	Value
0	100s	0.00
0	50s	0.00
0	20s	0.00
0	10s	0.00
0	5s	0.00
0	2s	0.00
0	1s	0.00
0	.50s	0.00
0	.25s	0.00
0	.10s	0.00
0	.05s	0.00

Figure 19: *Point of Sale Balance Register Report*

Working with Discrepancies in Register Totals

Data corruption can occur from several factors, which can include a power outage or system failure. If you have a discrepancy between the Point of Sale Edit Report and the Balance Register Report, you can rebuild the transaction register. We suggest you try this repair function before you write off the difference as an overage or shortage. Rebuilding can eliminate errors in the transaction register. The Repair Register Utility might take a considerable amount of time depending on the number of transactions.

To rebuild transaction registers:

1 In the Sales module, select **Point of Sale Tasks** > **Repair the Register** from the left navigation pane.

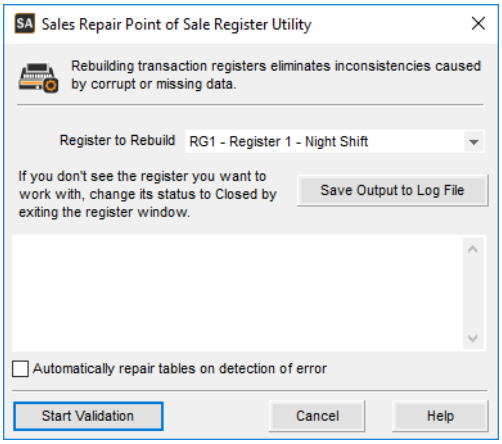


Figure 20: *Sales Repair Point of Sale Register Utility*

2 Select the register you want to rebuild from the drop-down list. Only balanced registers appear in the list. If a register is balanced but does not match the edit report, you must first activate the register before you rebuild it.

   To activate a register so that it appears in the drop-down list, select **Point of Sale Tasks** > **Enter Sales** from the navigation pane, and then select the desired register. A message appears that indicates the register is balanced. Select **Yes**, and when the Sales POS Register window appears, select **Exit**. The register is now available for repair.

3 If you want the system to automatically correct errors as they occur rather than prompting you for each fix, select the **Automatically repair tables on detection of error** check box.

4 Select **Save Output to Log File** to save the results to a log file named ERRLOG.TXT. This file can be found in your Denali installation folder.

5 Select **Start Validation** to rebuild the tables.

6 After the validation is complete, select **Cancel** to close the window.

Posting Sales Transactions

Once you print and check the edit report, make any corrections, and balance your registers, you are ready to post transactions. It might be beneficial if you have all users exit modules that are affected by posting before you post. This can help prevent data corruption.

> ***NOTE:*** *If you created purchase orders based on your sales and you chose to merge purchase orders with the same vendor, orders will be merged per register even if you post several registers at once.*

To post register transactions:

1 In the Sales module, select **Point of Sale Tasks** > **Post Register Receipts** from the left navigation pane.

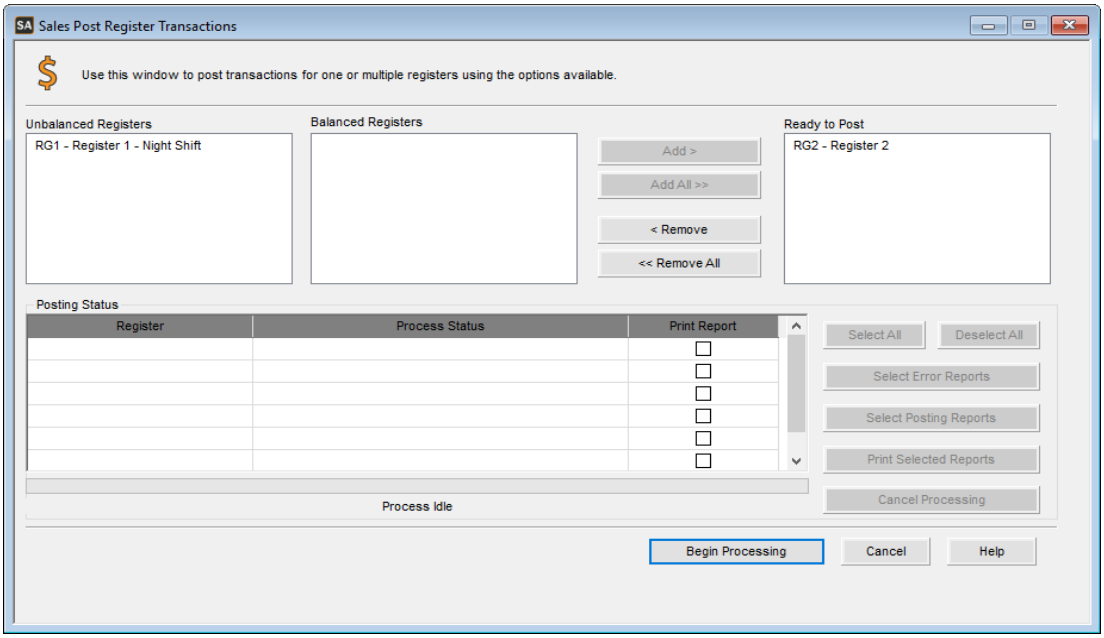


Figure 21: *Sales Post Register Transactions window*

Your registers must be in balance to post. If a register appears in the **Unbalanced Registers** list box, you can double-click the register to open the **Sales Balance Point of Sale Register** window to balance the register. See “Balancing Registers Before You Post” on page 92 for more information on balancing your registers. After you balance the register, select **Cancel** to return to the **Sales Post Register Transactions** window and post it.

2 From the **Balanced Registers** list box, double-click the register you want to post or click the **Add >** button to move the register to the **Ready to Post** list box.
If you have multiple registers you want to post, you can select the **Add All >>** button to move all registers to the **Ready to Post** list box.

3 Select the **Begin Processing** button to start the posting process.
The posting process validates all the data to ensure it meets the posting criteria.

4 After the posting process completes, the registers appear in the **Posting Status** grid.

5 Select the check boxes in the **Print Report** column to print posting or error reports for those registers. You can also select the **Select Posting Reports** or **Select Error Reports** buttons to select those report types.

6 Select the **Print Selected Reports** button to print reports.
If the register successfully posted, a posting report will print. This report includes the user ID and batch number for each transaction for tracking purposes. If the register did not post, an error report will print that references the transaction number and problem. We recommend you examine these reports carefully before you continue.

Troubleshooting: Additional Tasks in the Sales Module

At times, problems or errors can occur that are simple to fix without contacting Customer Support. Here, we indicate some common problems and ways to correct them. If you do not find what you are looking for in this section, refer to the help options under the “Denali Help” section of this guide and/or check the Documentation section of our Customer Service Center at https://service.cougarmtn.com/documentation/ before you contact Customer Support. If you would like to offer suggestions for additions to our Troubleshooting sections, please email us at documentation@cougarmtn.com.

To Fix This:	Try This:
I have several recurring templates I need to change.	The most convenient way to do this for several transactions is to log into the Recurring batch. Select **Order Entry** > **Set Active Batch to** > **Recurring**. Then open the Enter Orders window and select **Transaction** > **Retrieve Transaction** > **Recurring**. Choose the template you want to edit from the Lookup. The only transactions that will appear in the Lookup will be recurring transaction templates. See “Setting the Active Batch Transaction Type” on page 78 for more information.
I want to save my register even though it isn’t balanced.	You can save your register without it being balanced. There are frequently times when the actual tender in the drawer doesn’t match the recorded transactions. In this case, the overage or shortage will be posted to the GL Account you specified. (If you don’t have General Ledger installed, or if Sales isn’t integrated to GL, this amount will not be posted to an account, but you can still save the register).
The totals from the transactions and the individual details don’t match for a specific register. It’s possible that something got corrupted.	You could try to rebuild your tables. See “Working with Discrepancies in Register Totals” on page 94.

To Fix This:	Try This:
I am trying to import sales transactions from another program, but I receive an error in every line that indicates the record is the wrong length.	There are a couple of things that you need to check. The first thing to check is the format of the exported file (text file from the other program). Make sure that it is either a comma delimited, semi-colon delimited, or fixed-length format, which are the only formats currently supported by Denali (see “File Formats Supported by Denali for Importing Transactions” on page 133). Second, make sure that you select the correct format in the import window. The error you are receiving is indicative of importing a fixed-length format. In other words, if you are trying to import a comma-delimited file and you select a fixed-length format in the import window, you will receive an error about the incorrect length (see “Import Error Messages” on page 139).

Chapter

5

Sales Reports

Reporting Overview

Reporting in the Sales Module

Troubleshooting: Sales Reports

DENALI

The information in this chapter provides details about the various reports available in the Sales module. This chapter shows you the options available for each report and a sample of each. Additionally, it provides you with an overview of the reports available in Denali and offers information on the filter options you can use to maximize your productivity.

Reporting Overview

Reports and financial statements are the lifeblood of any good accounting system because they provide a snapshot of your business. Reports throughout Denali provide specific business information to help you make the right decisions for your organization.

Denali provides a wealth of reports applicable to the needs of any business. Yet any report is only as good as the information it is reporting. For this reason, it is very important to consider what kind of information you will need on your reports when you set up your accounting system. Once you enter the information into the database, you can retrieve and use the data in a variety of ways in the available reports. You can also sort or filter these reports to show only the information you want to see. You can use Crystal Reports to customize the look of your reports, and in some cases, the data it displays. This chapter contains samples of the reports and financial statements available in Denali.

NOTE: *Depending on how your print options were set up in the Module Preferences window, when you click* ***OK****, a message box might appear to notify you that the report is being processed. Do not close the window until the process is complete; doing so can cause problems in your system.*

Denali Reports Available

When you need specific information on the status of your business, you will need reports and financial statements. All Denali reports fall under one of three categories: financial statements, history reports, and control reports. Each report type serves a specific purpose and understanding each purpose will help make it easier to sort through the report options and determine which reports you need. This section gives an overview of the types of reports and statements available throughout Denali as well as in each different module. Depending on the modules you purchased and installed, options might appear differently or not at all.

Financial Statements

This type of report reflects the status of the business. These reports are used to view profits, losses, revenue/income, and expenses for the business. Two examples are the Trial Balance and Balance Sheet in the General Ledger module.

History Reports

This type of report provides a quick view of all the information entered in a module for a certain period. In other words, it is a transaction log. For instance, in the Inventory module, the History Report reflects all additions and subtractions to each individual stock item for the specified range. The Audit Trail is an example of a General Ledger history report.

Control Reports

You would use this type of report to verify the integrity of your data tables. These reports compare the master total to detail or period totals and show any discrepancies. For example, in the Accounts Payable module, the Control Report compares the total due for open invoices to the line detail for each vendor. If there is a discrepancy, an error report is automatically generated for you to use to correct the errors.

Reporting Options in Denali

Denali uses the information gathered in each module to create reports that can show you the information you need to make good business decisions. To increase the flexibility of these reports, Denali has a number of report options that allow you to fine tune your reports to meet your needs. The following options are available in most reports; some reports have additional options unique to them.

Options for Report Type

These options describe the different levels of detail available within some reports. Some of these options will only appear depending on the type of report you choose and the modules you have installed.

- *Detailed:* Shows all activity for a specified range.
- *Condensed:* Shows the group totals for a specified range.
- *Summary:* Shows one total for a specified range.
- *Detailed with Notes*: Shows all activity for a specified range along with any notes entered.
- *Classified:* Sorts by account class subcategories (report groups).
- *Comparative Detailed:* Lists all activity for both the selected year and the year prior to it. (Certain reports will show two years prior to the selected year.)
- *Comparative Classified:* Sorts by account class subcategories (report groups) for both the selected year and the year prior to it. (Certain reports will show two years prior to the selected year.)

Standard Report Sort Options

Some of the reports include a Sort By option, which offers choices of how the report information should be sorted. For example, in the Accounts Receivable module, you can sort by customer name or Salesperson Code.

Report Query Options

To enhance reporting capabilities, Denali includes querying functionality in several of the reports. This query ability allows you to report information based on specified search criteria. Keep in mind that depending on the integration settings for the module, some query options might appear differently or be unavailable. Refer to “Sales Relationship with Other Modules” on page 17 for more information on how your integration settings might affect the query ability for reports.

In the report window, the fields on the **Search For** tab provide a means to further define your report query. For example, in the **GL Audit Trail Report** window the **Search For** fields have the options of *Amount*, *Batch Number*, *User ID, or Module*. One way to search for specific Batch Number information for this report is to select *contains* from the operand (query option) drop-down list and enter a portion of the batch information. Depending on the report, different search options are available.

The query fields (comparison operator) have the options of *equal to*, *not equal to*, *greater than*, *greater than or equal to*, *less than*, *less than or equal to*, and *contains*. The information in this table explains the differences of each query option (operand).

Operand	Field
equal to	The information returned is equal to the entered value or the selected field's value.
not equal to	The information returned is not equal to the entered value or the selected field's value.
greater than	The information returned is greater than the entered value or the selected field's value.
greater than or equal to	The information returned is greater than or equal to the entered value or the selected field's value.
less than	The information returned is less than the entered value or the selected field's value.
less than or equal to	The information returned is less than or equal to the entered value or the selected field's value.
contains	The information returned contains the information in the **Search For** field.

Once you select the search for option(s) and desired comparison operator(s), enter the amount to use for comparison. If you leave the criteria fields blank, the report will not appear with the enhanced query data. If the report does not provide the information you're looking for, you can select the **Reset** button to reset the query options to the default settings and try different query parameters.

Using the Search Feature in Lookups

You can reduce the amount of time it takes to locate a record by typing one or two characters of the record name or description in the Search box. The window automatically changes to display the section of the Lookup that contains the characters you type. For more information, refer to the Getting Started guide.

Selecting Dates from the Online Calendar

Denali makes it easy to enter dates when you set report criteria. When you see a date box, you can either type the date using the 10-digit format that includes separators, mm/dd/yyyy (e.g., *December 10, 2017 = 12/10/2017*), or you can click the drop-down to open a calendar from which to select the date. For more information, refer to the Getting Started guide.

Working with Date Ranges

This date range feature is available for several of the reports in Denali and can increase the speed of reporting. You can select a specific date range with one click. The image of the **AR History Report** window in this section illustrates the **Date Range** drop-down list, from which you can choose one of the predefined ranges for the report.

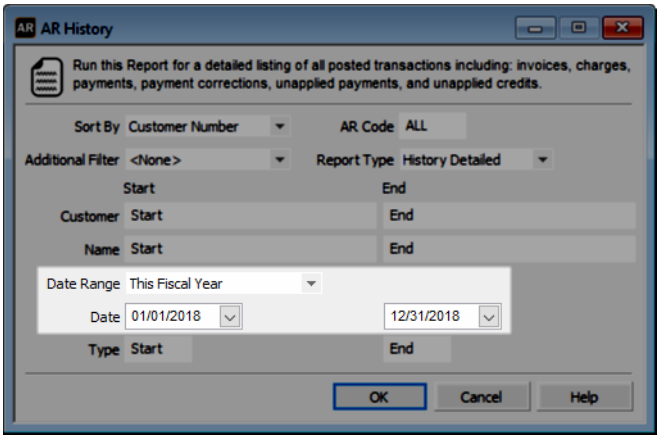


Figure 1: *AR History Report window, Date Range option*

There are several predefined date ranges available and the table in this section provides an overview of each one.

Date Range Option	Start Date for Report	End Date for Report
All	The start date of the Fiscal Calendar.	The current Denali date.
Today	The current Denali date.	The current Denali date.
This Week	The date of the Sunday immediately preceding or equal to the current Denali date.	The date of the Saturday immediately following or equal to the current Denali date.
This Week to date	The date of the Sunday immediately preceding or equal to the current Denali date.	The current Denali date.
This Month	The first day of the month containing the current Denali date.	The last day of the month containing the current Denali date.
This Month to date	The first day of the month containing the current Denali date.	The current Denali date.
This Fiscal Quarter	The first date of the fiscal quarter containing the current Denali date.	The last date of the fiscal quarter containing the current Denali date.
This Fiscal Quarter to date	The first date of the fiscal quarter containing the current Denali date.	The current Denali date.
This Fiscal Year	The first date of the fiscal year containing the current Denali date.	The last date of the fiscal year containing the current Denali date.
This Fiscal Year to date	The first date of the fiscal year containing the current Denali date.	The current Denali date.

Date Range Option	Start Date for Report (Continued)	End Date for Report
Yesterday	The date immediately preceding the current Denali date.	The date immediately preceding the current Denali date.
Last Week	The date of the Sunday immediately preceding the week containing the current Denali date.	The date of the Saturday immediately preceding the week containing the current Denali date.
Last Week to date	The date of the Sunday immediately preceding the week containing the current Denali date.	The current Denali date.
Last Month	The first day of the month immediately preceding the month containing the current Denali date.	The last day of the month immediately preceding the month containing the current Denali date.
Last Month to date	The first day of the month immediately preceding the month containing the current Denali date.	The current Denali date.
Last Fiscal Quarter	The first day of the fiscal quarter immediately preceding the fiscal quarter containing the current Denali date.	The last day of the fiscal quarter immediately preceding the fiscal quarter containing the current Denali date.
Last Fiscal Quarter to date	The first day of the fiscal quarter immediately preceding the fiscal quarter containing the current Denali date.	The current Denali date.
Last Fiscal Year	The first day of the fiscal year immediately preceding the fiscal year containing the current Denali date.	The last day of the fiscal year immediately preceding the fiscal year containing the current Denali date.
Last Fiscal Year to date	The first day of the fiscal year immediately preceding the fiscal year containing the current Denali date.	The current Denali date.
Next Week	The date of the Sunday immediately following the week containing the current Denali date.	The date of the Saturday immediately following the week containing the current Denali date.
Next 4 Weeks	The date of the Sunday immediately following the week containing the current Denali date.	The date of the Saturday of the 4th week following the week containing the current Denali date.
Next Month	The first day of the month immediately following the month containing the current Denali date.	The last day of the month immediately following the month containing the current Denali date.

Date Range Option	Start Date for Report (Continued)	End Date for Report
Next Fiscal Quarter	The first day of the fiscal quarter immediately following the fiscal quarter containing the current Denali date.	The last day of the fiscal quarter immediately following the fiscal quarter containing the current Denali date.
Next Fiscal Year	The first day of the fiscal year immediately following the fiscal year containing the current Denali date.	The last day of the fiscal year immediately following the fiscal year containing the current Denali date.

Filter Ranges and Filter Methods

Fields are available to set beginning (Start) and ending (End) ranges to filter the information you will include in the reports or financial statements.

Methods for defining filter ranges are as follows:

- Start/End**:** *Start* and *End* are the defaults for most of the filter boxes. If you accept the default of *Start* in the **Start** box and *End* in the **End** box, all values for that item are included in the report. You can also type the criteria in the **Start** and **End** boxes. When you enter a specific criterion in the **Start** box, the **End** box will auto-fill with the same criterion.
- In any box where your mouse pointer appears as a magnifying glass, you can double-click to open a Lookup from which you can select the entry. Highlight the desired item, then choose **Select**.
- You can also apply additional filters using the **Additional Filter** box. These filters include any User-Defined Fields you set up (see “Tracking User-Defined Sales Information” on page 24).

Another filtering method is based on the types of transactions available. For instance, you can choose to run a report that only includes invoices, receipts, or credit adjustments.

Reporting in the Sales Module

There are a variety of report types in the Sales module—from reports that help you evaluate your company’s profitability and sales history, to those that help you identify your most profitable salespeople and stock items. The reports in this section are found on the **Reporting** menu of the Sales module.

See “Setting the Order Entry Print Options” on page 20 or “Setting the Point of Sale Print Options” on page 23 for information about defining your default printing options. For additional information on printing reports, see the Getting Started guide.

Sales Transaction Reports

You can customize reports to provide specific details for management. You can run custom reports to view transactions by the salesperson, department, register, or stock item.

Sales by Salesperson Report

The Sales By Salesperson Report lists all sales for each salesperson, and includes stock item and price information. You can run this report for posted or unposted transactions and sort it by Salesperson or module.

You can also run a Paid Sales by Salesperson Report that only shows sales that were already paid by the customer. This can be helpful for bonuses or commissions. The WebPay amount in the totals section refers to orders from 3dCart.

If you defined a custom report for this window in Controller, you can select the **Use a custom report** check box and then choose the custom report you want to run from the drop-down. See the Controller guide for more information on setting up custom reports.

You can use Crystal Reports® to add a phone number field to this report. Refer to your Crystal Reports documentation for instructions.

Sales By Salesperson
All Books Surplus (ALLBOO)

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Salesperson / Invoice Number / Customer Number / Stock Number	Description	Date	Quantity	Register / Batch / Price	Extended
MANAGR Manager					
000002 / C A S H S A L E				AAAAAA	
OFFICE DESKS	The Office Solution	7/6/2010	2.0000	$650.0000	$1,300.00
			2.0000		$1,300.00
000003 / C A S H S A L E				AAAAAA	
ANTIQUE PEN SET	Antique Plated Pen Set - Black	7/21/2010	2.0000	$25.0000	$50.00
DICTIONARY #1	Dictionary #1	7/21/2010	3.0000	$11.7500	$35.25
			5.0000		$85.25
MANAGR Manager Totals			7.0000		$1,385.25
SP1 Salesperson1					
000004 / C A S H S A L E				AAAAAA	
INFORMATION SCIENCE TEXT #1	Business Intelligence Text - Hardcover	8/8/2010	1.0000	$124.0000	$124.00
PERSONALIZED NOTEBOOK	Notebook w/ Name Imprint - Blue	8/8/2010	1.0000	$15.0000	$15.00
			2.0000		$139.00
000005 / C A S H S A L E				AAAAAA	

Figure 2: *Sales by Salesperson Report*

Sales by Department Report

The Sales By Department Report shows the invoices or sales by department for a specified range of invoices. You can run this report for posted or unposted transactions and subtotal it by salesperson or module.

You can use Crystal Reports® to add fields to this report. Refer to your Crystal Reports documentation for instructions.

Sales By Department Report
All Books Surplus (ALLBOO)

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Department Code / Customer Number	Description	Invoice Number	Trans Date	Current Period	Next Period	YTD
DEPT01	Department 1					
		000002	07/06/2010	$1,300.00	$0.00	$1,300.00
		000003	07/21/2010	$85.25	$0.00	$85.25
		000004	08/08/2010	$139.00	$0.00	$139.00
		000005	07/15/2010	$179.99	$0.00	$179.99
		000006	08/12/2010	$23.97	$0.00	$23.97
		000007	08/12/2010	$266.74	$0.00	$266.74
		000008	08/12/2010	$662.50	$0.00	$662.50
		000010	08/12/2010	$124.00	$0.00	$124.00
	Totals For Department Code		DEPT01	$2,781.45	$0.00	$2,781.45
DEPT02	Department 2					
		000013	08/12/2010	$68.99	$0.00	$68.99
		000014	08/12/2010	$25.00	$0.00	$25.00
		000015	08/12/2010	$7.99	$0.00	$7.99

Figure 3: *Sales by Department Report*

Pure Product Sales Report

With this report, you can review totals for product sales, sales tax, freight charges, vendor returns and credits, and purchase discounts.

Sales Pure Product Sales Report
All Books Surplus (ALLBOO)

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Net Product Sold:	3,984.6300	**Returns / Credit:**	(565.0000)
Sales Tax:	205.4400	**Purchase Discounts:**	182.1000
Freight:	520.0000		
Sales Amount:	4,710.0700		

Report Summary

Figure 4: *Sales Pure Product Sales Report*

Sales by Item Report

With this report, you will receive a breakdown of transactions by stock item. You can run this report for posted or unposted transactions and subtotal it by Inventory Code, module, product type, or salesperson.

You can use Crystal Reports® to add fields to this report. Refer to your Crystal Reports documentation for instructions.

Sales By Item Report
All Books Surplus (ALLBOO)

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Stock Number/Description AESOPS FABLES Aesops Fables

Posting ID Nu	Line	SPC	Reg / Batch	Customer #	Quantity	Price	Extension
Date		Mod					
6	2	MANAGR	AAAAAE				
08/12/10		OE			1.0000	$24.0000	$24.00
Totals for Stock Number		**AESOPS FABLES**			**1.0000**		**$24.00**

Stock Number/Description ANNA KARE TRADE Anna Karenin trade paper

Posting ID Nu	Line	SPC	Reg / Batch	Customer #	Quantity	Price	Extension
Date		Mod					
4	2	SP1	AAAAAC				
08/12/10		OE			2.0000	$12.5000	$25.00
Totals for Stock Number		**ANNA KARE TRADE**			**2.0000**		**$25.00**

Stock Number/Description ANTIQUE PEN SET Antique Plated Pen Set - Black

Posting ID Nu	Line	SPC	Reg / Batch	Customer #	Quantity	Price	Extension
Date		Mod					
2	1	MANAGR	AAAAAA				
07/21/10		OE			2.0000	$25.0000	$50.00
3	2	SP1	AAAAAB				
08/12/10		OE			1.0000	$25.0000	$25.00
6	1	MANAGR	AAAAAE				

Figure 5: *Sales by Item Report*

Sales by Register Report

The Sales By Register Report shows the invoices or sales by register for a specified range of invoices. You can run this report for posted or unposted transactions and you can subtotal it by Inventory Code, item, product type, or salesperson.

Sales By Register Report
All Books Surplus (ALLBOO)

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POS Register Code RG1 Register 1

Invoice No.	Line	Stock Number	SPC	Customer Number	Date	Quantity	Price	Extension
000005	1	BRAIN TEASERS	MANAGR	C A S H S A L E	8/12/2010	1.0000	$7.99	$7.99
000007	2	COFFEE MUG A	MANAGR	C A S H S A L E	8/12/2010	1.0000	$5.99	$5.99
000006	1	DICTIONARY #1	MANAGR	C A S H S A L E	8/12/2010	1.0000	$11.75	$11.75
000004	1	OFFICE DESKS	MANAGR	C A S H S A L E	8/12/2010	1.0000	$650.00	$650.00
000007	1	PERSONALIZED NOTEBC	MANAGR	C A S H S A L E	8/12/2010	1.0000	$15.00	$15.00
Totals for Register RG1						**5.0000**		**$690.73**

POS Register Code RG2 Register 2

Invoice No.	Line	Stock Number	SPC	Customer Number	Date	Quantity	Price	Extension
2	1	COFFEE MUG B	SP2	C A S H S A L E	8/12/2010	1.0000	$6.99	$6.99
Totals for Register RG2						**1.0000**		**$6.99**

Figure 6: *Sales by Register Report*

Sales by State Report

The Sales By State Report shows sales and tax amounts grouped by either the shipping state or the billing state. Work orders, holds, quotes, layaways (except for layaway pickups), back orders, paid outs, voids, and gift cards are not included.

The state shown is taken from the Customer Information section of the Order Entry or Point of Sale entry window. If this is a cash sale and no state is in the entry window, the state is based on the billing or shipping state from the window in Controller. If no state information is available in Controller, the transaction will appear on the report under the UNKNOWN heading.

Sales By State

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State: AZ

Customer Number/Name	Invoice Number	Trans Date	Subtotal	Tax	Total
001/All For One Dollar Store	I-000957	02/05/2019	$2,319.85	$132.60	$2,452.45
001/All For One Dollar Store	I-000993	03/31/2019	$46,743.77	$3,552.53	$50,296.30
001/All For One Dollar Store	I-000999	05/16/2019	$995.86	$75.68	$1,071.54
001/All For One Dollar Store	I-001015	07/16/2019	$4,061.90	$270.71	$4,332.61
H-002/Hobby Shop	I-000986	03/15/2019	$31,800.00	$2,422.51	$34,222.51
H-002/Hobby Shop	I-001022	07/16/2019	$3,964.40	$301.29	$4,265.69
		Totals For AZ	$89,885.78	$6,755.32	$96,641.10

State: CA

Customer Number/Name	Invoice Number	Trans Date	Subtotal	Tax	Total
B-001/Boyer Thrift Shop	I-000995	04/30/2019	$15,904.98	$0.00	$15,904.98
B-001/Boyer Thrift Shop	I-001003	05/16/2019	$5,708.50	$0.00	$5,708.50
B-001/Boyer Thrift Shop	I-001024	08/16/2019	$6,032.88	$0.00	$6,032.88
F-002/Fisher's Hobby Shop Incorporated	I-001005	05/16/2019	$999.75	$81.24	$1,080.99
F-002/Fisher's Hobby Shop Incorporated	I-001006	05/16/2019	$2,384.80	$119.24	$2,504.04
F-002/Fisher's Hobby Shop Incorporated	I-001025	08/16/2019	$906.95	$45.35	$952.30
K-001/Kelly's Pet Store	I-000982	02/28/2019	$1,088.00	$55.12	$1,143.12
K-001/Kelly's Pet Store	I-001009	05/16/2019	$1,400.00	$91.00	$1,491.00
K-001/Kelly's Pet Store	I-001019	07/16/2019	$8,367.22	$543.87	$8,911.09
M-001/Masters AW Company	I-000980	02/28/2019	$21,200.00	$1,381.25	$22,581.25
M-001/Masters AW Company	I-001008	05/16/2019	$4,441.21	$288.68	$4,729.89
M-002/Management Solutions	I-000981	02/28/2019	$3,021.94	$196.43	$3,218.37
V-001/Valley Veterinary Services	I-000973	01/31/2019	$11,932.63	$775.62	$12,708.25
V-001/Valley Veterinary Services	I-000961	03/04/2019	$3,664.41	$173.19	$3,837.60
V-001/Valley Veterinary Services	I-001028	08/16/2019	$12,508.85	$813.08	$13,321.93
		Totals For CA	$99,562.12	$4,564.07	$104,126.19

Figure 7: *Sales by State Report*

Cash/Credit Card Receipts Report

The Sales Cash Receipts and Sales Credit Card Receipts reports show the amount of revenue generated in cash, checks, charge, and credit/debit card sales for a specified range of invoices. The WebPay amount in the totals section refers to orders from 3dCart. You can run the report for posted or unposted transactions and you can subtotal it by register, sales department, customer number, invoice number, or transaction number.

You can use Crystal Reports® to add fields to this report. Refer to your Crystal Reports documentation for instructions.

If TSYS® sends a Credit Card Code that is unknown in Denali, those transactions will not appear on the report. They will correctly post to General Ledger. You can view TSYS reports for more detailed transaction information.

Sales Cash Receipts Report

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Tran #	Department	Invoice #	Salesperson	Customer Number	Customer Name	Date	Module
	Cash	Check	Credit Card	CC Rebates	Debit Card	WebPay	Charge	Payment	Net Transaction
1	D1	I-001008	SP1	H-004	House of Carpets Warehouse	08/28/2018	OE
	$378.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$378.00
2	D1	I-001009	MGR	M-002	Management Solutions	08/28/2018	OE
	$221.41	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$221.41
5	D1	I-001012	MGR	M-004	Musician's Studio A	08/28/2018	OE
	$215.18	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$215.18
7	D1	I-001014	MGR	M-004	Musician's Studio A	09/06/2018	OE
	$66.16	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$66.16	$66.16
8	D1	I-001015	SP2	K-001	Kelly's Pet Store	09/06/2018	OE
	$62.91	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$62.91	$62.91
9	D1	I-001016	SP2	003	Beauty Supply Inc.	09/06/2018	OE
	$17.22	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$17.22	$17.22
10	D1	I-001017	SP2	BIG C	The Big Corporation	09/06/2018	OE
	$37.89	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$37.89	$37.89
11	D1	I-001018	MGR	H-003	Holiday Travel Agency	09/06/2018	OE
	$34.65	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$34.65	$34.65
6	D1	W-000160	SP1	H-004	House of Carpets Warehouse	08/28/2018	OE
	$5.25	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$5.25

Report Totals

Cash	Check	Credit Card	CC Rebates	Debit Card	WebPay	Charge	Payment	Net Transaction
$1,038.67	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$218.83	$1,038.67

Figure 8: *Sales Cash Receipts Report*

TSYS Transactions Report

The TSYS Transactions Report shows a list of all authorized transactions (this might include transactions other than those processed through TSYS). It breaks down the transactions based on payment type, and includes the invoice #, salesperson, customer number and name, date, and the total transaction amounts.

You can filter the report to include register sales, orders, or both. You can also filter the report by posted or unposted transactions, salesperson, invoice/receipt number, and date.

If TSYS® sends a Credit Card Code that is unknown in Denali, those transactions will not appear on the report. They will correctly post to General Ledger. You can view TSYS reports for more detailed transaction information.

Sales TSYS Transactions Report

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Other

Tran #	Department	Invoice #	Salesperson	Customer Number	Customer Name	CC Amount	CC Rebates	Date	Net Transaction
1	D1	000033	MANAGR		CASH SALE	$49.99	$0.00	05/09/2014	$49.99
2	D1	000034	MANAGR		CASH SALE	$26.88	$0.00	05/01/2014	$26.88
3	D1	000035	MANAGR		CASH SALE	$16.67	$0.00	05/04/2014	$16.67
4	D1	000036	MANAGR		CASH SALE	$83.32	$0.00	05/01/2014	$83.32
5	D1	000037	MANAGR		CASH SALE	$16.13	$0.00	05/08/2014	$16.13
1	D1	000038	MANAGR		CASH SALE	$25.27	$0.00	05/09/2014	$25.27
2	D1	000039	MANAGR		CASH SALE	$21.22	$0.00	05/15/2014	$21.22
3	D1	000040	MANAGR		CASH SALE	$37.76	$0.00	05/11/2014	$37.76
4	D1	000041	MANAGR		CASH SALE	$125.51	$0.00	05/25/2014	$125.51
5	D1	000042	MANAGR		CASH SALE	$58.05	$0.00	05/22/2014	$58.05
6	D1	000043	MANAGR		CASH SALE	$241.88	$0.00	05/20/2014	$241.88
7	D1	000044	MANAGR		CASH SALE	$133.30	$0.00	05/10/2014	$133.30
					CC Totals	$835.98	$0.00		

VISA

Tran #	Department	Invoice #	Salesperson	Customer Number	Customer Name	CC Amount	CC Rebates	Date	Net Transaction
1	D1	000045	MANAGR		CASH SALE	$21.50	$0.00	05/09/2014	$21.50
2	D1	000046	MANAGR		CASH SALE	$16.13	$0.00	05/09/2014	$16.13
					CC Totals	$37.63	$0.00		

MasterCard/Diners Club

Figure 9: *Sales TSYS Transactions Report*

Price Variance Report

The Price Variance Report shows the base price, actual selling price, and the variances between them. You can run this report for posted or unposted transactions and you can subtotal it by Inventory Code, item, Order Entry/Point Of Sale, product type, or salesperson.

You can specify the type of transactions to include (posted or unposted), and the range of items, salespersons, and dates. Only transactions that have a difference between the base price and the selling price will appear on the report. Holds, quotes, and work order transactions are excluded.

Sales Price Variance Report
All Books Surplus (ALLBOO)

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Item Number		Description					
Transaction Date/Time	**Invoice Number**	**Salesperson**	**Qty**	**Base Price**	**Selling Price**	**Variance**	**Total Variance**
DICTIONARY #1		**Dictionary #1**					
08/12/2010 4:47 PM	000017	SP1	1.00	11.7500	10.0000	(1.7500)	(1.7500)
					Total		**(1.7500)**
OFFICE DESKS		**The Office Solution**					
08/12/2010 4:48 PM	000018	SP1	1.00	650.0000	610.0000	(40.0000)	(40.0000)
					Total		**(40.0000)**
POE CLASSICS		**volume of Poe classics**					
08/12/2010 4:47 PM	000016	SP1	1.00	79.9900	85.0000	5.0100	5.0100
					Total		**5.0100**

Figure 10: *Sales Price Variance Report*

Sales Tax Report

The Sales Tax Report contains a list of all available Sales Tax Codes, as well as the total sales and the total tax collected. You can specify the Tax Codes range to include in the report. You can also include Sales Tax Codes that have zero tax collected. You can run this report for posted or unposted transactions and you can subtotal it by Sales Tax Code, either with or without levels.

You can use Crystal Reports® to add fields to this report. Refer to your Crystal Reports documentation for instructions.

Sales Tax Report
All Books Surplus (ALLBOO)

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Tax Code: TX Generic Tax Code

Customer Number	Invoice Number	Transaction Date	Sales Amount
CASH SALE	000004	8/12/2010	$650.00
CASH SALE	000005	8/12/2010	$7.99
CASH SALE	000006	8/12/2010	$11.75
CASH SALE	000007	8/12/2010	$20.99
CASH SALE	2	8/12/2010	$6.99

Tax Code TX Subtotals

TOTAL TAX	**$52.34**	**TOTAL SALES**	**$697.72**

Report Totals

Sales With Tax Codes **$697.72**

Figure 11: *Sales Tax Report*

Profit Margin Report

The Profit Margin Report calculates profit using a variety of sort options. You can run the report for Order Entry, Point of Sale, or both. You can also select from different criteria to include or exclude. This report helps you pinpoint the profitability of your business.

If you defined a custom report for this window in Controller, you can select the **Use a custom report** check box and then choose the custom report you want to run from the drop-down. See the Controller guide for more information on setting up custom reports.

Profit Margin Report
All Books Surplus (ALLBOO)

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Customer Number
THE BOOK AND SUPPLIES ST Book and Supplies Stop

Stock Number/Description	Date	Quantity	Sales	Cost	Profit	Profit%
ANTIQUE PEN SET/Antique Plated Pe	02/14/2013	1.0000	$125.00	$19.00	$106.00	84.80%
MACBETH/Macbeth mass market	02/14/2013	1.0000	$7.99	$5.00	$2.99	37.42%
SHAKESPEARE COLLECTION/Collec	02/14/2013	1.0000	$70.00	$50.00	$20.00	28.57%
THE BOOK AND SUPPLIES STC		3.0000	$202.99	$74.00	$128.99	63.55%

Customer Number
THRIFTY BOOKS Thrifty Book Shop

Stock Number/Description	Date	Quantity	Sales	Cost	Profit	Profit%
AESOPS FABLES/Aesops Fables	09/11/2014	2.0000	$48.00	$30.00	$18.00	37.50%
BOOKENDS-GLOBE/Globe Bookends	09/11/2014	3.0000	$210.00	$180.00	$30.00	14.29%
THRIFTY BOOKS		5.0000	$258.00	$210.00	$48.00	18.60%

Figure 12: *Profit Margin Report*

Coupon/Buy Down Report

This report is only available if you have Specialty Shop installed. Use the Sales Coupon Buy/Down Report to see which manufacturer coupons have been redeemed and how much you are due from various manufacturers. You can use this report to reconcile the buy down reimbursement you receive from manufacturers with your sales figures to be sure you are reimbursed the correct amount. You can run this report for posted or unposted transactions and you can subtotal it by Coupon Code, item, or module.

Sales Coupon/Buy Down Report
All Books Surplus (ALLBOO)

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Date	Stock Item	Description	Buy Down Amount	Quantity Sold	Total Amount
MANCO - Manufacturer coupon					
08/13/2010	BOOKENDS-GLOBE	Globe Bookends	$15.00	1.0000	$15.00
08/13/2010	BOOKENDS-GLOBE	GLOBE BOOKENDS	$15.00	2.0000	$30.00
08/13/2010	BOOKENDS-THINKER	BOOKENDS THINKER	$15.00	2.0000	$30.00
08/13/2010	BOOKENDS-THINKER	Bookends Thinker	$15.00	1.0000	$15.00
			Sub Totals For MANCO	6.0000	$90.00
			Totals	**6.0000**	**$90.00**

Report Summary

Figure 13: *Sales Coupon/Buy Down Report*

Promotional Sales Report

This report is only available if you have Inventory and Sales installed. Use this report to view sales history information grouped by Promotion Code with subtotals for each code for the specified date range. If you have Specialty Shop installed, this report provides detailed data on how many items were sold at the full price and how many were free or discounted using regular or Buy X Get Y promotions. You can also include only Orders, Register Sales, or both.

Sales Promotional Sales Report
All Books Surplus (ALLBOO)

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Promotion	Description
BUY1GET1	Buy 1 Get 1

Sale Date	Stock Number	Promo Price	Quantity	Extended
08/11/2010	BRAIN TEASERS	$10.0000	2.0000	$20.0000
08/11/2010	BRAIN TEASERS	$10.0000	2.0000	$20.0000
08/11/2010	BUY1GET1	$10.0000	(1.0000)	($10.0000)
08/11/2010	BRAIN TEASERS	$10.0000	2.0000	$20.0000
08/11/2010	BRAIN TEASERS	$10.0000	2.0000	$20.0000
08/11/2010	BUY1GET1	$10.0000	(1.0000)	($10.0000)
08/13/2010	BRAIN TEASERS	$10.0000	2.0000	$20.0000
08/13/2010	BRAIN TEASERS	$10.0000	2.0000	$20.0000
08/13/2010	BUY1GET1	$10.0000	(1.0000)	($10.0000)
08/13/2010	CHAUCER COLLECTION	$44.9900	1.0000	$44.9900
08/13/2010	POE CLASSICS	$79.9900	1.0000	$79.9900
08/13/2010	BUY1GET1	$59.9925	(1.0000)	($59.9900)
08/15/2010	CHAUCER COLLECTION	$44.9900	1.0000	$44.9900
08/15/2010	POE CLASSICS	$79.9900	1.0000	$79.9900
08/15/2010	BUY1GET1	$59.9925	(1.0000)	($59.9900)
08/17/2010	CHAUCER COLLECTION	$44.9900	1.0000	$44.9900

Figure 14: *Sales Promotional Sales Report*

Regular Promotional Sales

Regular promotional sales include any sales that are not Buy X, Get Y.

- **Net Sales this Promotion**: Displays the sum of Quantity and the sum of Extended price for all detail lines for that promotion.
- **Total Net Sales**: The sum of Net Sales this Promotion for each promotional group in the report.

Buy X, Get Y Promotional Sales

Buy X, Get Y sales include sales in which a customer has to buy X to get Y. For example, buy one, get 50% off an additional item.

- **Gross Sales this Promotion**: The sum of Quantity and Extended price for all sale detail lines for a specific promotion, excluding the Buy X, Get Y and free/discount lines. This total includes both Buy and Get items. Gross Sales includes returns of regular sales made under a promotion.
- **Free/Discounted Items**: The sum of all Buy X, Get Y line items that reduce the total sale price for the Buy X, Get Y promotion. Quantity and Extension shows as negative because these line items discount the amounts of the Get items.
- **Net Sales this Promotion**: The net sales for the Buy X, Get Y promotion (Gross Sales this Promotion less Free/Discounted Items). This does not reflect the modified price if you discount it another way; for example, by changing the sale price directly on the sales entry screen.
- **Total Gross Sales**: The sum of *Gross Sales this Promotion* for each Promotional Code in the report.
- **Total Free/Discounted Items**: The sum of *Free/Discounted Items* for each Promotional Code in the report.

- **Total Net Sales**: The sum of *Net Sales this Promotion* for each Promotional Code in the report.

Sales History Report

The Sales History Report provides extensive detail on posted Order Entry and Point of Sale transactions. Use the various sort options to define relationships between different aspects of your business, such as which items sell better at certain times of the year, which products customers are buying and which ones they are not, which products cash customers purchase, which products credit customers purchase, etc. Because of the extensive sort options provided on this report, you can generate a variety of different reports.

You can export this report to CSV format and easily manage your data in Excel. This report is saved by default in your Denali installation folder. It will overwrite any file of the same name. You can change where the report is saved and/or the filename by entering the information in the Print Options window. This file might show more data than appears on the report. You cannot export lot or serial numbers to CSV.

You can also use Crystal Reports® to add fields to this report. Refer to your Crystal Reports documentation for instructions.

Sales History Report
All Books Surplus (ALLBOO)

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	Stock Number / Description / Customer Number / Customer Name / Salesperson / Serial / Lot Number / Job	Date	Invoice Number / Customer Type / Phase	PO Quantity / Sales Tax Code / Sales Department	PO Number / Location	Qty / Module / Cost Code	Price	Extended
Customer Number:	KIM LEANIDES							
	DICTIONARY #1	06/14/2016	000037			10.0000	$11.75	$117.50
	Dictionary #1				MAIN			
	KIM LEANIDES		STUDNT	NY		OE		
	Kim Leanides							
	SP1			Department 1				
	HISTORY TEXT # 1	06/14/2016	000037			10.0000	$12.50	$125.00
	World History Text				MAIN			
	KIM LEANIDES		STUDNT	NY		OE		
	Kim Leanides							
	SP1			Department 1				
	SPTMIN	06/15/2016	000038			1.0000	$80.00	$80.00

Figure 15: *Sales History Report*

Sales Labels

This report is only available if you have Accounts Receivable installed and Sales is integrated to Accounts Receivable. This report lets you quickly print customer labels directly from the Sales module. You can use all the existing sorts in sales history to print sales labels. With this kind of control over your database you can develop very targeted marketing mailings. This report is designed to print Avery #5160 labels in 1-, 2-, or 3-column format. You can even print labels for only those customers who purchased certain items from you during a specific date range.

Jeremy Barnes
49 Cedar Ave
North Meadows NY 11754
UNITED STATES

Kim Leanides
5684 S. Leesen Rd
Riverside NY 11834
UNITED STATES

Kim Leanides
5684 S. Leesen Rd
Riverside NY 11834
UNITED STATES

Book and Supplies Stop

Figure 16: *Sales Labels Report*

Invoice/Receipt Tracking Report

The Invoice/Receipt Tracking Report identifies missing invoice and/or receipt numbers for specified invoice/receipt and date ranges. To print only missing invoices/receipts, select the appropriate check box. Otherwise, each invoice/receipt is shown and missing numbers are marked with asterisks (*), similar to the way in which missing checks are denoted on most bank statements.

Sales Invoice Tracking Report
All Books Surplus (ALLBOO)

8/13/2010 11:27:49 AM **Page 1**

Invoice	Module	Date	SPC	Customer Number	Customer Name	Invoice Total
000019	OE	08/13/2010	MANAGR	THE BOOK AND SUPPLIES S	Book and Supplies Stop	$1,017.97
200019	OE		********** Missing Invoice **********			
000021	OE	08/13/2010	MANAGR	THRIFTY BOOKS	Thrifty Book Shop	$13.95
000022	OE	08/13/2010	MANAGR	THRIFTY BOOKS	Thrifty Book Shop	$430.00
000023	OE	08/13/2010	MANAGR		C A S H S A L E	$245.00
000024	OE	08/13/2010	MANAGR		C A S H S A L E	$55.00
000025	OE	08/13/2010	MANAGR		C A S H S A L E	$55.00
000026	OE	08/13/2010	MANAGR	JEREMY BARNES	Jeremy Barnes	$7.99
000027	OE	08/13/2010	MANAGR	KIM LEANIDES	Kim Leanides	$55.00
000028	OE	08/13/2010	MANAGR	THE BOOK AND SUPPLIES S	Book and Supplies Stop	$21.50
000029	OE	08/13/2010	MANAGR	THRIFTY BOOKS	Thrifty Book Shop	$12.64
000008	PS	08/13/2010	MANAGR		C A S H S A L E	$120.50

Figure 17: *Sales Invoice Tracking Report*

Reprinting Invoices or Receipts from History

Under normal operating conditions, you print invoices and receipts before you post them. Once you post and clear a sale, however, the **Sales Reprint Invoices/Receipts From History** option allows you to reprint invoices from the history table. This feature is handy during a customer inquiry or when questions arise for any reason concerning a previously-posted sale.

You can select the invoices or receipts to print based on transaction date, invoice/receipt number, and/or customer number. You can only reprint non-voided transactions. Voided transactions do not appear in the Lookup when you select the **Reprint Invoices/Receipts from History** option in the report window.

If you defined a custom report for this window in Controller, you can select the **Use a custom report** check box and then choose the custom report you want to run from the drop-down. See the Controller guide for more information on setting up custom reports.

Back Order Tracking Report

This report is only available if Sales is integrated to Inventory. The Back Order Tracking Report identifies all or a specified range of back order invoices awaiting inventory. You can sort the report by stock number or customer number.

You can use Crystal Reports® to add fields to this report. Refer to your Crystal Reports documentation for instructions.

Sales Back Order Tracking Report
All Books Surplus (ALLBOO)

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Sort By Customer Number	Stock Number	Transaction Date	Invoice Number		Quantity
JEREMY BARNES					
	MARK TWAIN COLLECTION	8/13/2010	000034		1.0000
			JEREMY BARNES	Total	1.0000
THRIFTY BOOKS					
	BRAIN TEASERS	8/13/2010	000032		3.0000
			THRIFTY BOOKS	Total	3.0000

Figure 18: *Sales Back Order Tracking Report*

Back Order Fulfillment Report

This report is only available if Sales is integrated to Inventory. The Back Order Fulfillment Report compares the inventory on hand to a specified range of back order invoices. You can sort the report by customer number, invoice number, or invoice date, and can print it in one of three ways: *All*, *Filled Invoices Only*, *Partially Filled Invoices Only*.

Sales Back Order Fulfillment Report
All Books Surplus (ALLBOO)

2/21/2012 10:41:57 AM — Page 1

Customer Number / Invoice Date	Invoice Number	Stock Number / Stock Location / Comment	Orig Qty	Back Ordered	Qty Filled	Status
			Status of	C A S H S A L E		Filled
JEREMY BARNES						
08/13/2012	000041	MARK TWAIN COLLECTION MAIN		1.0000	1.0000	Filled
			Status of	JEREMY BARNES		Filled
KIM LEANIDES						
08/13/2012	000042	CATCHER IN THE RYE MAIN		4.0000	4.0000	Not Filled
			Status of	KIM LEANIDES		Not Filled
THE BOOK AND SUPPLIES STOP						
08/13/2012	W-000002	AESOPS FABLES MAIN MAIN		30.0000	13.0000	Partially Filled
			Status of	THE BOOK AND SUPPLIES ST		Partially Filled
			Total:	43.0000	26.0000	

Figure 19: *Sales Back Order Fulfillment Report*

Deposit Journal Report

The Deposit Journal Report displays work order deposit history sorted either by work order number or invoice number.

Sales Deposit Journal Lookup
All Books Surplus (ALLBOO)

8/13/2010 12:43:02 PM — **Page 1**

Customer Number: KIM LEANIDES — **Work Order** W-000005
Date of Deposit: 8/13/2010 — **Deposit Status:** Deposit Received Posted
Deposit Amount: 100.00 — **Payment Type:** Cash
Total Deposit Amount: 100.00

Customer Number: THE BOOK AND SUPPLIES STOP — **Work Order** W-000004
Date of Deposit: 8/13/2010 — **Deposit Status:** Deposit Received Posted
Deposit Amount: 50.00 — **Payment Type:** Cash
Total Deposit Amount: 50.00

Figure 20: *Sales Deposit Journal Report*

Gift Card Report

The Sales Gift Card Report displays gift card transactions sorted either by register/batch or salesperson. With this report, you can compare the gift card transactions to information such as the dates on which the gift cards were sold or which register sold the most.

Sales Gift Card Report
All Books Surplus (ALLBOO)

8/13/2010 1:02:01 PM **Page 1**

Transaction Type	Count	Transaction Type Total
Increment	2	75.00

Date	Register/Batch	Tran #	Salesperson	Serial #	Auth #	Amount
08/13/2010	AAAAAV	3	MANAGR	1000000105	108664:025386	50.00
Total	AAAAAV					50.00

Date	Register/Batch	Tran #	Salesperson	Serial #	Auth #	Amount
08/13/2010	AAAAAX	1	MANAGR	1000000105	108667:025386	25.00
Total	AAAAAX					25.00

Figure 21: *Sales Gift Card Report*

Recurring Invoice Report

The Recurring Invoice Report shows you the invoices in the recurring batch. You can filter the report by customer or Frequency Code.

Sales Recurring Invoice Report
All Books Surplus (ALLBOO)

10/7/2016 2:56:58 PM **Page 1**

Customer Number	Customer Name	Invoice Number	Amount	Frequency Code	Begin Recurring On
ANN SMITH	Ann or Bob Smith	000051	53.00	18TH	11/18/2016
CALVIN LEANIDES	Cal Leanides	000046	54.00	18TH	10/18/2016
JACK LEANIDES	Jack Leanides	000053	75.60	18TH	10/18/2016
JASON SHAW	Jason Shaw	000052	74.20	18TH	10/07/2016
JEREMY BARNES	Jeremy Barnes	000049	57.24	18TH	11/18/2016

Report Summary

Report Selection Criteria

Sort By:	Customer Number	
Customer Number:	Start	End
Frequency Code:	18TH	18TH

Figure 22: *Sales Recurring Invoice Report*

Layaway Reports

There are various ways that you can sort and customize layaway reports to meet the needs of your company. This section provides an understanding of the types of reports available and how to use them. These reports show all open invoices for layaways. Once a layaway is paid in full, it is removed from this file and added to the sales history file (see “Sales History Report” on page 115).

Layaway History Report

The Layaway History Report prints a complete report of all posted layaway transactions that meet the criteria you specify. You might sort the report by customer number, layaway number, or Register Code and print it in detailed, condensed, or summary format. You can also choose to include all, only open, or only closed layaway transactions in the report.

Sales Layaway History Report
All Books Surplus (ALLBOO)

8/13/2010 1:51:26 PM **Page 1**

Tran Type / Item/Receipt Number	Layaway Number	Quantity	Date / Amount	Customer Number/Customer Name / Extended	Tax Amount	Total
Layaway: 0000001						
Layaway	0000001		8/13/2010	KIM LEANIDES/Kim Leanides		
INFORMATION SCIENCE TEXT #1		3.0000	$124.00	$372.00		$372.00
Payment	0000001		8/13/2010	KIM LEANIDES/Kim Leanides		
000050			$50.00			($50.00)

Total Layaway Sales	Total Amount Tendered	Refunds	Total Remaining on Layaway
$372.00	($50.00)	$0.00	$322.00

Layaway: 0000002						
Layaway	0000002		8/13/2010	PHIL RUSSON/Phil Russon		
BOOKENDS-GLOBE		2.0000	$70.00	$140.00		$140.00
Payment	0000002		8/13/2010	PHIL RUSSON/Phil Russon		

Figure 23: *Sales Layaway History Report*

Layaway by Item Report

With this report you receive a breakdown of open layaway transactions by stock item. You can see the type, quantity, and sales amount of the selected items. You can run this report in detailed, condensed, or summary format and you can run it for either posted or unposted transactions. You can subtotal it by Inventory Code, module, product type, or salesperson (detailed or condensed format only).

Sales Layaway by Item Report
All Books Surplus (ALLBOO)

8/13/2010 1:59:38 PM **Page 1**

Stock Number/Description BOOKENDS-GLOBE Globe Bookends

Layaway # / Date	Line	SPC / Mod	Reg / Batch	Customer #	Quantity	Price	Extension
0000002	1	MANAGR	SALAY	PHIL RUSSON			
08/13/10		OE			2.0000	$70.0000	$140.00
Totals for Stock Number		**BOOKENDS-GLOBE**			**2.0000**		**$140.00**

Stock Number/Description INFORMATION SCIENCE TEXT #1 Business Intelligence Text - Hardcover

Layaway # / Date	Line	SPC / Mod	Reg / Batch	Customer #	Quantity	Price	Extension
0000001	1	MANAGR	SALAY	KIM LEANIDES			
08/13/10		OE			3.0000	$124.0000	$372.00
Totals for Stock Number		**INFORMATION SCIENCE TEXT #1**			**3.0000**		**$372.00**

Stock Number/Description MEDICAL TEXT 101 COLLEGE LEVEL MEDICAL TEXT

Layaway # / Date	Line	SPC / Mod	Reg / Batch	Customer #	Quantity	Price	Extension

Figure 24: *Sales Layaway by Item Report*

Layaway By Salesperson Report

This report shows layaways by salesperson and you can print a subtotal for each stock item included in the layaway. You can run this report in detailed, condensed, or summary format and you can run it for posted or unposted transactions. If you select *Unposted* for the transaction type, you can sort by salesperson or module (detailed or condensed format only) and you can subtotal the report by stock item.

Sales Layaway By Salesperson Report
All Books Surplus (ALLBOO)

8/13/2010 2:04:33 PM **Page 1**

Salesperson / Layaway Number / Customer Number / Stock Number	Description	Date	Quantity	Register / Batch / Price	Extended
MANAGR Manager					
0000001 / KIM LEANIDES				SALAY	
INFORMATION SCIENCE TEXT #1	Business Intelligence Text - Hardcover	8/13/2010	3.0000	$124.0000	$372.00
			3.0000		$372.00
0000002 / PHIL RUSSON				SALAY	
BOOKENDS-GLOBE	Globe Bookends	8/13/2010	2.0000	$70.0000	$140.00
			2.0000		$140.00
0000003 / THRIFTY BOOKS				SALAY	
MEDICAL TEXT 101	COLLEGE LEVEL MEDICAL TEXT	8/13/2010	1.0000	$150.0000	$150.00
			1.0000		$150.00
MANAGR Manager Totals			6.0000		$662.00

Figure 25: *Sales Layaway by Salesperson Report*

Layaway by Register Report

You can run this report in detailed, condensed, or summary format and subtotal it by stock item. The Layaway by Register Report shows only unposted layaways.

Sales Layaway by Register Report
All Books Surplus (ALLBOO)

8/13/2010 4:09:24 PM **Page 1**

POS Register Code RG1 Register 1

Layaway Number	Line	Stock Number	SPC	Customer Number	Date	Quantity	Price	Extension
0000008	1	CHAUCER COLLECTION	MANAGR	THE BOOK AND SUPPLI	8/13/2010	6.0000	$44.99	$269.94
0000009	1	OFFICE DESKS	MANAGR	THE BOOK AND SUPPLI	8/13/2010	1.0000	$650.00	$650.00
0000010	1	OFFICE DESKS	MANAGR	THRIFTY BOOKS	7/12/2010	1.0000	$650.00	$650.00
Totals for Register RG1						**8.0000**		**$1,569.94**

Report Totals		**8.0000**	**$1,569.94**
Total Gross Layaways	**$1,569.94**		
Total Return Layaways	**$0.00**		
Total Net Layaways	**$1,569.94**		

Figure 26: *Sales Layaway by Register Report*

Delinquent Layaways Report

This report displays layaways for which the customer is late making a payment (delinquent) according to his or her payment schedule. For example, if a customer neglects to pay off his or her layaway contract that was set for February 17th, and you run this report on February 24th, this customer is included in the report as delinquent. You can also use this report to view late payments on paid-in-full layaways that have not yet been purged from the system.

Sales Delinquent Layaway Report
All Books Surplus (ALLBOO)

8/13/2010 4:12:38 PM **Page 1**

Customer Number / Layaway Number	Layaway Amount	Customer Name / Initial Date	End Date	Schedule	Last Payment	Phone Number / Contact
KIM LEANIDES		Kim Leanides				(631) 985-6565
0000001	$372.00	8/13/2010	8/13/2011	Monthly	8/13/2010	Kim Leanides

ITEMS:

Stock Number / Description	Quantity	Amount	Extended	Tax Amount	Total
INFORMATION SCIENCE TEXT #1 Business Intelligence Text - Hardcover	3.0000	$124.0000	$372.00		$372.00
Totals			$372.00	$0.00	$372.00

LATE PAYMENTS:

Payment Date	Receipt Number	Amount	Days Late
9/13/2010		$26.83	30

Figure 27: *Sales Delinquent Layaways Report*

Layaway Schedule Report

You can quickly print a schedule of payments for a range of layaways. This makes it easy for your customer to see when a payment is due and when they should be able to close the contract for the layaway and take the item(s) home. You can sort this report by customer number or layaway number and you can elect to have it start a new page for each customer or layaway. This way you can hand the customer their portion of the report for their reference. This report will only show layaway transactions that were entered and posted prior to running the report.

Sales Layaway Schedule Report
All Books Surplus (ALLBOO)

8/13/2010 4:14:38 PM **Page 1**

Layaway Number 0000001 **Customer Number** KIM LEANIDES Kim Leanides
Layaway Total $372.00 **Layaway Date** 8/13/2010 **Initial Down Payment** $50.00

Payment Due Dates	Minimum Payment Due
9/13/2010	$26.83
10/13/2010	$26.83
11/13/2010	$26.83
12/13/2010	$26.83
1/13/2011	$26.83
2/13/2011	$26.83
3/13/2011	$26.83
4/13/2011	$26.83
5/13/2011	$26.83
6/13/2011	$26.83
7/13/2011	$26.83
8/13/2011	$26.87
Total Payment Amount	$322.00

Figure 28: *Sales Layaway Schedule Report*

Troubleshooting: Sales Reports

At times, problems or errors can occur that are simple to fix without contacting Customer Support. Here, we indicate some common problems and ways to correct them. If you do not find what you are looking for in this section, refer to the help options under the “Denali Help” section of this guide and/or check the Documentation section of our Customer Service Center at https://service.cougarmtn.com/documentation/ before you contact Customer Support. If you would like to offer suggestions for additions to our Troubleshooting sections, please email us at documentation@cougarmtn.com.

To Fix This:	Try This:
I know I posted a specific transaction, but I can’t seem to find it on my report.	Double-check the date ranges for which you are running the report. It’s likely that the date and/or other ranges aren’t set up to include that specific transaction.

Chapter

6

Sales Period End and Maintenance

Sales Period End

Sales Maintenance

Troubleshooting: Sales Period End and Maintenance

DENALI

This chapter is designed as a resource for managers who conduct sales period end or year-end processes. It includes information about purging old data to maintain a clean system and how to reset credit card totals.

Sales Period End

Data tables can become extremely large, especially toward the end of the year. It's possible to fill your hard drive to the point where processing becomes very slow, or even impossible. Having an excessive amount of history information can also slow the processing of history reports due to the amount of data the system must sort.

The purpose of purging is to remove transaction detail that is no longer needed from the hard drive. By purging some information, you can often recover significant amounts of hard drive space. You can create distinct companies in the software to store historical data, so that you can easily access the information. For more information on copying organizations, see the Controller guide.

How to Reset Credit Card Totals

Each Credit Card Code is associated with a distinct set of accumulators that collect and store sales figures. Every time you post a credit card transaction, the transaction amount is added to the accumulator amounts. This feature keeps a running total of your posted credit card transaction amounts, which you can view at any time during the period.

At the end of the period, after you entered and posted the credit card transactions, print the sales figures for the codes. The figures show exactly how many dollars in sales were posted to each code during the period. After you print the reports, reset the current period accumulator to zero to allow you to gather the sales figures for the next period. To reset credit card totals in the Sales module, select **Period End Tasks** > **Purge Credit Card Codes Totals** from the left navigation pane. Select **Yes** in the message that appears.

When you reset the credit card totals, the process zeros out the current period accumulator and transfers the amount that was in the current period accumulator to the period 01 accumulator. Then, it transfers the amount that was in the period 01 accumulator to the period 02 accumulator, and so on for each accumulator. The amount that was in the accumulator for Period 24 is discarded.

Purging the Deposit Journal

Purging the deposit journal removes unwanted, completed transactions with a transaction date older than and including the purge date you specify. The decision to purge transactions is entirely up to you. You are not required to do so, but you might want to purge some transactions to reduce the amount of hard drive space occupied by the Order Entry data files.

CAUTION: ***Always back up your data files before you purge the deposit journal. Without a backup, you might need to retrieve transaction detail that is not recoverable. See the Controller guide for information on backing up your data.***

To purge the Deposit Journal, in the Sales module, select **Period End Tasks** > **Purge the Deposit Journal** from the navigation pane.

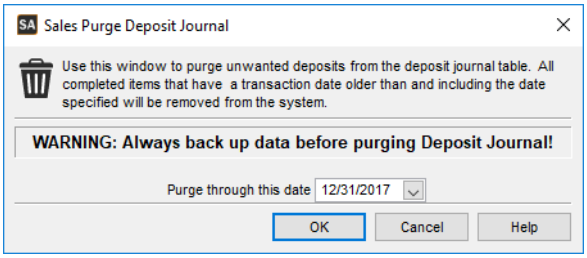

Figure 1: *Sales Purge Deposit Journal window*

Enter the date through which you want to purge unneeded deposit information. The system will only purge complete deposit transactions and that are prior to or including the date you enter.

Purging Sales History

While it doesn't directly affect the accuracy of your data, purging history can improve how your system functions by limiting the amount of information the system must sort, thereby speeding information retrieval. This means that when you regularly purge old, unneeded data from your system, your reports and Lookups can retrieve information quicker.

Purging the Sales history table removes unwanted transactions from the history file. Running this option purges all transactions that have a transaction date older than and including the purge date you specify. You are not required to purge sales history, but you might want to purge some transactions to reduce the amount of hard drive space occupied by the sales data tables.

CAUTION: ***Always back up your data files and print a History Report (see "Sales History Report" on page 115) before you purge the history file. See the Controller guide for information on backing up your data.***

To purge sales history in the Sales module, select **Period End Tasks** > **Purge Sales History** from the navigation pane.

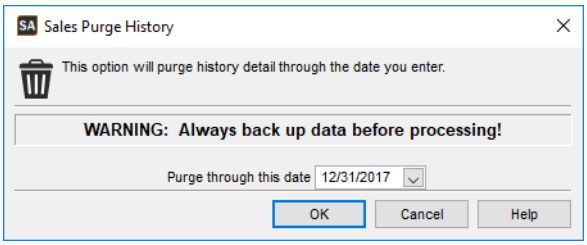

Figure 2: *Sales Purge History window*

Enter the date through which you want to purge unwanted sales history information. Only history information that is prior to or including the date you enter will be purged.

Purging Settled Checks

The **Purge Settled Checks** option removes all NSF checks marked as **Settled?** in the **Maintain Flagged Checks** window that have a check date older than and including the purge date specified. Once all of the NSF checks for a particular checking account and driver's license number have been marked as **Settled?** and purged from the system using this option, the entire record for that checking account and driver's license number are deleted from the flagged check file.

CAUTION: ***Always back up your data files and print a flagged check report by selecting the Print button in the Maintain Flagged Checks window (see "Tracking and Handling Checks with Insufficient Funds" on page 55) before you purge settled checks. See the Controller guide for information on backing up your data.***

To purge settled checks in the Sales module, select **Period End Tasks** > **Purge Settled Checks** from the navigation pane.

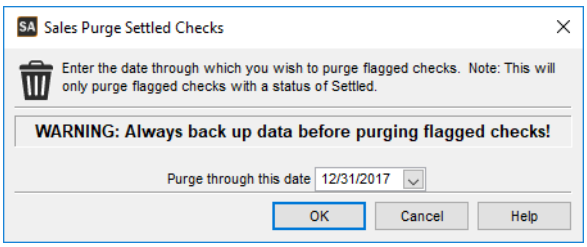

Figure 3: *Sales Purge Settled Checks window*

Enter the date through which you want to purge settled check information. Only settled checks that are prior to or including the date you enter will be purged.

Purging Hold or Quote Transactions

Sales with a **Hold** or **Quote** status are retained in a global batch table until you retrieve them and either convert them into sales or delete them. When a batch of sales is posted, the hold/quote transactions do not post, but remain in the global batch table (see the "Common Software Features" chapter of the Getting Started guide for more information about transaction batches).

Purging the Hold batch in Point of Sale and deleting unneeded Quotes in Order Entry helps keep your processing speed fast because it eliminates transactions that are no longer required. It also will help keep your Lookups clean because all you'll see are the transactions that are still relevant.

Running the Purge Hold Sales option purges all hold sales with a transaction date older than the purge date specified. Individually deleting unwanted Order Entry quotes removes them from the Lookups.

CAUTION: ***Always back up your data tables before you purge the Hold/Quote table. See the Controller guide for information on backing up your data.***

To purge Point of Sale hold transactions:

1 In the Sales module, select **Period End Tasks** > **Purge Hold / Quote Transactions** from the navigation pane.

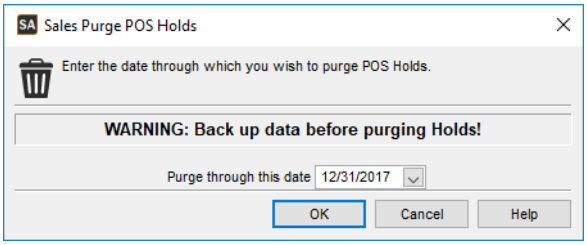

Figure 4: *Sales Purge POS Holds window*

2 Enter the date through which you want to purge Point of Sale Hold transactions. Only Point of Sale Holds that are prior to or including the date you enter will be purged.

3 Click **OK**.

To purge all Order Entry quote transactions:

1 In the Sales module, select **Order Entry Tasks** > **Set the Active Batch to Quote**.

2 To clear all the quotes in the quote batch, select **Order Entry Tasks** > **Clear the Transaction Batch**.

CAUTION: ***If you select this option, all Quote transactions in the batch will be purged. You will not be able to provide a date through which to purge quote transactions.***

To purge individual Order Entry quote transactions:

1 In the Sales module, select **Order Entry Tasks** > **Set the Active Batch to Quote**.

2 Select **Order Entry Tasks** > **Enter / Edit Customer Orders**. The Sales Order Entry window appears, with *Quote* selected as the Transaction Type.

3 Select **Transaction** > **Retrieve Transaction** > **Quote**.

4 Select the transaction you want to delete from the Lookup that appears.

5 Select **Transaction** > **Clear** to clear the transaction.

6 After you've cleared all the quote transactions you want, you can exit the Sales Order Entry window.

Purging Closed Layaways

Purging closed layaway transactions removes closed (completed or canceled) layaway transactions from the history file. Although you are not required to do so, you might want to purge some transactions to reduce the amount of hard drive space occupied by the sales data files, and to speed up the processing time when you sort or print history reports.

CAUTION: ***Always back up your data files and print a History Report before you purge closed Layaways. See the Controller guide for information on backing up your data.***

To purge closed layaway transactions in the Sales module, select **Period End Tasks** > **Purge Closed Layaways** from the navigation pane.

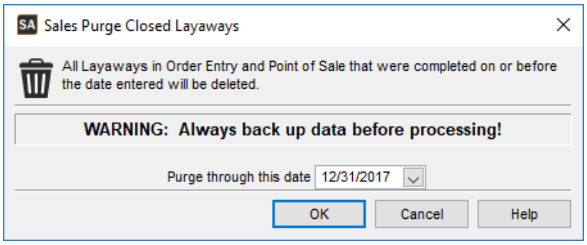

Figure 5: *Sales Purge Closed Layaways window*

Enter the date through which to purge canceled or completed layaways. All closed layaways dated through the date you enter here will be deleted.

Sales Maintenance

As with any software application, data integrity is critical to the dependability of Denali. Power fluctuations and other factors can cause data corruption without warning. For this reason, it is critical to maintain a system so that you can recover from a data problem if it occurs. See the “Backing Up, Restoring, and Deleting Data” section of the Controller guide for recommendations on safeguarding your data. You might also consider viewing your data table status as part of your maintenance process.

Viewing Table Information in Sales

Backing up your data is critical, but it can also be important to be able to look at information about your data tables. If you have reason to call Customer Support about possible data corruption, you might be asked to determine the date and time stamp of one or more of the affected data tables.

To view data table information in the Sales module, select **Resources and Tools** > **View Table Information** from the navigation pane.

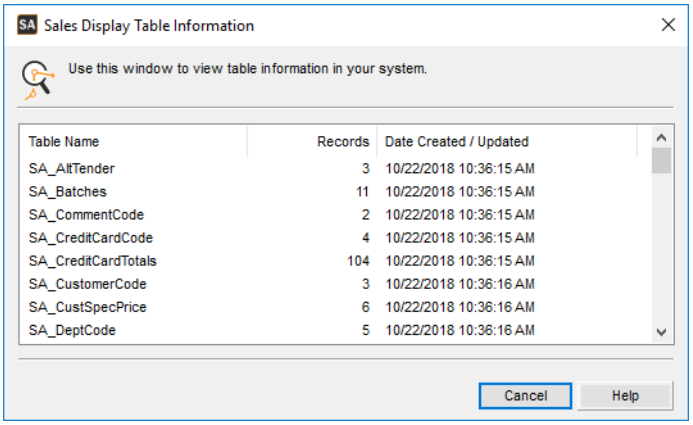

Figure 6: *Sales Display Table Information window*

Use the information in the window to determine the number of records in each table and the date and time it was created or updated.

Troubleshooting: Sales Period End and Maintenance

At times, problems or errors can occur that are simple to fix without contacting Customer Support. Here, we indicate some common problems and ways to correct them. If you do not find what you are looking for in this section, refer to the help options under the “Denali Help” section of this guide and/or check the Documentation section of our Customer Service Center at https://service.cougarmtn.com/documentation/ before you contact Customer Support. If you would like to offer suggestions for additions to our Troubleshooting sections, please email us at documentation@cougarmtn.com.

To Fix This:	Try This:
I purged sales history and entered the wrong date to use for the purge. Now some information that I really wanted to keep has been purged.	You will need to restore from your backup to restore items that have been purged. Any information that was entered since the backup will need to be entered again.

Chapter

7

Additional Resources

Formatting User-Defined Fields

Format Requirements for Importing Transactions

Import Error Messages

DENALI

This chapter provides important details on how to import transactions into Denali from an external file. Use the tables in this chapter to ensure your external file meets the format requirements before you attempt to import transactions. If you encounter an error message while you work in Denali and need an explanation as to what it means, the Troubleshooting section provides helpful information.

Formatting User-Defined Fields

To change the default of how a user-defined field is going to appear in the entry screens, you need to format it. Numeric fields allow a maximum of 11 digits with 4 decimals. Text fields have a default of 50 characters (30 in Payroll), but can be modified by the number you enter in the **Size** field. Date fields allow caption entry only—the date format is already specified. The characters used to create user-defined formats are listed in the table provided here.

Formatting Character	Description	Results
. (period)	Decimal placeholder	Determines how many digits are displayed to the left and right of the decimal separator. The actual character used is the one specified as the decimal placeholder in the international settings in the Control Panel. This character is treated as a literal for masking purposes.
, (comma)	Thousand separator	Separates thousands from hundreds within a number that has four or more places to the left of the decimal separator. The actual character used is the one specified as the thousands separator in the international settings in the Control Panel. This character is treated as a literal for masking purposes.
: (colon)	Time separator	Separates time elements, such as hour:minute:second. The actual character used is the one specified as the time separator in the international settings in the Control Panel. This character is treated as a literal for masking purposes.
/ (slash)	Date separator	Separates date elements such as day/month/year. The actual character used is the one specified as the date separator in the international settings in the Control Panel. This character is treated as a literal for masking purposes.
#	Digit placeholder	Displays a digit (0-9). For example, ####.## accepts *1234.12*.
A	Alphanumeric placeholder	Displays an alphanumeric character (a-Z and 0-9) and is required.
?	Alphabetic placeholder	Displays an alphabetic character (a-Z) and is optional.

Formatting Character	Description	Results
>	Alphabetic placeholder, but forces uppercase characters (A-Z)	All characters are displayed in uppercase format.
<	Alphabetic placeholder, but forces lowercase characters (a-z)	All characters are displayed in lowercase format.
&	Character placeholder	Valid values are ANSI characters in the following ranges: 32-126 and 128-255 and is required.
\	Displays the next character in the format string	Many characters in the format expression have a special meaning and can't be displayed as literal characters unless they are preceded by a backslash. The backslash itself is not displayed. Note that two backslashes must be used in string literals to accommodate for the fact that this is also treated as an escape character for ANSI/ISO string formatting.

Format Requirements for Importing Transactions

When you import transactions from an external file, the information in the file being imported must be in the proper format. For example, fields need to be a certain length. Make sure that your formatting is correct to avoid possible errors. Information on the various format requirements is contained in this section; be sure to review all the information to help ensure you successfully import your external file.

Certain information, like dates, is required to post, but is not necessary to import transactions. Be sure to print an edit report and review it carefully before you post imported transactions (see "Printing Daily Reports" on page 84).

File Formats Supported by Denali for Importing Transactions

The format requirements for a successful import are covered in this section. The file imported will contain multiple records, each having a CR/LF (carriage return/line feed) at the end and an "H" or "D" as the first character. Records with an "H" at the beginning are header or master records, and subsequent records with a "D" at the beginning are the detail lines (sometimes referred to as "child lines") for that header record.

You can name the file anything you want, but the file extension must be .txt or the six character Denali company code, for example, GLXFER.TXT or Income.DMOACT.

The external text file must be in one of the formats supported by Denali:

- **Column Position File (fixed length)**: Each field in the text file starts at a specific position and contains a fixed number of characters. This file type is sometimes referred to as "fixed length".

- **Tab Delimited File**: The fields in the file to be imported are separated by tabs.
- **Semi-Colon Delimited File**: The fields in the file to be imported are separated by semi-colons.

The file format sample contained in this section is for reference purposes only and might not reflect the same type of information as your text file(s).

Refer to “Order Entry File Format Requirements” on page 135 for a list of the required fields and the order of the fields.

```
H        10/15/10          GL001800001     TransDescription
D        1010     Header   D        25.32
```

Column-Position (Fixed-Length)

```
H        10/15/10          GL001800001     TransDescription
D        1010     Header   D        25.32
D        1020     Deposit  D        15.00
D        2100     Payable  C        40.32
H        10/15/10          GL078960001     TransDescrption
D        1010     Header   D        125.88
D        1020     Deposit  D        10.35
D        2100     Payable  C        5.56
```

Tab-Delimited Format

```
H; 10/15/2010;GL001800001;TransDescription
D;1010;Header;D;25.32
D;1020;Deposit;D;15.00
D;2100;Payable;C;40.32
H;10/15/2010;GL078960001;TransDescription
D;1010;Header;D;125.88
D;1020;Deposit;D;10.35
D;2100;Payable;C;5.56
H;10/15/10;GL001800001;TransDescription
D;1010;Header;D;155.32
D;1020;Deposit;D;85.99
D;2100;Payable;C;400.52
```

Semi-colon Delimited Format

Figure 1: *External File Formats Supported by Denali*

Importing Quotation Marks in CSV Files

If you import csv (comma-separated values) data files that contain quotation marks, it is important to understand how Denali handles quotation marks during the import process.

Quotation Mark Rule	Example
Single quotation marks at the start of data in a field are removed. If you want Denali to keep quotation marks at the start of data, you need to add two more sets of quotation marks.	“““these quotation marks should remain”””” = “these quotation marks should remain”

Quotation Mark Rule	Example
Quotation marks keep items that are separated by commas together as a group. If you have quotation marks at the start of a data field because information inside the quotes is separated by commas, but you want it to remain in one field, leave the quotes as is.	“quotation marks, keep, things, together” = quotation marks, keep, things, together
Quotation marks in the middle of a data string remain just as you typed them.	middle quotation marks “are not” affected = middle quotation marks “are not” affected

Order Entry File Format Requirements

Before you begin the import process, you need to make sure the text file is in the proper format and that all required fields have entries. If the external file is properly formatted, it will help eliminate the possibility of errors. Be sure to use the formats provided here and not from the actual database files. In some cases, the text file format is modified when it is saved into the database; for example, the transaction types are saved as different numeric values than the text file reflects.

If errors occur, an Import Error Report will be generated and errors on the report will indicate exactly which transaction has the problem. This will help you to quickly identify them for correction. See “Import Error Messages” on page 139 for more information.

Table 1 on page 135 and Table 2 on page 137 provide the requirements for the external file that is used to import Order Entry transactions. After you import the transaction information from your external file, you can view the transactions in the Sales Order Entry window. Reference fields 1-38 shown in Table 1 appear in the **Header Information** section of this window and the reference fields 39-64 shown in Table 2 appear in the **Detail Information** section.

Required fields are noted with an asterisk (*).

Table 1: Order Entry External File Format Requirements for the Transaction Header

Field Order[a]	Field Description	Maximum Field Length	Character Position (Fixed-Length Format)	Data Type
1	* Header Identifier	1	1	Char-Caps Type = “H”
2	* Shipping Customer	50	2	Char-Caps
3	Shipping Address Contact	35	52	Character
4	Shipping Address Line 1	35	87	Character
5	Shipping Address Line 2	35	122	Character
6	Shipping Address City	35	157	Character

Table 1: Order Entry External File Format Requirements for the Transaction Header (Continued)				
Field Order[a]	**Field Description**	**Maximum Field Length**	**Character Position (Fixed-Length Format)**	**Data Type**
7	Shipping Address State/ Province	35	192	Character
8	Shipping Address Postal Code	35	227	Character
9	Shipping Address Country[b]	35	262	Character
10	* Cash/Check/CC/Chg (0-Cash; 1-Check; 2-CCard;3-AR Charge)[c]	1	297	Numeric
11	* Transaction Type (0-Normal; 1-Hold; 2-Quote; 3-Work Order)	1	298	Numeric
12	* Invoice Number	20	299	Char-Caps
13	PO Number	20	319	Char-Caps
14	Ship Via Code	6	339	Char-Caps
15	* Department Code	6	345	Char-Caps
16	Salesperson Code	6	351	Char-Caps
17	Sales Tax Code	6	357	Char-Caps
18	Terms Code	6	363	Char-Caps
19	Discount Code (AR)	6	369	Char-Caps
20	Check Number	15	375	Char-Caps
21	Check Authorization	20	390	Character
22	Check Account Number	20	410	Char-Caps
23	Check Routing Number	15	430	Char-Caps
24	Check Driver's Lic No	15	445	Char-Caps
25	Credit Card Code	6	460	Char-Caps
26	Credit Card Authorization	20	466	Character
27	* Invoice Date	10	486	Date

Table 1: Order Entry External File Format Requirements for the Transaction Header (Continued)				
Field Order[a]	**Field Description**	**Maximum Field Length**	**Character Position (Fixed-Length Format)**	**Data Type**
28	Order Date	10	496	Date
29	Shipping Date	10	506	Date
30	User Defined Field 1	50	516	Character
31	User Defined Field 2	50	566	Character
32	User Defined Field 3	16	616	Numeric
33	User Defined Field 4	16	632	Numeric
34	User Defined Field 5	10	648	Date
35	Printed Flag (1=Yes, 0=No)[d]	1	658	Numeric
36	Shipping Phone	50	659	Character
37	Shipping Fax	50	709	Character
38	Payer	50	759	Character
39	End of Record		809	

a. This number is for reference purposes only and will not appear in the actual text file.
b. If you enter a country code that is not in the preset list in Denali, the address formatting will default to the USA standards.
c. If you did not allow certain payment types to be accepted, you will still be able to import any payment type. The Allowable Payment Type function only operates in the Sales Order Entry window.
d. A blank entry will be treated the same as “0” or No

Required fields are noted with an asterisk (*).

Table 2: Order Entry External File Format Requirements for the Transaction Detail				
Field Order[a]	**Field Description**	**Maximum Field Length**	**Character Position (Fixed- Length Format)**	**Data Type**
39	* Detail Identifier	1	1	Char-Caps Type = “D”
40	* Line Type	2	2	Numeric

Table 2: Order Entry External File Format Requirements for the Transaction Detail (Continued)				
Field Order[a]	**Field Description**	**Maximum Field Length**	**Character Position (Fixed- Length Format)**	**Data Type**
41	* Stock/Code[b]	50	4	Char-Caps
42	Stock Location	50	54	Char-Caps
43	Description	50	104	Character
44	Sales Dept Code	6	154	Char-Caps
45	Salesperson Code	6	160	Char-Caps
46	Sales Tax Code	6	166	Char-Caps
47	Comment Code	6	172	Char-Caps
48	* Taxable (1=Yes, 0=No)[c]	1	178	Numeric
49	Promotional Code	20	179	Char-Caps
50	Discount Code (IN)	6	199	Numeric
51	Discount %	8	205	Numeric
52	Quantity Ordered	14	213	Numeric
53	Quantity Shipped	14	227	Numeric
54	Quantity Back Ord	14	241	Numeric
55	Unit Price	14	255	Numeric
56	Promotional Price	14	269	Numeric
57	Serial Number	20	283	Char-Caps
58	User Defined 1	50	303	Character
59	User Defined 2	50	353	Character
60	User Defined 3	16	403	Numeric
61	User Defined 4	16	419	Numeric
62	User Defined 5	10	435	Date
63	Misc. Price	14	445	Numeric
64	For Lease (1=Yes, 0=No)	1	459	Numeric

Table 2: Order Entry External File Format Requirements for the Transaction Detail (Continued)				
Field Order[a]	**Field Description**	**Maximum Field Length**	**Character Position (Fixed- Length Format)**	**Data Type**
65	Term Start Date	10	460	Date
66	Term Expiration Date	10	470	Date
67	End of Record		480	

a. This number is for reference purposes only and will not appear in the actual text file.
b. For all Transaction Types, except type 2, 9, or 12, the Stock Code field requires a valid Stock Number or Non-Inventory Code.
c. The Taxable field defaults to “N” if left blank. If these transactions are to be taxed, the “Y” must be included and a valid Sales Tax Code must be imported.

Import Error Messages

This table provides a basic explanation of the various error messages you might receive during the import process and suggestions to correct any problems. If you complete the suggested fix and still receive the error, contact Customer Support at (800) 390-7053.

If this message appears	It means	Try this to fix it
“Maximum number of transactions reached. The import file is not allowed to have more than 9999 transactions, the remaining transactions will be skipped.”	This means that you have over 9999 transactions in the external file and have exceeded the maximum allowed by Denali.	You could break the external file into two files to decrease the number of transactions and retry the import again for those transactions that were skipped.
“Tran # xxxxx - Tran Date xx/xx/xxxx is not within fiscal calendar.”	This means that the indicated transaction you have tried to import is not within the fiscal calendar in which you are currently working.	You can change the transaction date in the external file to correspond with the fiscal calendar you are working in, or you might need to modify your organization’s fiscal calendar to accept the transaction. To modify your fiscal calendar, refer to the Controller guide.

If this message appears	It means	Try this to fix it
“Tran # xxxxx - Tran Date xx/xx/xxxx is less than Block Date.”	This means that the indicated transaction date precedes the date you have determined as the Date Block Period for accepting transactions in the system.	You can either change the date in the external file to a date after the Date Block Period, or modify the Date Block Period in Denali. To change the Date Block Period, refer to the Controller guide.
“Invalid date detected. xx/xx/xxxx is an invalid date.”	You will receive this error message when the date is outside of the allowable date range. For instance, if the date is accidentally entered as 02/04/1007, you will receive this error message.	Check the transaction dates in your external file and retry the import process.
“Invalid date format. xxx is an invalid format length.”	This means that the date is not in the required format of MM/DD/YYYY.	Revise the date format in the external file to match the required format of MM/DD/YYYY. For additional information, see “Order Entry File Format Requirements” on page 135.
“Record xxx in the import file is the wrong length. Record skipped. The record is x characters too short (too long).”	The import file must be in the proper format to be imported. If a transaction contains too few, or too many characters, it cannot be imported.	You will need to adjust your external file to meet the file format requirements for importing into Denali. Refer to “File Formats Supported by Denali for Importing Transactions” on page 133 for the specific requirements.
“Record xxxxx in the import file is not correctly delimited with tabs. Record skipped.”	There are specific requirements when you import a tab-delimited file, and this indicates that there is an error in the file format.	Refer to “File Formats Supported by Denali for Importing Transactions” on page 133 for the correct format and make necessary changes to your external file. Then you can retry the import process.
“Record xxx in the import file is not correctly delimited with semi-colons. Record skipped.”	There are specific requirements when you import a semi-colon delimited file, and this indicates that there is an error in the file format.	Refer to “File Formats Supported by Denali for Importing Transactions” on page 133 for the correct format and make necessary changes to your external file. Then you can retry the import process.

If this message appears	It means	Try this to fix it
“The import file exceeds the maximum number of 32767 records. Please fix the file and try again.”	This means that you have exceeded the maximum allowance of records that can be imported at one time by Denali and the import process was cancelled and no transactions were imported.	You could break the external file into separate files to decrease the number of records and retry the import process.
“Unable to open the file xxx. Please make sure no program is using this file and try again.”	The file you are attempting to import is open by you or another user and Denali cannot open it.	You will need to close the file and/or program using the external file and retry the import process.
“An unexpected error has occurred. The error number is xxx at record xxxxx with message x.”	Due to the complexity of this error, we recommend contacting Customer Support for assistance at (800) 390-7053.	

A

Accounting Period The period of time covered by an income statement. One year is often the accounting period for financial reporting, but financial statements are also prepared by most organizations for each quarter and each month.

Accrual Basis of Accounting The practice of recording revenue in the period in which it is earned and recording expenses in the period in which they are incurred. The effect on the business is recognized as goods or services are rendered or consumed, rather than when cash is received or paid.

Applied Credit In Accounts Receivable, a credit memo that reduces the amount remaining to be paid on a specific debit item, instead of merely reducing the total amount owed on the account.

Applied Debit In Accounts Payable, a debit memo that reduces the amount remaining to be paid on a specific credit item, instead of merely reducing the total amount owed on the account.

Applied Payment In Accounts Receivable or Sales modules, a payment that reduces the amount remaining to be paid on a specific debit item, instead of merely reducing the total amount owed on the account.

AP Code A six-character alphanumeric code attached to vendor master records that directs how transactions are posted to General Ledger accounts and also how they are aged.

AR Code A six-character alphanumeric code attached to customer master records and used to categorize customers. The AR Code is also used to specify a GL Accounts Receivable account.

Assets The economic resources owned by a business for the purpose of conducting business operations.

Audit Trail The documentation of transactions for use by consumers and auditors of financial statements to substantiate the authenticity and accuracy of the financial statements. Also, a report available in the General Ledger module that provides a chronological listing by account of the entries posted to each account.

B

Backups Periodically updated copies of computer data that ensure against total loss of data from a catastrophic event. Backups can be automatic or manual.

Balance Forward An AR customer type specified by the AR Code in which all open invoices are compacted into a single monthly balance at the end of each month. *See also* Open Item.

Bank Reconciliation A report, or the process of preparing it, that lists the outstanding items comprising the difference between the bank statement balance and the organization checkbook balance.

Batch Processing A transaction processing method that allows for multiple transactions to be entered and edited prior to posting. You can also choose to use one or multiple batches.

Batch Status The activity status associated with each batch of transactions. The status is viewable through the Batch Status Report for modules set up for multiple batch processing. You can access a batch until it is posted.

Batch Type Batch types are identified in the Batch Status Reports, with each type of batch containing different transaction types. The different modules have different batch types.

Benefit Benefit earned by employee such as vacation leave, sick leave, insurance, bonus, etc. Benefits do not increase the amount of the employee's paycheck.

c

CMS Date The CMS Date (or system date) is the date that all modules and software use by default. This date is set each time the software is opened.

Cash Basis of Accounting The practice of recording revenue when received in cash and recording expenses when they are paid in cash.

Cash Flow Statement A statement of sources of cash receipts and purpose of cash disbursements used to explain the change in the Cash account balance.

Cash Key An indicator that identifies a transaction as a cash transaction and determines which General Ledger Cash account is affected.

Chart of Accounts A list of the general ledger accounts and corresponding account numbers used to record the events of a business.

Committed In Inventory, the process of deducting the quantity of stock items that have been included in a transaction that has been saved but not posted from the available quantity of that stock item. Once the sales transaction has been posted, the committed quantity is subtracted from the on-hand quantity, the on-hand quantity is updated, and the committed quantity is reset to zero. For example, if there are 20 widgets in stock and the clerk sells 4 over the course of the day, then the on-hand quantity of the item will still reflect 20, but the Available quantity (which is what appears when you open the stock item lookup when selling an item) will reflect 16, since 4 have been committed. Once the transactions for the day have been posted, the committed quantity is reset to zero, and the on-hand quantity is adjusted to 16, which will match the Available Quantity until more transactions which include that stock item are saved.

Consolidated Financial Statements Financial statements presenting the combined financial position and operating results of affiliated organizations.

Context-Sensitive Help Help that is relevant to the current active window. It includes information about all the options in the window. A **Help** button is available in some windows and the default Help key is F1. (See also the *Task-based Help* definition).

Contra Account A ledger account which is deducted from a related account.

Contra-Asset Account An account with a credit balance that offsets an asset account to reflect the appropriate balance sheet value for the asset.

Contra-Liability Account An account with a debit balance that offsets a liability account to reflect the appropriate balance sheet value for the asset.

Cost Activity In Job Cost, you enter cost activity to keep track of the progression of your jobs. Activity posts to all affected modules.

Cost Code In Job Cost, Cost Codes allow you to track activity and cost for specific parts of your jobs. They help you maintain accurate budgets, effective planning, and stay up-to-date on your projects.

Credit An amount entered in the right-hand column of a ledger account. A credit decreases an asset or expense account balance, and increases a liability, equity, or income account balance.

Credit Memo A document issued that reduces the amount of a receivable or increases the amount of a payable. These are used to record returned goods, defective goods or services, miscellaneous charges or credits, and error corrections.

D

Database For Denali, the database refers to the SQL server that stores the software tables. The tables store all of your organization data.

Debit A debit increases an asset or expense account balance, and decreases a liability, equity, or income account balance.

Deduction Amount deducted from pre-tax or after-tax wages.

Default A value automatically placed in a data entry field that is saved unless it's overridden to a different value.

Department Code A Code that defines the departments within an organization. Department Codes determine which general ledger income accounts are affected by transactions.

Detail Line Type The type of transaction item entered on a particular line of a transaction document.

Discount Code A two-part code established in the Sales module which specifies a discount percentage by inventory item and customer. One half of the code is entered on the customer master record and the other half is entered as part of each Inventory master record.

Double-Entry Accounting System A system in which the total dollar amount of debits must equal the total dollar amount of credits.

Due From An asset account that indicates the amount of deposits held in another account.

Due To A liability account that indicates the amount payable to another account.

E

Earnings Wages, salary, or other compensation.

Edit Report A listing of entered but not posted transactions for checking the accuracy of the data entry work.

EFT Electronic Funds Transfer. The electronic transfer of funds from one bank account to another in an encrypted format. Charges are made automatically through the Federal Reserve's automated Clearing House (ACH).

EFTPS Electronic Federal Tax Payment System; must be used to make electronic tax payments to the IRS.

EIN Employer Identification Number; This number is distributed by the IRS and is your business identity; also called Tax Identification Number.

Electronic Constants Method of saving data in a report format to submit the report electronically, rather than on paper.

Encumber Setting aside an amount as a planned expense or obligation.

Equity See *Owner's Equity*.

Expense The cost of goods or services used for the purpose of generating revenue.

Expense Allocation The process of allocating indirect expenses of a business among departments.

Extended Price The result when the quantity invoiced is multiplied by the price per unit. The total for a detail line on an invoice.

F

FICA Federal Insurance Contributions Act. The tax paid equally by employee and employer, commonly known as Social Security Tax.

FIFO Also known as "first in, first out", this is an inventory valuation method based on the assumption that the first item acquired is the first item sold, and that the remaining items are the most recently acquired.

Finished Good A product that is created by combining other items. In Inventory, this is called a Kit. The Finished Good has completed the manufacturing and/or assembly process and is ready for sale.

Form 940 Employer's Annual Federal Unemployment (FUTA) Tax Return.

Form 941 Employer's Quarterly Federal Tax Return.

FUTA Federal Unemployment Tax *(See Form 940).*

G

GL Key Six-character alphanumeric entries found in various codes throughout the accounting modules that are used in the Interface Table to specify an associated general ledger account.

H

Hold Invoice A sales invoice that is retained in the batch for further action. A hold transaction remains in the hold batch and does not post until it is retrieved and changed to an invoice.

History Transactions that were posted in any module.

I

IN Code A six-character alphanumeric code attached to IN Stock master records that directs how transactions are posted to General Ledger accounts and the inventory valuation method.

Income Revenue resulting from the operations of a business.

Interface Code It specifies which general ledger accounts are affected by a transaction.

Interface Key Often used interchangeably with GL Key. See *GL Key*.

Interface Table A cumulative table of Interface Codes that directs posting of transactions from the Sales and Accounts Receivable modules to the appropriate general ledger accounts. It is similar to a Lookup table that contains every possible set of transaction circumstances and the accounts affected by transactions conducted under each set of circumstances.

Integration Indicators set within the Module Preferences window of each module that specifies communication of posted information between modules.

Invoice Only Transaction A Purchase Order transaction that invoices items that were previously received into Inventory but not invoiced.

Invoice An itemized statement of goods or services sold that shows quantities, prices, total charges, payment terms, and sales tax. An invoice might also include many other items of information such as item description. The invoice serves as the original evidence of ownership transfer for both the buyer and seller.

J

Journal Entry This is a transaction created in General Ledger that adjusts particular accounts in your chart of accounts.

K

Kits This refers to a method of selling a group of inventory items for one price. For example you could create a pizza kit that might include the dough, sauce, and grated cheese. A kit is a group of stock items sold together as a single item.

L

Landing Cost The costs of acquiring inventory besides the purchase cost. Sales tax and freight charges can be landing costs. Discounts can also be considered landing costs depending on your business.

Liabilities The claims against the assets of a business. The debts or financial obligations of a business.

LIFO Also known as “last in, first out” and is an inventory valuation method based on the assumption that the last item acquired is the first item sold, and that the remaining items are the first acquired.

Line Item Types The different types of transactions that can be documented on a detail line of an invoice.

M

Master Tables The tables that hold the records containing general information about the participants or objects of transactions within a module. In General Ledger the master table contains the account names, numbers, and balances. In Accounts Receivable the master table contains the customer names, numbers, balances, and other general information. In Inventory the master table contains the inventory item descriptions, stock numbers, and cost and quantity information.

Module One of the functional applications of Denali. The modules are Controller, General Ledger, Accounts Receivable, Accounts Payable, Sales (Order Entry/Point of Sale), Inventory, Job Cost, Payroll, Purchase Order, and Bank Reconciliation.

N

Nested Tax Codes A set of Sales Tax Codes that are set up to charge tax on a sale for more than one taxing agency. The total for all agencies is assessed on the sale, and the amounts for the individual agencies are recorded separately.

Non-Inventory Code A code that defines product categories that are not inventory items.

O

Open Item A line item from a receivable or payable transaction that has an amount remaining to be paid or applied.

Other Time In Payroll, units worked at other than the regular pay rate, such as overtime units.

Outstanding Checks Checks issued on a bank account that have not been presented to the bank for payment.

Owner's Equity The resources invested in a business by the owner plus profits retained in the business. The amount by which the assets of an organization exceed liabilities.

P

Paid Out In Accounts Payable, an invoice paid to a vendor that does not have a vendor record established in the AP module. In Purchase Order, an order made out to a vendor that does not have a vendor record established in the AP module. In the Sales module, a paid out transaction is one in which cash is removed from the drawer to fund a miscellaneous purchase.

Periodic Occurring at regular time intervals.

Phase In Job Cost, phases are groups of Cost Codes that make up different parts of your jobs. As you complete phases, you enter cost activity.

Posting The process of recording the effects of transactions to other integrated modules and General Ledger. Posting creates a history of your transactions.

Prepaid Expenses Expenses, such as rent and insurance, which are paid in advance. The unused portion of prepaid expenses are a balance sheet asset.

Profit The amount by which the revenue from business operations exceeds the cost of operations.

R

Recurring Batch A transaction batch that holds template invoices that can be generated repeatedly. It is used for periodically recurring transactions without having to retype the information each time.

Retained Earnings The portion of owner or stockholder equity that is a result of profit earned by the business.

Revenue (Operating Credit) Income that a business receives from its business operations.

S

SQL Structured Query Language. This is the type of database Denali uses.

Standard Cost An Inventory valuation method by which the cost assigned to an Inventory item at the time of sale is a predetermined estimate. When the actual cost is recognized, any variance between standard and actual costs is posted to an inventory variance account and an expense adjustment account.

T

Tax Number Also known as Tax Identification Number or EIN, this is the number assigned to your business by the IRS.

Terms Code A code in Accounts Receivable that outlines terms for early payment discounts and finance charges. When a Terms Code is attached to a transaction, the terms specified in the code apply to the transaction.

Transaction Batch A group of transactions that will be posted together.

Transactions Business events which can be measured in money.

U

Unapplied Credit A credit in Accounts Receivable or the Sales module that reduces the total amount owed by the customer, but does not reduce the amount remaining to be paid on a specific debit item. The unapplied item is an open item until the full amount is applied.

Unapplied Debit A debit in Accounts Payable that reduces the amount owed a vendor, but does not reduce the amount remaining to paid on a specific credit item. The unapplied item is an open item until the full amount is applied.

Unapplied Payment A payment in Accounts Receivable or the Sales module that reduces the total amount owed by the customer, but does not reduce the amount remaining to be paid on a specific debit item. The unapplied item is an open item until the full amount is applied.

Units The number by which the pay rate is multiplied to calculate gross pay. The most commonly used units in Payroll calculations are hours, but other measures of time or production can be used.

Universal Bridge The Denali feature that imports unposted transactions from an external file. Modules that support this feature are General Ledger, Accounts Receivable, Accounts Payable, Inventory, Sales, Payroll, and Bank Reconciliation.

User Interface The means by which a computer user exchanges information with the computer. The menu and data entry screens are good examples of user interface.

V

Valuation Method The practice used to assign costs to inventory items sold.

W

W-2 Employee wage and tax statement, provided by the employer to the employee.

W-3 Transmittal of Wage and Tax Statements. Information filed with the Social Security Administration by the employer.

Weighted Average Cost Method This method of inventory valuation divides the total cost of stock items available to sell by the number of units available.

Window-Specific Help Help that is relevant to the current window. It includes information about all the options in the window. A **Help** button is available in some windows and the default Help key is F1.

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COUGAR MOUNTAIN SOFTWARE

7180 Potomac Dr.
Boise, Idaho 83704
Sales: (800) 388-3038
Customer Support: (800) 390-7053
Forms & Supplies: (800) 454-1660
www.cougarmtn.com