TAMMS

Version – 8.40.00

*The **A**utomated **M**edia **M**anagement **S**ystem*

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Introduction

Welcome To TAMMS (THE AUTOMATED MEDIA MANAGEMENT SYSTEM)

This program is designed to assist in the sales of new and used merchandise as well as buying, trading and renting merchandise. The software is primarily used for movie and music media sales and rentals in retail stores. TAMMS is designed to work through a network connection with a client application called PCTERM. This application ensures that all store POS information and data will be accessed and stored on a remote server for added security.

The TAMMS media management software is designed to be an end to end retail solution.
The system has a built in inventory management system. The system also includes a suite of management reports - sales reports, lease reports and inventory reports. Each user can be assigned their own specific ID and security level. Users may also set up each individual store location with their own custom settings including addresses and phone numbers, tax rate options, SKU number options, leasing options and custom messages. In addition, pricing defaults, rental defaults, grace period settings and receipt print options may also be set up by the user. The system allows users to set up customer accounts that can be used to rent, trade and sale merchandise to customers in a user friendly format.

TAMMS has been designed with store management options and ease of use as top priorities. Store management may see their current sales, invoices and cash register information at any time with just the touch of a button, without having to wait until close of business.
Management may also change passwords, set up custom labels for their merchandise, audit and reprint any reports that have been run from this system since its installation as well as a variety of other functions that are offered by the TAMMS system.

How to use this guide

This guide has been set up with you, the user in mind. Throughout the manual, keyboard and mouse sequences will be seen as

keystroke>keystroke>keystroke.

For Example: To get to the Rental Reports screen, the sequence would look like this:

1.Sales > 3.Reports > B. Rental Reports (1>3>B)
Which means to type 1(Sales) for the Sales Screen, 3(Reports) for the reports screen, then finally B (Rental Reports)

*Note: Typing the number of the option only works when that option is not already highlighted on the screen. So if the user were to start out with 1) Sales highlighted, typing"1" instead of hitting enter would not take the user to the desired screen.

The user can press either 1>3>B or use the cursor keys to scroll through each option and press enter.

Also, throughout the manual you will find icons marking special notations or instructions that you should pay extra attention.

An example or important instruction
Keystroke Sequence

To start we will go over some setup and some of the basic, commonly used functions and then continue by going through all of the menus and functions one by one.

Getting Started

Let's start with the basics!

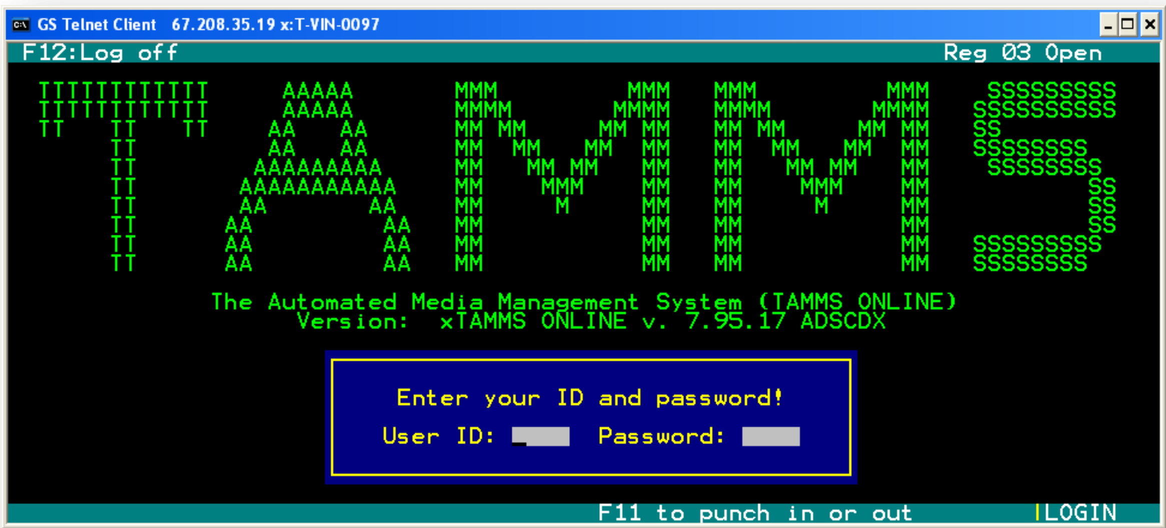
To navigate throughout this computer interface, you will use these basic keyboard commands.

Instructions for using the file browser

• To move cursor up or down, use up/down arrow keys or Page Up/Page Down.
• To select an item press Enter
• To move to start or end of file, use Ctrl-Page Up or Ctrl-Page Down.
• To move left or right use left/right cursor keys or Tab/Shift-Tab or Home/End.

• To move back one step, press Escape.
• To Exit from Browser, press Escape to the main menu, and then choose 5. Log off

Logging On



The log-on screen is used for users to log onto the system; this feature is set up under the User Maintenance option in the Maintenance menu.

You will use your keyboard to enter your User ID and Password.

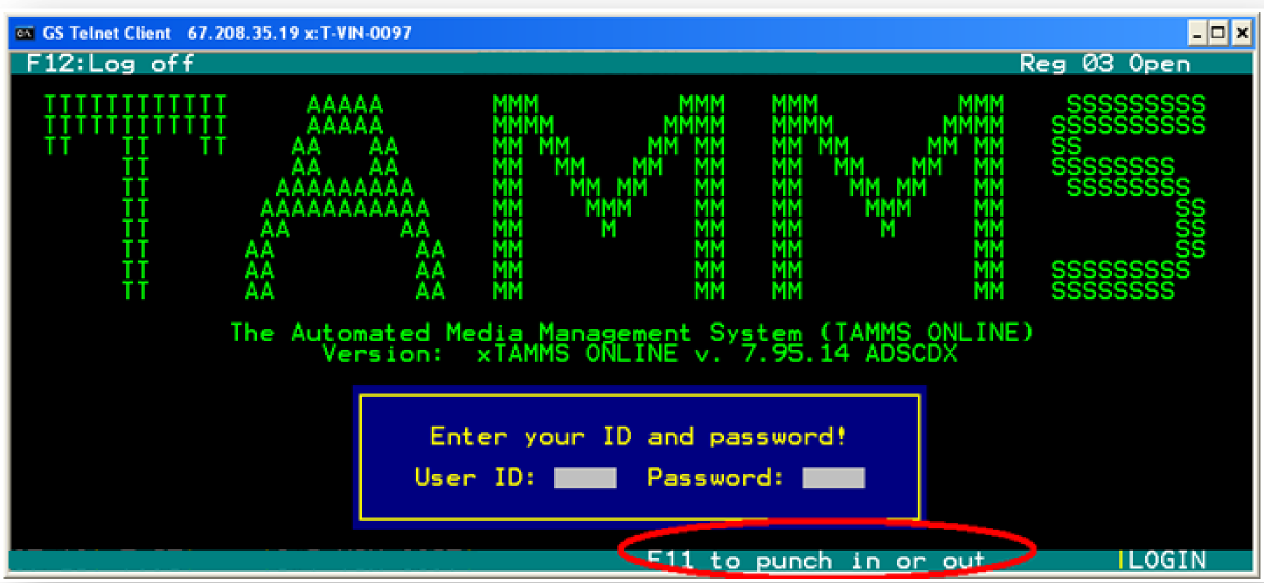
For example: If your user ID is USER and your password is 1234 the keystrokes would be as follows:

U>S>E>R> 1>2>3>4>

The enter key is not necessary after the password; it will automatically take you to the main menu. If either the User ID or Password includes numbers, make sure that your Number Lock is on if you are using the side keyboard.

After the user logs on, the system will display a dialogue box (as seen below) saying that the user is not clocked in then asks the user if they would like to clock in. F12 can be used at any point to immediately logoff the system.

To clock out, the user will select F12 to log out of the TAMMS Main Menu. The user will then select F11 to clock out. F12 can be used at any point to immediately logoff the system.



Opening a Store for Business

Opening Procedures:
(1) Sales > (5) Register Setup

Each day, the store must be opened by logging into TAMMS. Once in the system, the user will select “Register Setup” from the Sales menu. Once this option is selected, the user should see a dialogue box that says “store is closed do you want to open?” Upon being prompted for this, the user will select yes.

When the user selects “yes”, the system will display a dialogue box that asks starting cash amount. The amount shown should be $2000; this amount can be altered to fit each store’s needs.

*Note: *All stores should use $2000 or $2500 in starting cash, this includes cash in the safe and registers*

Load each register with equal amounts of cash, always start and end the day with the same amount.

*Ex: Most stores use $500 in each register plus $500 in the safe. The safe is counted everyday to verify needed cash.

Once the user has set the starting cash, they will need to select the employees that are to be on each register. This is achieved by selecting a register and entering the employee ID into the register they will be on. There will be two (2) employees max on one register. A manager will not list himself on a register since higher clearance allows running a reg. without being signed on to one.

The user will select F9 to open the register (this requires admin level to open a register). Even though the user will be able to see any register’s status from all terminals, the user must physically be at the register they wish to open.

*Ex. cannot open register 2 by using register 1.

Once a register is open, the user cannot change employees. In order to change employees, the user must close register to change an employee. To do any type of transaction, a register must be open.

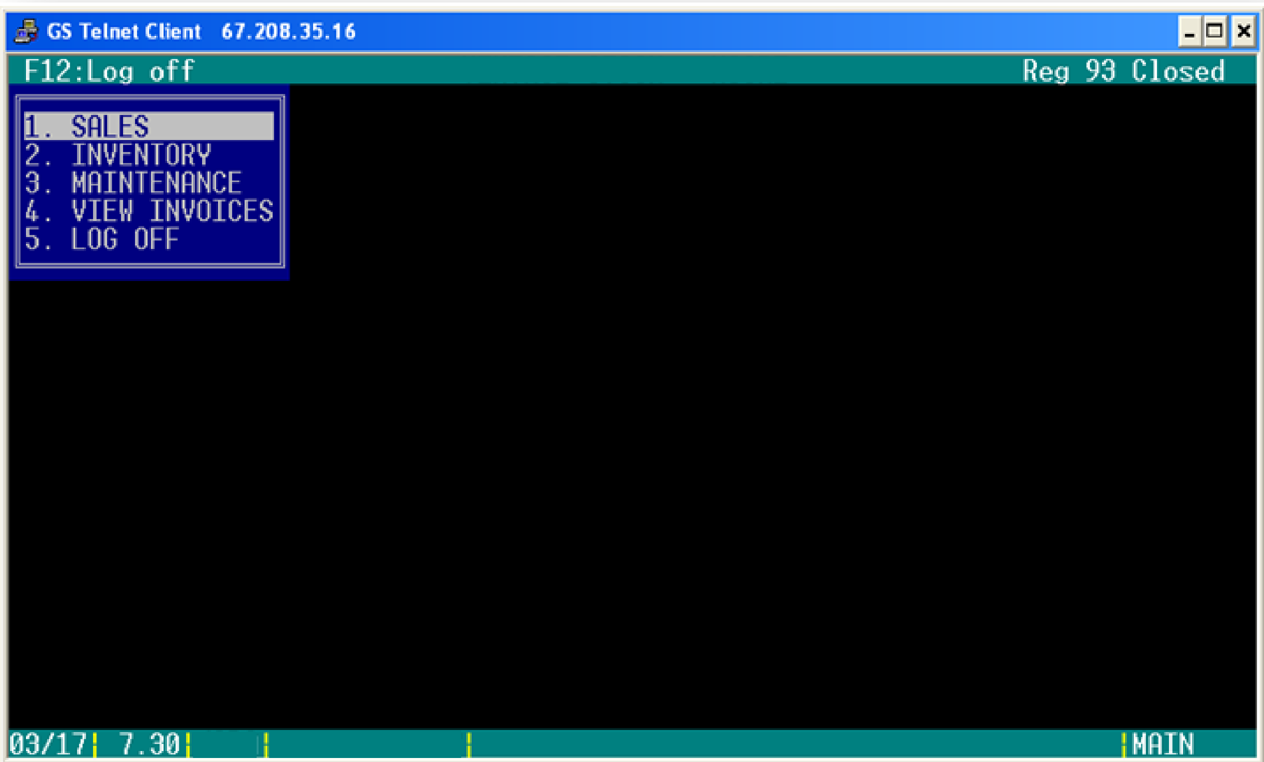
Main Menu

The main menu has 5 sub-menus. This is the default menu after you log on. From here, the user will choose one of the sub-menus based on what function they want to use.

MAIN MENU

- 1. Sales
- 2. Inventory
- 3. Maintenance
- 4. View Invoices
- 5. Log Off

Below is a view of what the main menu will look like. Each sub-menu and its uses will be discussed in detail later in this manual.

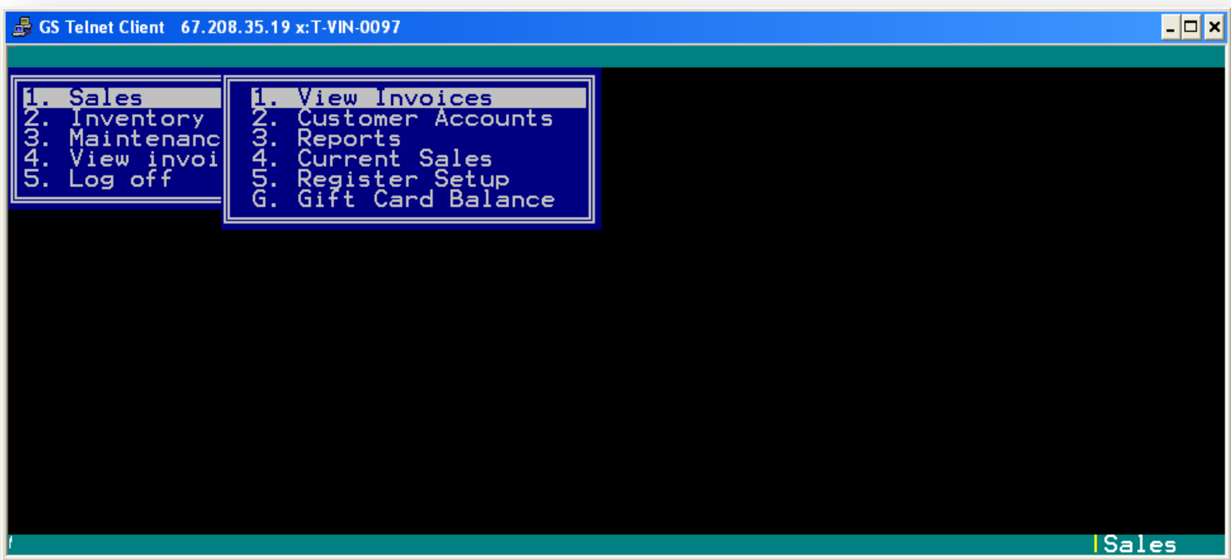


Sales (when the register is closed)

The first menu under the main menu is SALES. The SALES menu also has 5 sub-menus.

- 1. View Invoices
- 2. Customer Accounts
- 3. Reports
- 4. Current Sales
- 5. Register Setup
- G. Gift Card Balance

When the user selects the SALES menu, a second box will pop up next to the main menu options to show you the sales options. Below is a view of what this looks like on your screen.

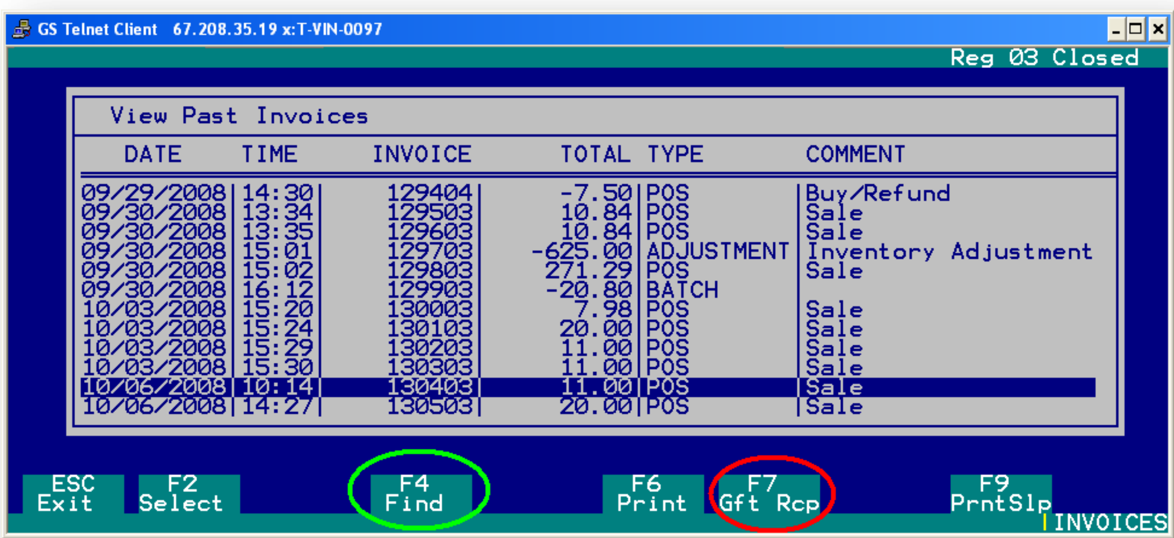


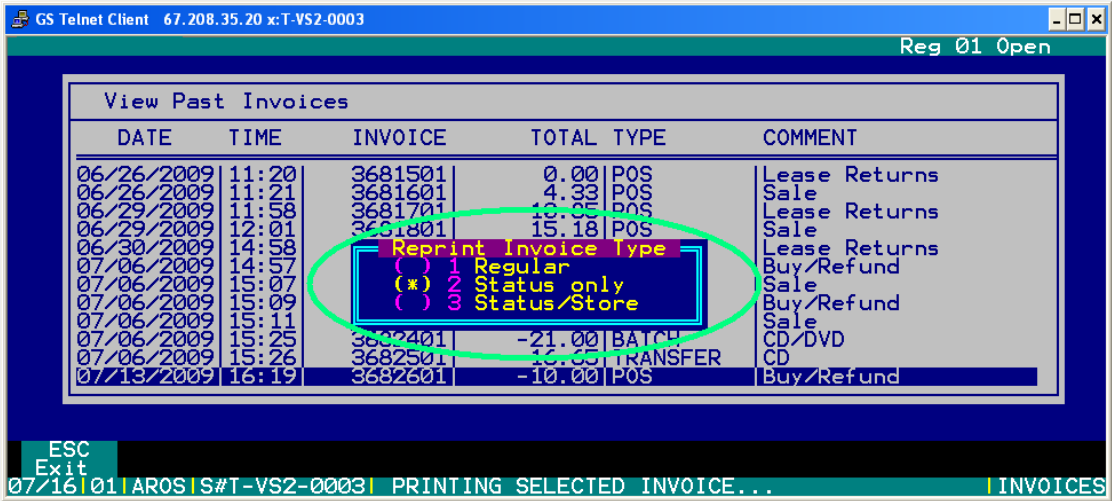
View Invoices

1. SALES > 1. VIEW INVOICES (1 > 1)

Use this option to view, find, delete or print past invoices.

- **F2 Select (from View Invoices Screen)** - This screen allows user to view details on any invoice in the system.
- **F6 Lbl Rpt (from F2 Select screen)** -Allows user to reprint the labels (buy and lease return labels) for an invoice while viewing details.
- **F4 Find (from View Invoices Screen)** -This screen allows users to quickly find a particular invoice number in the system by typing that number in the "Find Invoice Cell" (Marked with a green circle below). On sales, the receipt will include a barcode at the bottom. The user will select "F4 Find" and scan the bottom of the receipt and the system will pull up the invoice for that receipt.
- **F5 Void (from View Invoices Screen when register is open)** -This screen allows the user to quickly void any invoice on the current business cycle. Only manager/leads or higher are allowed to void an invoice.
- **F6 Print** – This feature will allow the user to print a receipt for the selected invoice.
- **F7 Gft Rcp** – This allows the user to print off a receipt and gift receipt for the selected invoice**.** (This is indicated with the red circle)
- **F8 Cust** – This option appears on Buy/Refund transactions. It allows the user to view the information for the customer involved with a specific invoice or transaction.





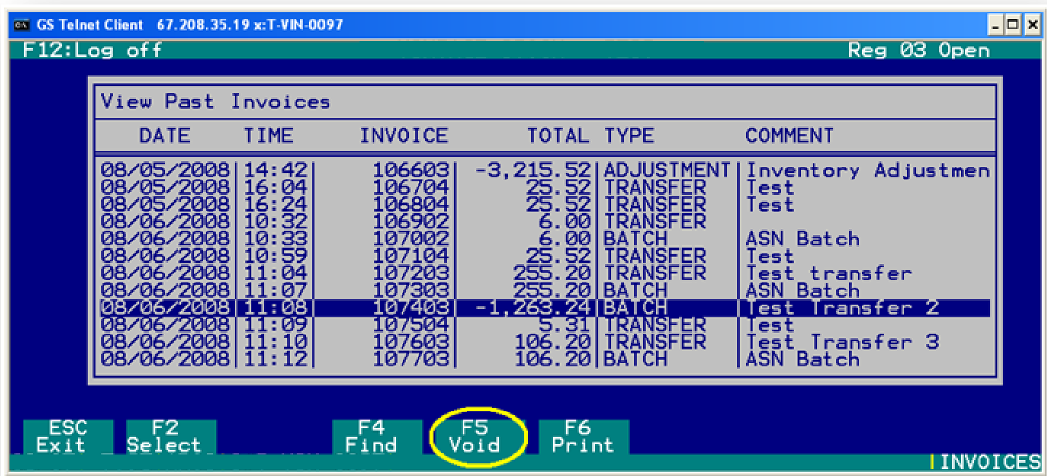
When the user selects F6 Print when a Buy/Refund is selected, they will have the option of what to print. This can be seen in the above screen shot. By selecting 1, the user will print the itemized buy receipt. By selecting 2, the user will print only the buy summary receipt. By selecting option 3, the user will be able to print both receipts.

When the user selects an invoice, they should be able to see how many items were sold or purchased in the transaction. The screen shot below shows the number of items bought (in) or sold (out).

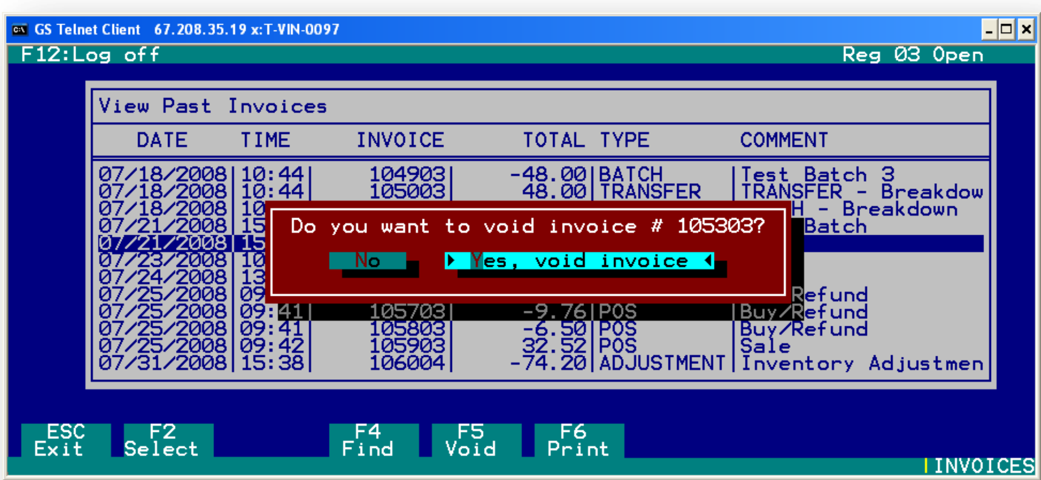
Voiding a Transaction (Register MUST be open)

To void a transaction the user will select the "View Invoices" menu, highlight the transaction that should by voided and then select F5 to void a transaction. In order to void a transaction, the user must open a register (when the register is closed, this option is not available). The user will be asked to confirm the invoice void. If the user chooses to confirm, by choosing "Yes, void invoice", a new entry will appear at the bottom of the invoice list voiding the transaction through a negative transaction entry of the invoice.

F5 Void – Allows the user to clear an invoice
F6 Print (from the View Invoices Screen) - Allows the user to reprint a receipt for any transaction along with any check or credit card receipts.



The above picture shows where the user can find the F5 Void. The picture below shows the dialogue box that appears when the user selects F5 Void.

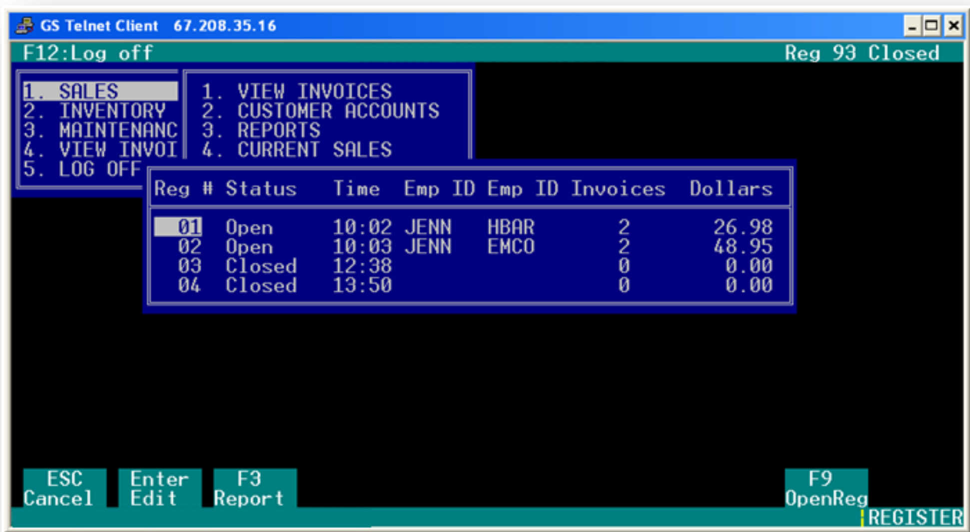


Register Setup

Opening and Closing a Cash Register

To open a register the user must go to the "Sales" menu and select the "Register Setup" option.

- The user may only open the register for the station that they are currently using. To open or close the register, press the "F9" key.
- The user may select two employee IDs to access any particular register. Editing Employee IDs can only be done from a closed register. A manager may use any register without assignment. Once assigned, only those clerks can process a transaction, other clerks can only view invoices, reports, nothing that involves a transaction.
- The register setup screen also allows the user to see the time the registers were opened and closed, the number of invoices that were saved on that register.



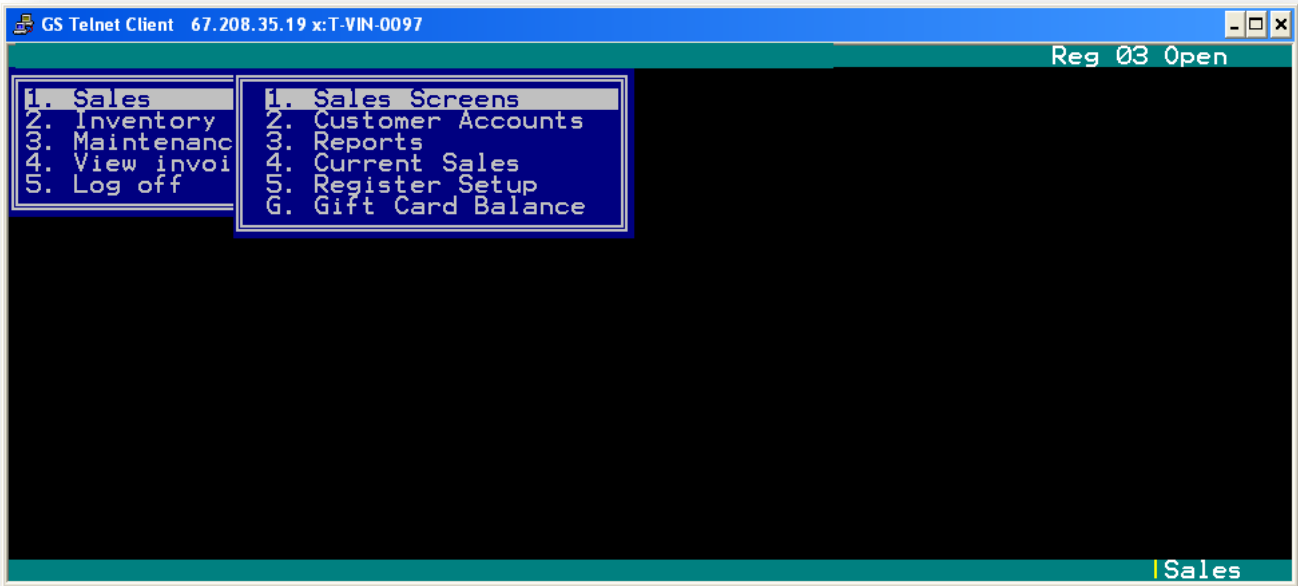
The Register Setup allows the user to open and close store registers for business. Open register information will include the time the register was opened, employee IDs for employees assigned to the current open register, invoice information and dollars taken into that register.

Enter - Allows the user to edit the user information for a closed register.

F3 Report - Allows the user to print a register report to the receipt printer. This report includes transaction information for refunds, voids, drops, adds, buys. The report also includes a breakdown of payment types (i.e. cash sales and current cash in the drawer, checks, credit cards, other and gift cards). This is the same as the register close receipt, without closing the register.

F5 Add Cash - Allows the user to add cash to the register/cash drawer.
F6 Drop Cash - Allows the user to subtract cash from a register/cash drawer.
F9 ClosReg- Allows the user to close a register.

New Sales



To begin a new sale, the user will select "New Entry" then select a customer by pressing "F8" and then entering the customer number or choosing the customer name from the customer screen.

1.SALES > 1.SALES SCREENS > 1.NEW SALES > F8 (1>1>1)

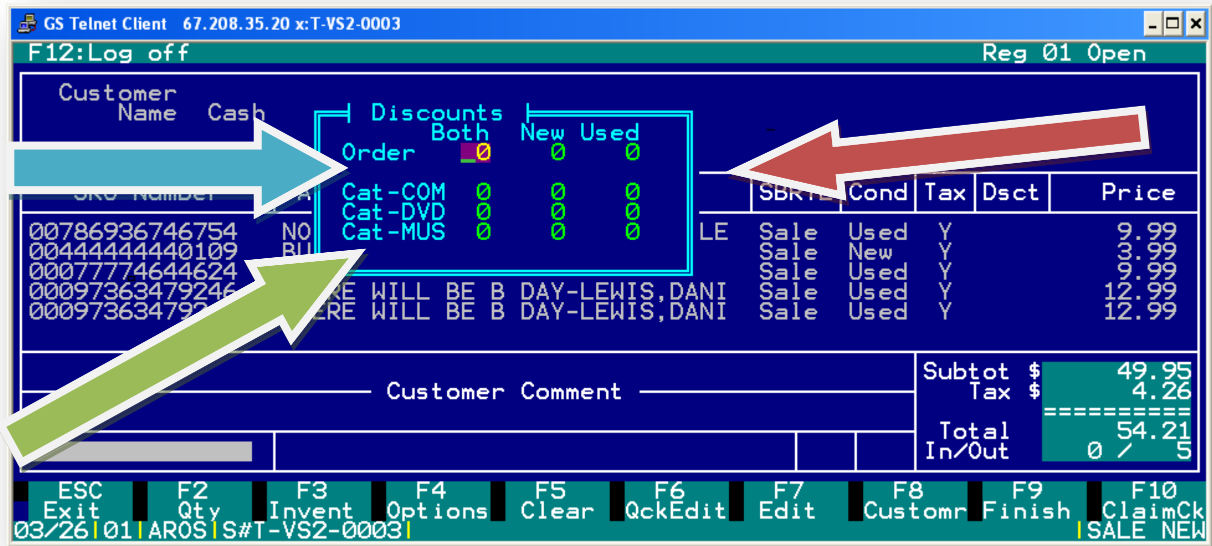
- The user may begin the sale by scanning the item(s) barcode or entering SKU, artist, or title to find the item(s) in the inventory screen and then pressing "F4" to add the item to the sale screen.
- Once the item appears in the sales screen the user will select "S" for sale under the "SBRTL" column and press enter. The user will then indicate the item's condition "N" or "U" (New or Used). The sale may be tagged as a tax exempt sale if needed by pressing the "F4" button and select the Tax Exempt option.
- The user can also use the F4 function to add discounts (see: Line Discounts)
- The user also has the option to access and edit customer information while the sale is in progress including the customer's address, phone number and credit card information, current rentals and rental/sales history.
- The user must select "F9" to finish the sale. When "F9" is chosen the system will ask the user to enter the amount of the customer's payment by cash, check, charge or gift (card or certificate). After the amount is entered the user will press

the "Enter" button to open the cash drawer and give the customer change if the payment is cash.

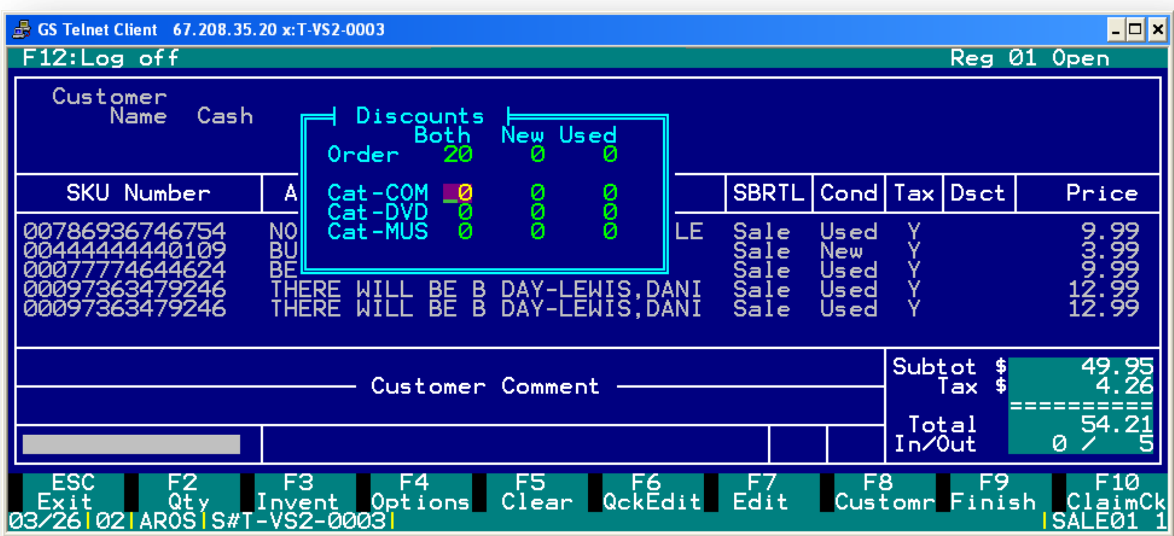
- To access a sale that is already in progress, select the sale in progress which will be located under “Lease Returns”, and add or clear items from the sale. To add items to the sale, the user may scan the barcode of the item to be added to the sale and then indicate if the item added is new or used. The user may also add items from the inventory screen by entering the SKU, artist or title if no barcode is available to scan.
- The sale may be tagged as a tax exempt sale if needed by pressing the "F4" button.
- The user can clear the whole transaction from the "F5" button.
- The user can edit the price on the last item entered by pressing “F6” QuickEdit.

Line Discounts

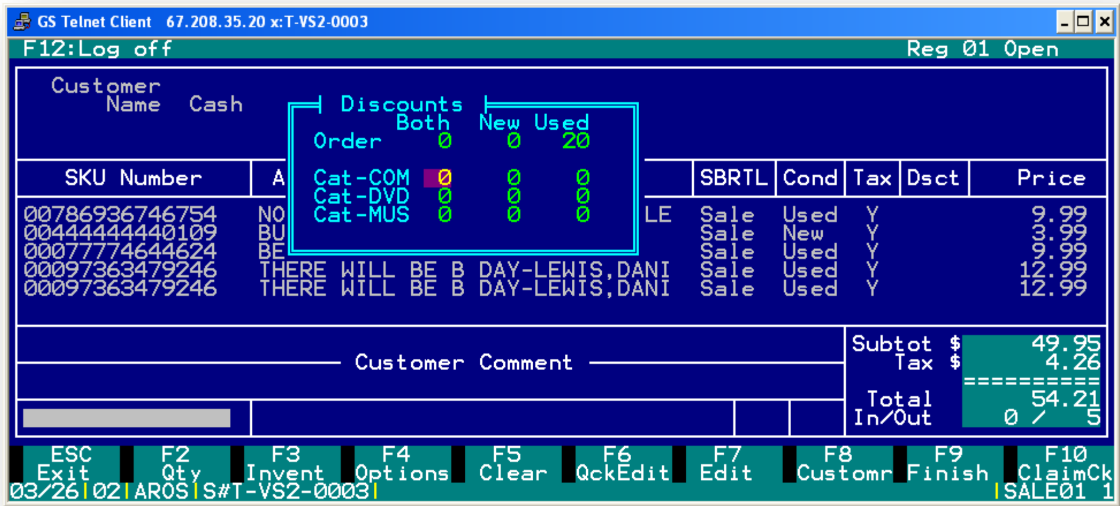
This will allow the user to add discounts to either the entire purchase or select items based on condition or CAT. This optioned can be accessed by selecting F4 Options and then selecting "Order Discounts" From here, the user will be able to enter the percentage of discount that will taken from the retail price. If the user wants to take 10% off of an item, they will enter "10" in the specific field. **The discounts won't show on the sales screen UNTIL the user selects F9**



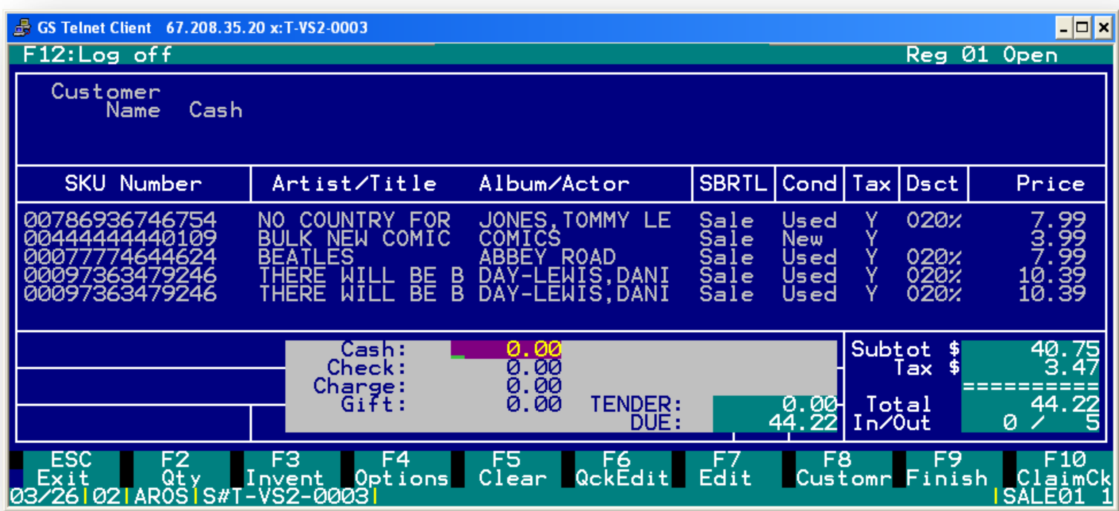
- The **TEAL** arrow indicates Order Discount Line. If a number is entered in the "Both" column on this line, every item in the transaction will be discounted. For example, if the user wants to discount the entire purchase for 20%, they will enter "20" in the "Both" field on the "Order" line.



- If a number is entered in either the New or Used field on the "Order" Line (indicated by the **RED** arrow), then the items discounted will either be based on where the number was entered. For example, if the user wanted to take 20% off of the used items in the transaction, they would enter "20" in the used column on the "order" line.



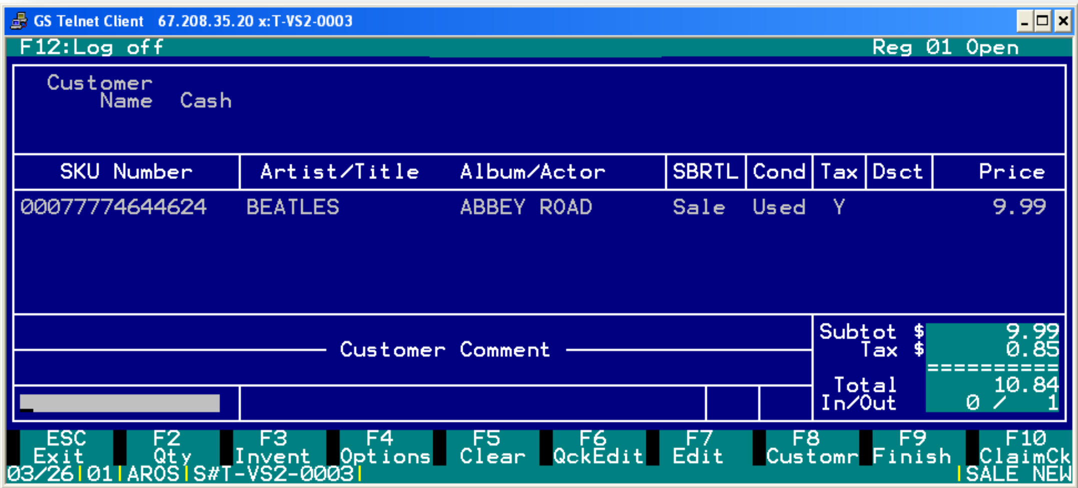
- The **GREEN** arrow indicates the lines where the user will be able to discount products based on the category. For example, if the user wants to take 20% off of used comics, they will enter 10 on the COM line under the used column.



THIS IS NOT TO BE USED WITH EMPLOYEE ACCOUNTS OR ANY OTHER ACCOUNTS THAT MIGHT HAVE A DISCOUNT ALREADY ASSOCIATED WITH THEM

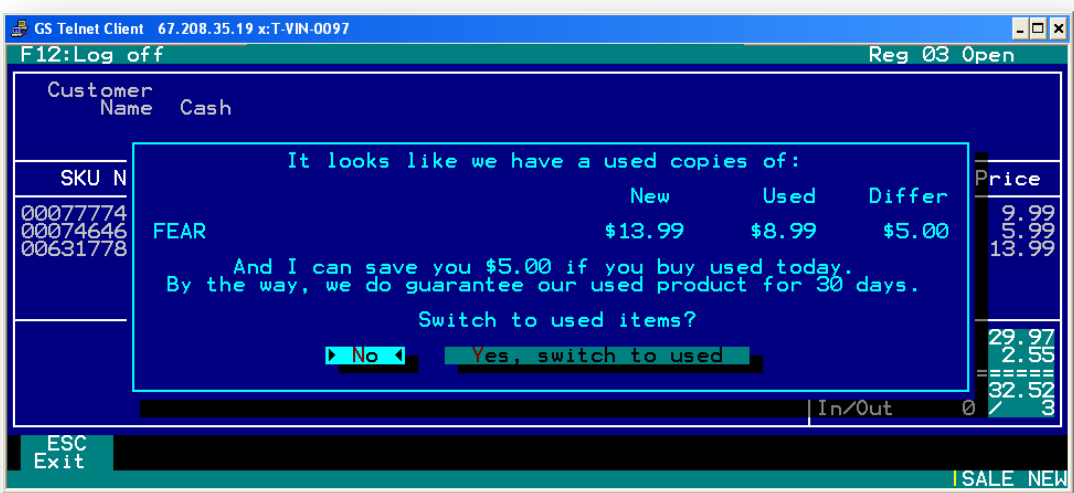
For more on accounts with discounts tied to them, see Customer Accounts Field

- The user can edit the items within the sale by pressing the "F7" button then highlight the item for editing and then making the necessary changes to that item. The user also has the option to access and edit customer information while the sale is in progress including the customer's address, phone number and credit card information, current rentals and rental/sales history.
- The user must select "F9" to finish the sale.



Rhino Pops

If the item is new and the store has used quantity, the system will display a dialogue box asking the user if the customer would rather by the item for a lesser amount used. If the user selects "Yes", they will have to delete the item in the transaction and enter the item used. ***PLEASE NOTE THAT SELECTING "YES" DOES NOT AUTOMATICALLY CHANGE THE ITEM'S CONDITION!!!!!***



F3 Inventory (from New Entry screen)

- By choosing the F3 Inventory option from the invoice screen, the system will bring up the above example screen. This allows the user to access the store's inventory screen for merchandise lookups by SKU, Title and Artist.
- If you choose to look up by Artist or Title, you may be presented with a number of options that are similar or meet the information that was input.
- Once a SKU or description of an item in inventory is entered, the system will return a variety of information about that particular item. This information will include SKU, descriptions, and prices for New and Used conditions, quantities in stock, prior sales information of the item, category, rental information, tax information and availability.

F4 Gen SKU (from F3 Inventory screen)

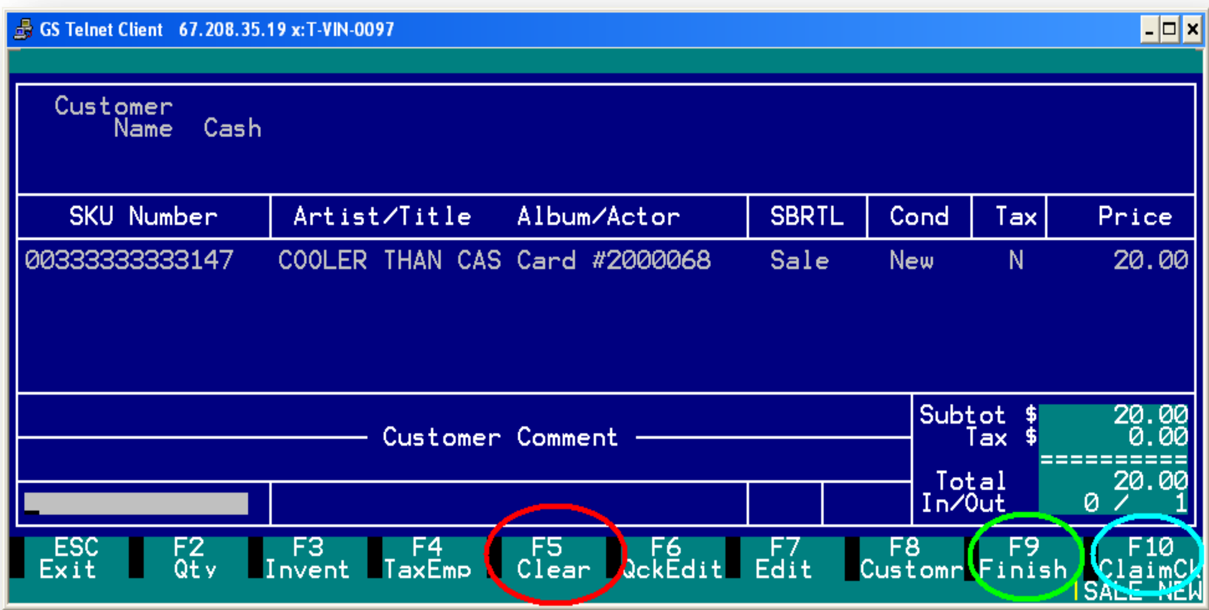
- If an item does not exist in the system, the system can generate a new SKU to be added to inventory in the system.
- The system will fill in the new SKU number, and will ask for user input for descriptions, pricing, quantities, category, sub category, inventory information, tax information and rental information.
- Once all of the appropriate information has been filled in, you can press "F9" to save the item.

When Canceling Any Transaction

If the user needs to back out of a transaction that is using a "Cooler than Cash", the user can:

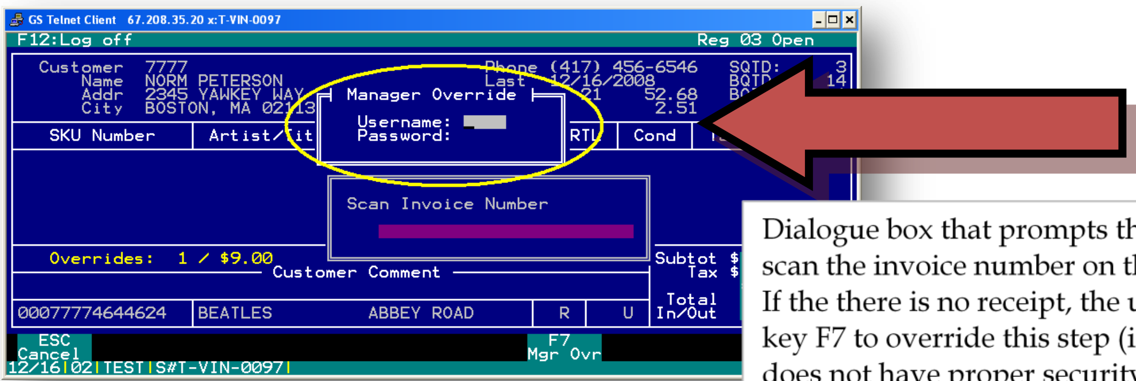
1. Select **F5 Clear** (indicated by the red circle)to clear the transaction. The user will need to scan the "Cooler than Cash" card to void the transaction
2. Select **F10 ClaimCk** (indicated by the blue circle) to issue a Claim Check. This is useful if the customer does not have sufficient funds to cover the transaction and needs to gather these funds or if the customer wants to search for another item to purchase.
3. Select **F9 Finish** (indicated by the green circle) to finish the transaction.

*ESC can be used to back out of the transaction and hold the sale in the "Sales in Progress" area. However, it is encouraged to use Claim Check instead of this method.

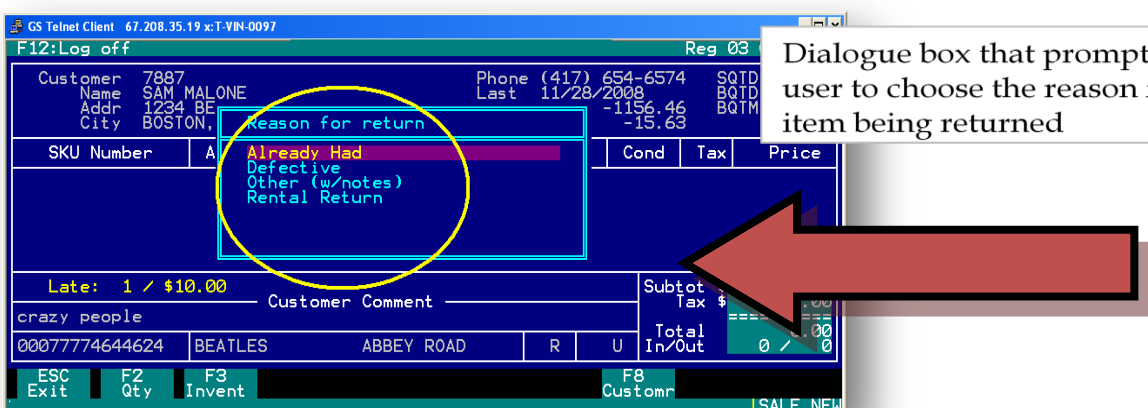


Refunds

To refund money to a customer, the user will select the "Sales" menu, select "Sales Screens" and then choose "New Entry". The user will then scan, or manually type in, the SKU of the item that the customer is returning and press enter and enter an "R" (For Return) in the "SBRTL" box. The user will then choose the condition (new or used) of the item and press enter again to process the item for return. If there is more than one item being returned, repeat the above steps. When the user is ready to complete the transaction choose F9 to finish the transaction, the system will ask the user to scan the invoice number on the receipt. If the receipt does not scan, the user can use F7 MGR OVR to skip this step. The system will then display a dialogue box asking for the reason for the item is being returned (this can be seen on the next page). When these steps are completed, the system should open the cash drawer to return the displayed amount of cash to the customer, if the original method of payment was cash. **THE TENDER FOR A REFUND SHOULD BE THE TENDER OF THE ORIGINAL TRANSACTION!!!!!**



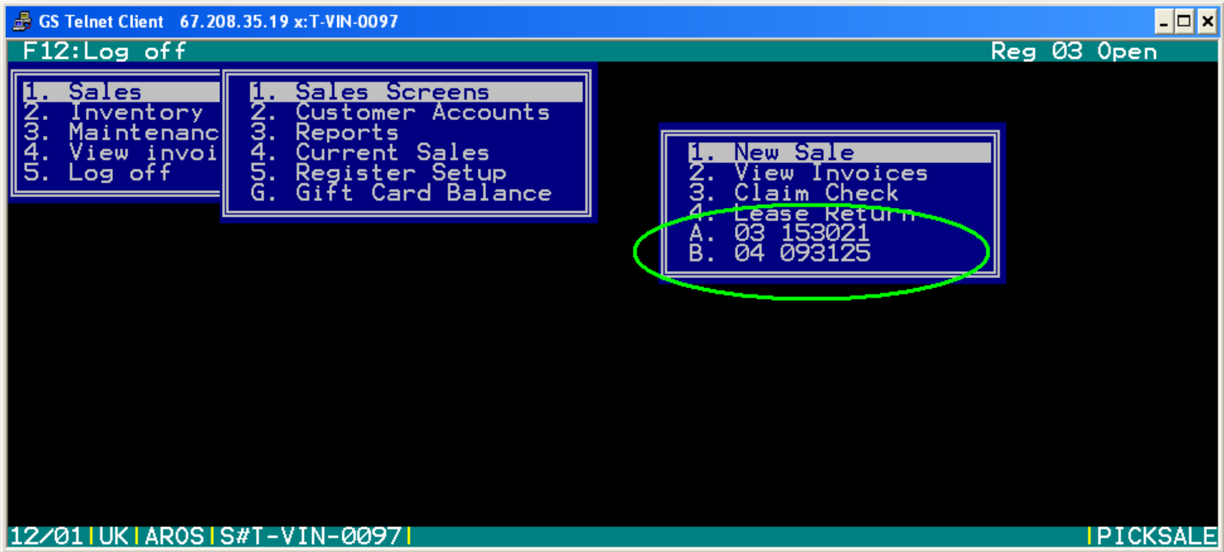
Dialogue box that prompts the user to scan the invoice number on the receipt. If the there is no receipt, the user can key F7 to override this step (if the user does not have proper security clearance, the circled box will appear).



Dialogue box that prompts the user to choose the reason for the item being returned

Sales in progress

1.SALES > 1.SALES SCREENS> A. 01 103456 (1>1>*letter associated with sale*)



A user can access a sale that is already in progress by selecting any "Sale" entries that appear in the sub-menu.

The invoice number for the sale in progress will contain a series of eight numbers. The first two numbers indicate which register the transaction, or sale in progress, was being processed. For example if the transaction occurred on register three (3), then the invoice number will begin with "03". This number will be followed by a space and six numbers. These six numbers indicate the time that the transaction took place. The time is shown in military time. For example, in the above screen shot, transaction D (03 142701) was started on Register 03 at 2:27:01 PM

Current Saved Transactions in Progress Screen

An item with a SKU number can be scanned into the system via a scan gun from the Sales screen, or a SKU may be entered manually. An item may also be searched for by title, actor, and added to the sale. When a SKU is entered the user must also select a "Sale Type" (SBRTL) - Sale, Buy, Return, Trade or Lease. The user must also select the condition of the item in the transaction - Used or New. There are several different functions that can be accessed from an opened sales screen; these functions are as follows:

ESC - Allows user to suspend the current transaction.

F3 Inventory (from Current Saved Transactions in Progress Screen)
This function allows the user to access the store's inventory screen for merchandise lookups by SKU, Title and Artist. Once a SKU or description of an item in inventory is entered, the system will return a variety of information about that particular item.

This information will include SKU, descriptions, and prices for New and Used conditions, quantities in stock, prior sales information of the item, category, rental information, tax information and availability.

F4 Tax Exempt (from Current Saved Transactions in Progress Screen)
This function allows the user to designate if the entire sale is tax exempt or not.

F5 Clear (from Current Saved Transactions in Progress Screen)
This function allows the user to clear the transaction from the current queue.

F7 Edit (from Current Saved Transactions in Progress Screen)
This function allows the user to edit the transaction type, item condition, tax (Y/N), price. The F8 function in the edit window allows the user to override late fees for the customer.

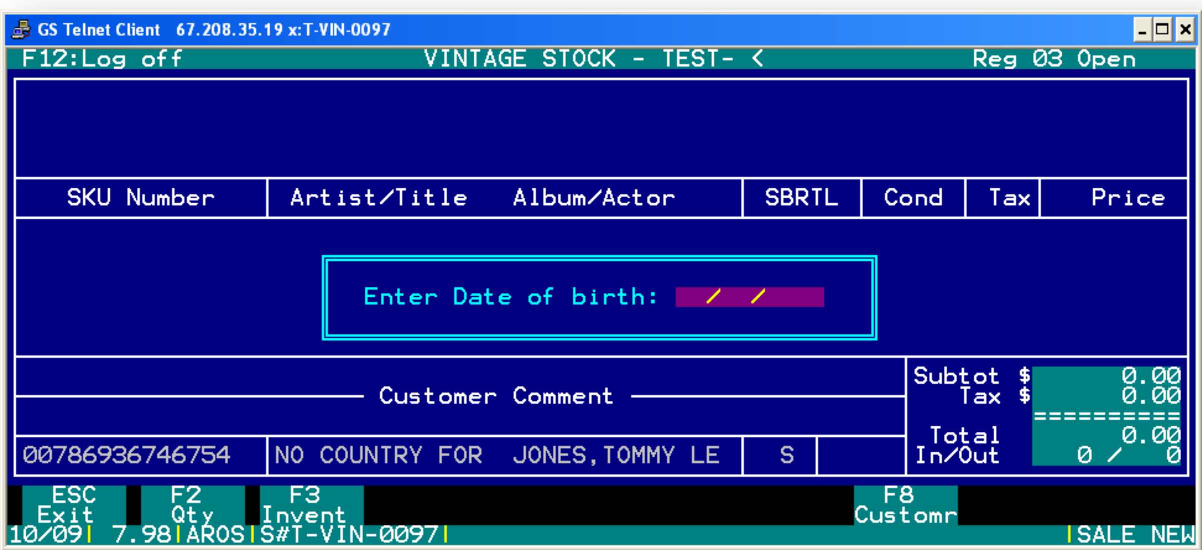
F8 Customer (from Current Saved Transactions in Progress Screen)
This function allows the user to edit customer information (name, address, phone, credit card info, and customer comments). This also allows the user to see customer rental, buy, sale, and trade history. The F8 function in the edit window allows the user to override late fees for the customer.

F9 Finish (from Current Saved Transactions in Progress Screen)
This function will let the user finish the transaction by entering the payment information from the customer and return a total for the sale as well as change due to the customer. The user is also able to generate a gift receipt if needed. Gift receipts consist of a printed receipt for each item on the order.

Birth Date Request (also see: Ratings Edit)

As the user sells the following products with these Rating Codes, a Birth date request window will now appear. If a customer is obviously over age 17, the store employee can then enter their own birth date as a default.

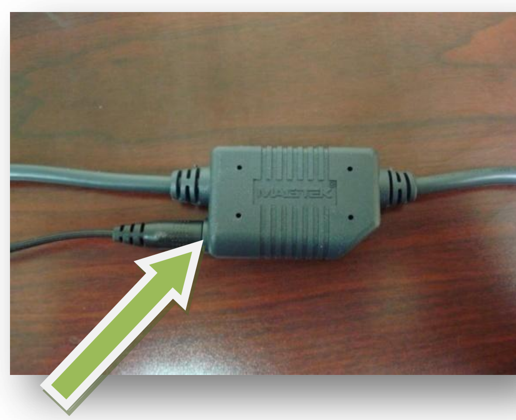
Category	Code	Rating
GAM	M	Mature
DVD	N17	No One Under 17
DVD	R	Restricted
DVD	UR	Unrated
VHS	N17	No One Under 17
VHS	R	Restricted
VHS	UR	Unrated
MUS	PA	Parental Advisory



Sales using a Credit Card, a Debit Card, or a Check

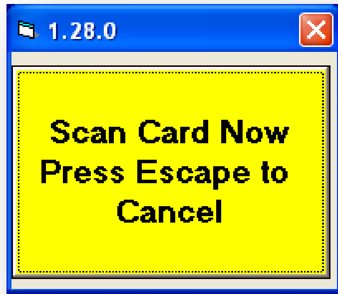
MAGTEK MICRImage Credit Card and Check Reader

The MAGTEK MICRImage Credit Card and Check reader is the machine that, in TAMMS, the user will use to process a transaction using Credit Card, Debit Card, or Check. The software for this machine will have already been setup for the store; however, the USB cable and A/C Adaptor should be noted. The first picture on the next page shows the two separate cables. The second picture shows where the A/C Adaptor plugs in to the USB cable instead of the actual machine.

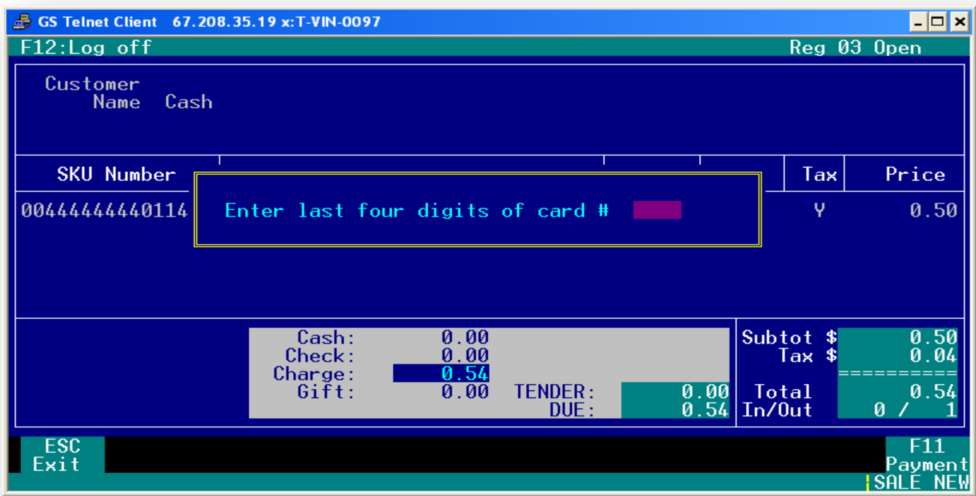


Payment with Credit Card or Check

When the method of payment is with a credit or debit card, the user will use the credit card machine (as seen above) to process this transaction. The user will setup the sale transaction like any other transaction. When the user selects F9 to finish, the user will use the arrow keys to navigate down to the “Charge” field where the user will enter the amount, **BUT DON’T PRESS ENTER**. Upon entering the amount into this field, a yellow dialogue box will prompt the user to scan the card. If the card has been accepted, the dialogue box will momentarily turn green and then close.

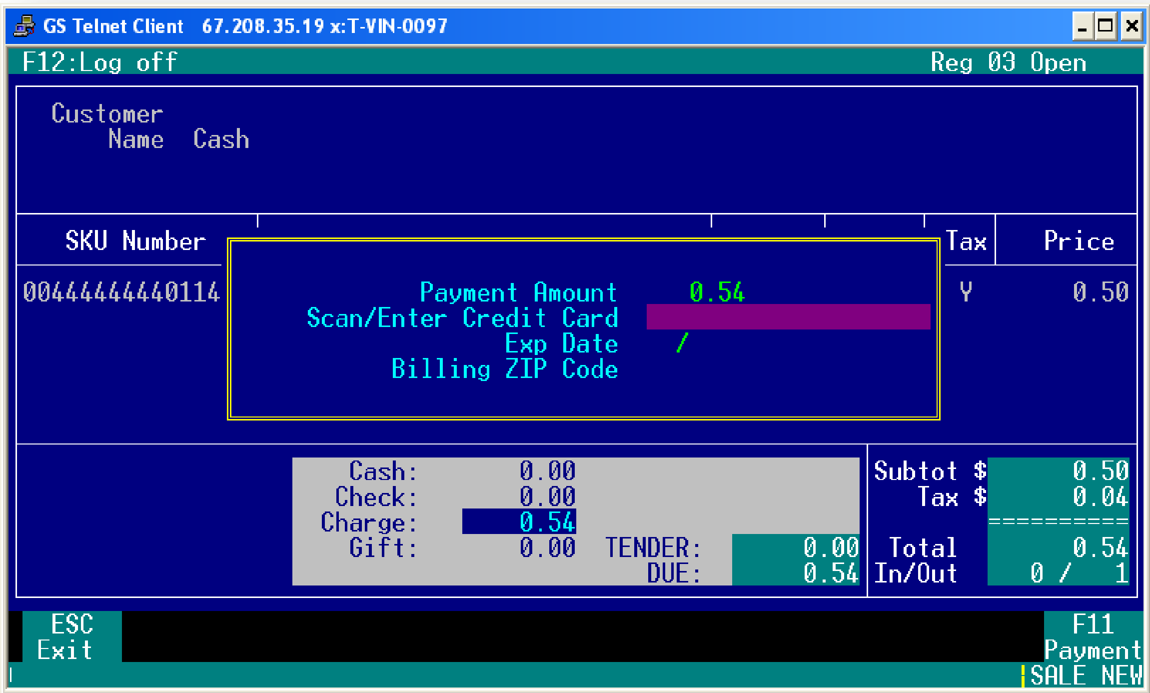


Another dialogue will appear asking the user for the last four numbers on the credit card. If the last four digits entered do not match the last four digits on the card, the system will simply display a dialogue box that states that the last four digits didn't match.



If the Credit Card Doesn't Scan

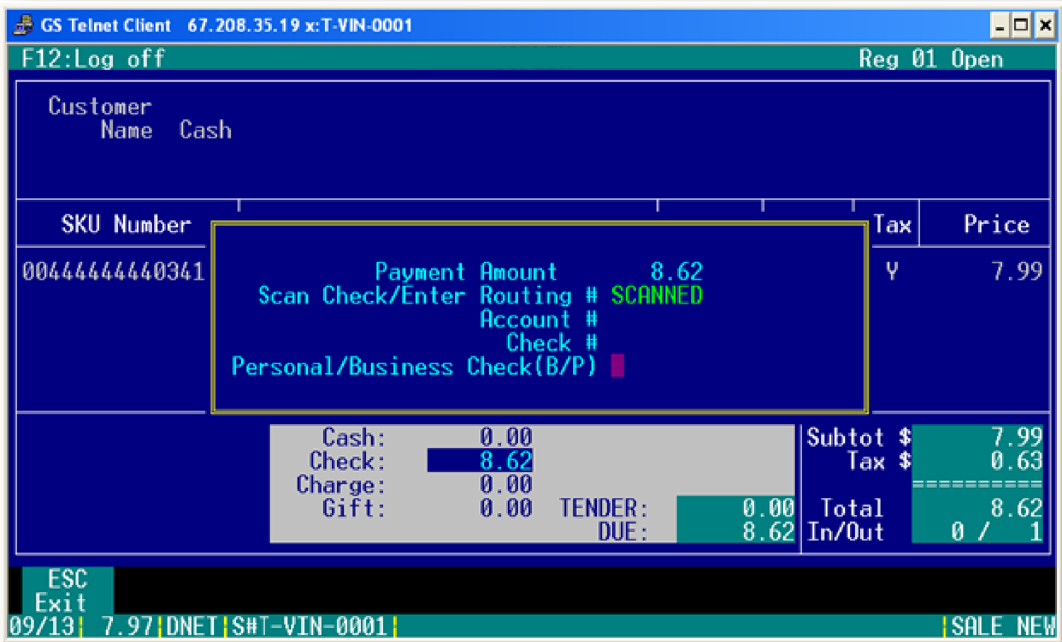
If the card does not scan, a dialogue box will appear asking for information on the card. This information will include the credit card number, expiration date, and billing zip code. It is important that the zip code entered into the "Billing Zip code" field match the billing address's zip code (If the bill is sent to an address in Carthage, MO, the billing zip code should be 64836).



Payment with Check or issuing a Check

When the method of payment is with a check, the user will use the credit card machine to process this transaction. The user will setup the sale transaction like any other transaction. When the user selects F9 to finish, the user will use the arrow keys to navigate down to the "Check" field where the user will enter the amount, **BUT DON'T PRESS ENTER**. Upon entering the amount into this field, a yellow dialogue box will prompt the user to insert the check into the machine. If the check has been accepted, the dialogue box will momentarily turn green and then close. After this is completed, the user will see a dialogue box that will ask the user if the check was a business check or a personal check. The user will select the type of check and finish the transaction. This can be seen on the next page.

When issuing a check, the user will use the credit card machine to process this transaction. The user will setup the buy transaction like any other transaction. When the user selects F9 to finish, the user will use the arrow keys to navigate down to the "Check" field where the user will enter the amount which should be a negative amount, **BUT DON'T PRESS ENTER**. Upon entering the amount into this field, a yellow dialogue box will prompt the user to insert the check into the machine. If the check has been accepted, the dialogue box will momentarily turn green and then close.



If the check is not accepted, the same dialogue box will appear, only the user will now have to insert the information manually.

If the check cannot be processed electronically, a four digit approval code will appear and the user will have to write this on the check. **The store will then keep the check.**

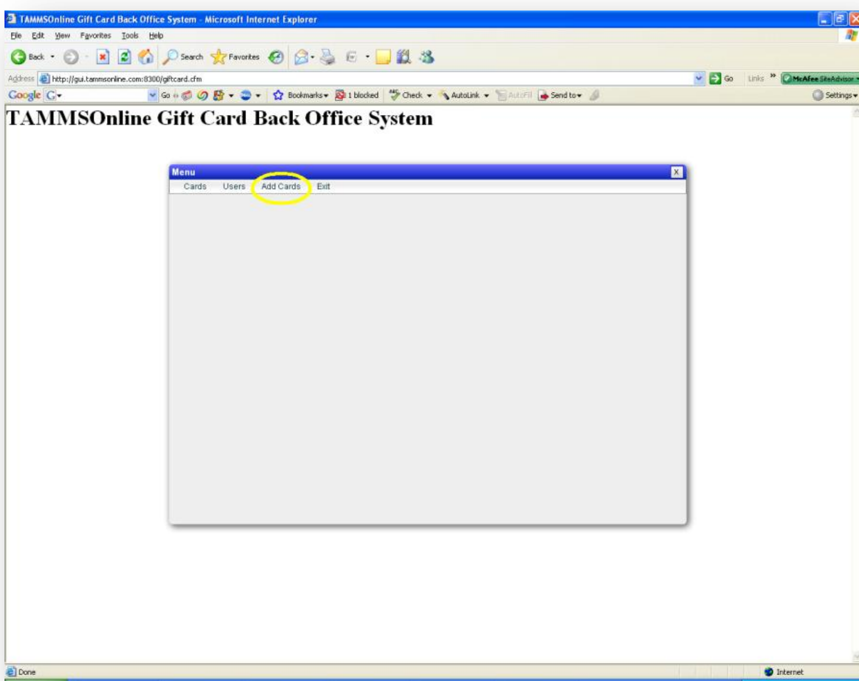
Redeeming a Paper Certificate

If the customer presents a paper certificate, the user will select F9 as if they are finishing a transaction and enter the total amount on the transaction into the "Gift" field. A dialogue box will then appear and prompt the user to scan the card. Instead of scanning a card, the user will select F8 for a paper certificate and press enter.

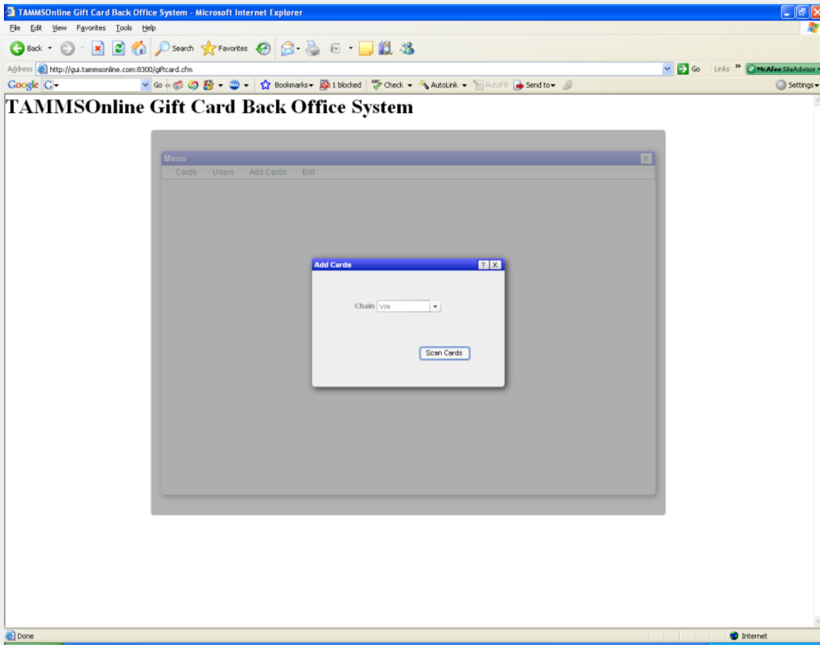
“Cooler Than Cash” Gift Cards

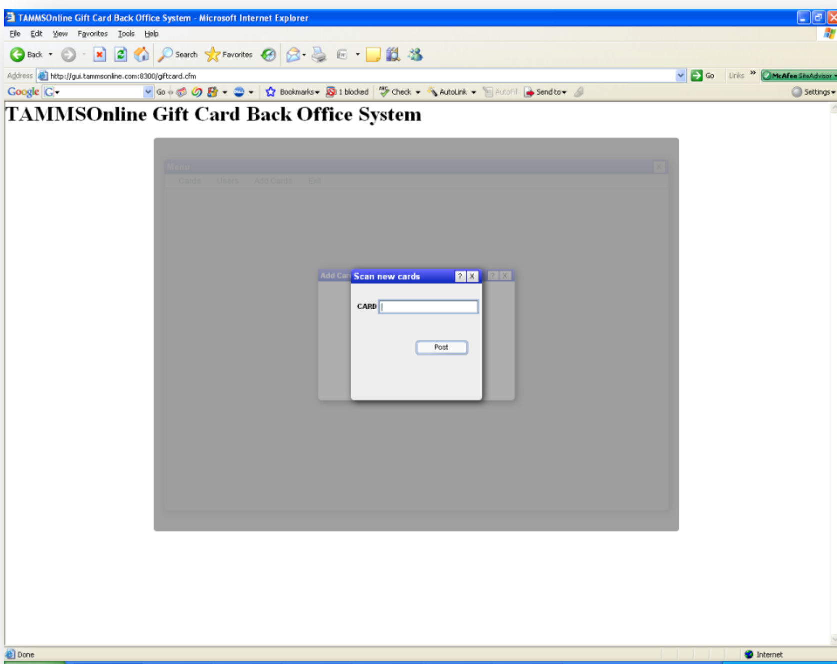
Making the “Cooler Than Cash” Card Available for Use

In order to use the “Cooler than Cash” Card, the user will need log on to http://gui.tammsonline.com:8300/giftcard.cfm to activate the cards. Once the user has logged on, they will go the “Add Cards”. This can be found at the top of the screen.



Once the user has selected this option, the user will then select "Scan Cards".



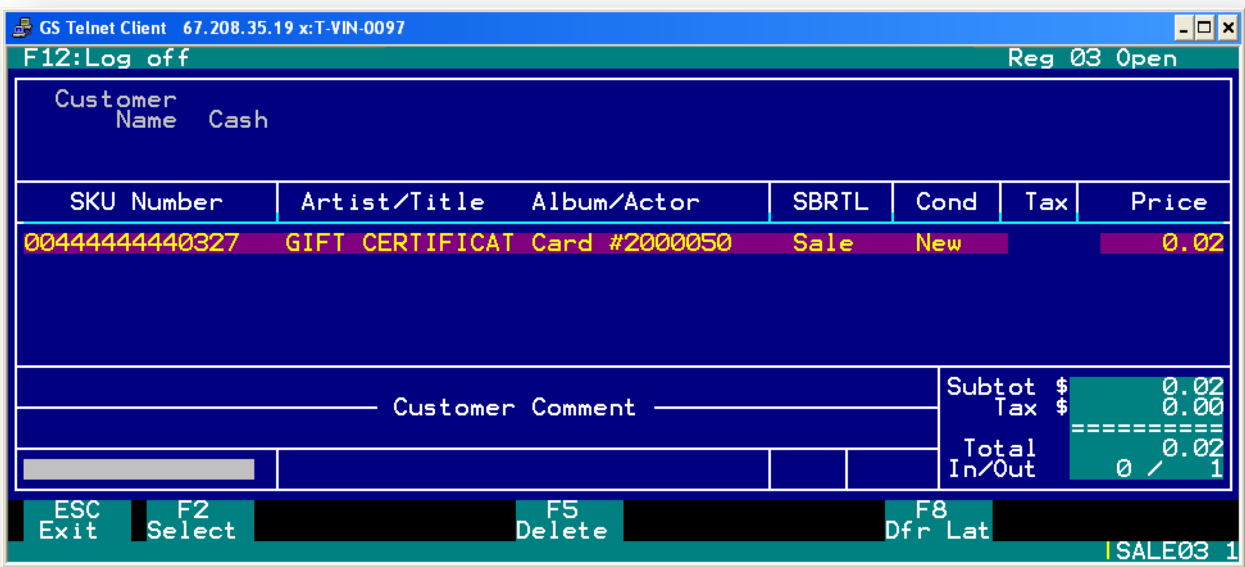


This will display a dialogue box that will prompt the user to scan the un-activated card. The user will scan each card. It is not necessary to click the post button if the user is scanning the card numbers in.

**NOTE: A card with a balance 0.00 is considered “non-active”. When the cards are loaded in the back office, this is called “making the cards available.” The card must be activated or “made available” in the card processor first. That is the process of scanning every card received from the warehouse in the back office system before the store begins using “Cooler than Cash” cards. Now that the card is available, it is still not “active” until it is loaded with an amount. Cards are automatically deactivated when they are returned to a 0.00 balance.*

Selling a Gift Card

To sell a gift card, the user will select the Sales Menu and then the user will select “New Entry”. The user will then enter the SKU for “Cooler than Cash Card”. After the SKU has been entered, the user will be prompted to scan the barcode on the reverse side of the card. The user will then select F7 (edit) to change the amount on the gift card. The user may also select F6 to change the amount on the card (This works when there is only one item). The user will then select F9 Finish to complete the transaction. The user will enter the amount into a payment field. After entering this amount, the user will then be prompted to scan the gift card.



Viewing the Balance on a Card

The user can reference the balance on a card by selecting the “Gift Card Balance” option under the Sales Menu. A dialogue box will then prompt the user to scan the reverse side of the card. After the user accesses the amount left on the card, they may select F6 to print a receipt containing the balance.

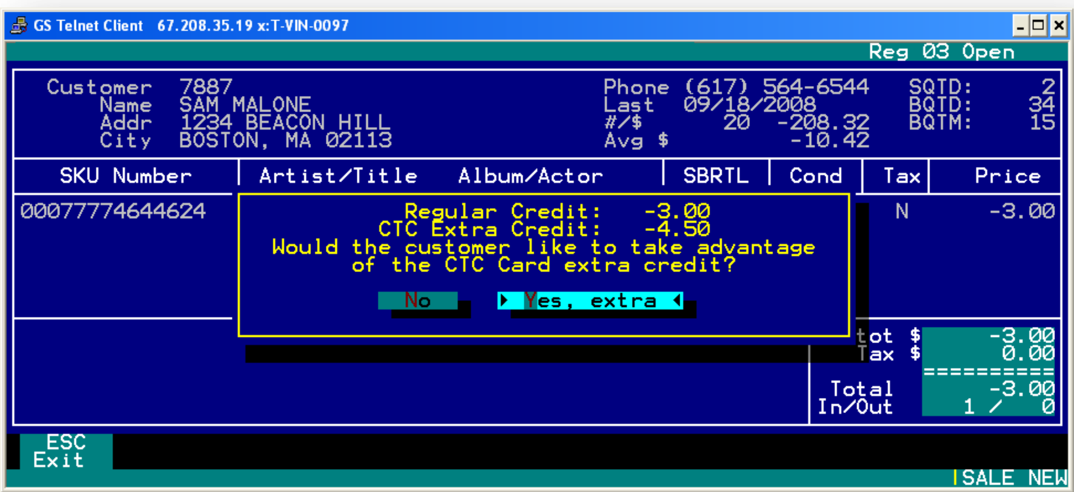
Redeeming a Card

A "Cooler than Cash" card is redeemed at the end of a sales transaction. To redeem a card, the user will select F9 as if they are finishing a transaction and enter the total amount on the transaction into the "Gift" field. A dialogue box will then appear and prompt the user to scan the card. If the gift card does not cover the full amount, the balance on the card will appear in the "Gift" field. The user will then enter the remaining balance of the transaction into one of the other fields. If the customer is paying with more than one gift card, the user can select the gift field again and enter another card.

***NOTE*:** Once again, if the customer is paying with one of the old **paper certificates**, the user will select **F8** instead of scanning the card.

Issuing a Card for Trade

To issue a "Cooler than Cash" card, the user will proceed will proceed with the transaction as if they are buying merchandise (see: Trading Merchandise With A Customer. Pg29). When the user selects F9 to finish the transaction, a dialogue box will appear asking the user if the customer wishes to take advantage of the "Cooler than Cash" card. The user will select "Yes, extra". The user will select F9 again and enter the amount due to the customer in the "Gift" field (This should be a negative number).



If the Balance of the Card is Greater than the Amount of the Transaction

BEFORE the user starts the transaction, they will need to sell the customer a CTC card for the amount of the Paper GC. The user must tender this amount as Gift Card, ***NOT*** Cash. This is to ensure that the GFT total at the end of the day is correct, and that there is not a variance in Cash.

After the user has completed this step, they can sell the customer the items they want and the system will put the remaining balance on the CTC card.

What to do with the "Cooler Than Cash" Card after the Customer has used it

Once a "Cooler than Cash" Card has been used and there is a balance of $0.00, the customer has the option to keep the card to use on another visit to the store. If the customer doesn't want to keep the card and the balance of the card is $0.00, the card can be used by another customer.

When the "Cooler than Cash Card" is initially scanned in the back-office, that card is referred to as "available". From this point, the cards will either be active (has a balance) or deactivated (has a balance of $0.00) which will be managed from the store's TAMMS registers. A card is deactivated when the customer uses the entire balance ($0.00 left on the card), but that card is still available for use on other transactions.

Promotional Gift Cards

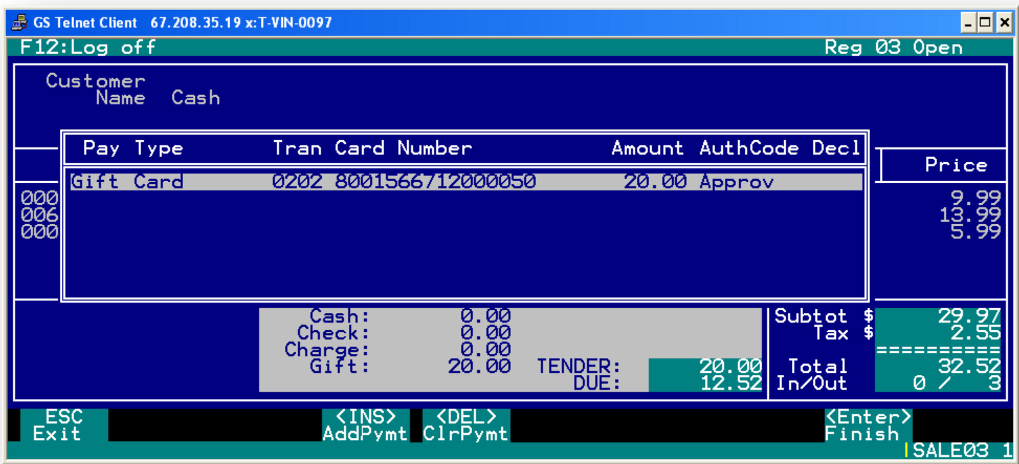
A promotional gift card is issued by going into the "New Entry" screen, scanning/entering the SKU for promotional gift card, selecting "B" for Buy, and entering an amount for the card (selecting F6 or F7). The system will then ask the user if the customer wants to use the CTC Credit. THE USER WILL SELECT **NO**. The user will select "F9" to finish the transaction and enter the amount of the card into the "Gift" field.

Inserting Other Methods of Payment

When using multiple methods of payment, the user will have two options:

1.) While in the F9 screen, the user can enter the amount for one method, then arrow down or up to enter the remaining balance on another method. For example, if the total of the transaction is $20.00 and the customer wants to pay $10.00 in cash and the rest on a debit card, the user will enter $10.00 into the "Cash" field and the remaining balance ($10.00) in the charge field.

2.) To add another method of payment, the user can also select F9 again. This time, the system will display the amount already applied to the transaction. From here the user can press the "Insert" key to add additional payment to the transaction. This can be seen below:



Each time a method of payment is inserted or deleted, that is counted as an entry. There 33 available entries in this screen. For example, if two gift cards and cash are entered and one gift card entry is deleted, that is counted as four entries.

Each time a method of payment is inserted or deleted, that is counted as an entry. There 33 available entries in this screen. For example, if two gift cards and cash are entered and one gift card entry is deleted, that is counted as four entries.

PLEASE NOTE THIS AS PROMOTIONAL GIFT CARDS ARE ADDED.

If the user is issuing 20 $10.00 Promotional Cards, the user will enter the SKU once and enter $200. From there, the user will select F9 and enter -10 in the gift card field. The system will inform the user that there is "Not Enough Money" for the transaction to be completed. The user will select F9 again and will be taken to the screen seen above. The user will press the insert key, enter the negative amount (-10), and do this until the total amount of the transaction has been issued.

Buying Merchandise from a Customer

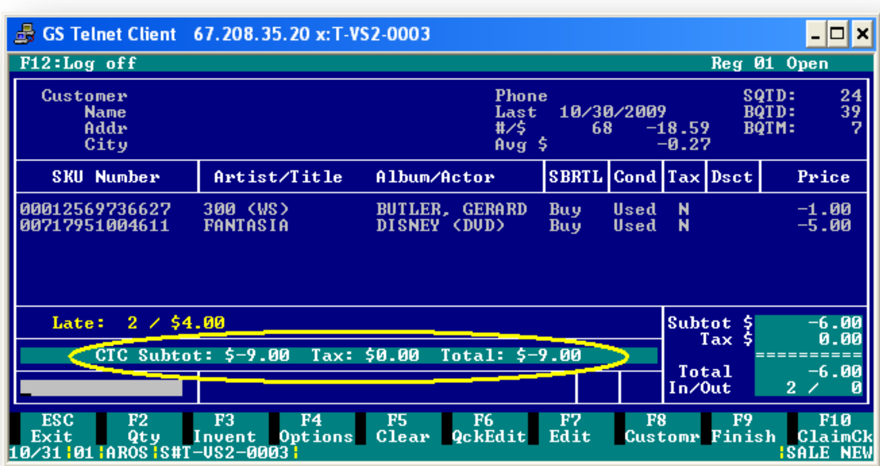
1. SALES >1. SALES SCREENS > 1.NEW ENTRY > (enter SKU) > “B” (in SBRTL field) (1>1>1>*enter sku>select “B”)*

To buy merchandise from a customer, the user will select the "Sales" menu and then select "Sales Screens". From the sales screen, the user will select "New Entry", then scan or type the SKU into the "SKU Number" field and press the "Enter" button. The user will then choose the "B" option from the "SBRTL" field and press "Enter" again.

- This will bring up all of the information on that particular SKU that is currently in the system's inventory, including the last dates it had been bought and sold, the oldest piece in stock, used and new sales prices, average cost, buyback cost, the number of buys per month, and the quantities listed by condition. (See below).
- To buy the item the user will select the "Y" option in the "Buy" field and press "Enter".
- Options
  - The user may also look up other items in inventory to add to the transaction (F3)
  - Make the sale tax exempt (F4)
  - Clear the transaction from the system (F5)
  - Edit items in the transaction (F7)
  - Add the customer name to the transaction (F8)
  - Finish the transaction (F9)

When the transaction is finished it will print a receipt with all items that the customer will sign and another receipt that will show the piece count and the total amount of the buy.

During a buy or trade, the comment line will also display the Cooler than Cash value (CTC). The screen shot below demonstrates this:



Double Buy

In the event that a customer tries to sell the same item more than once, the system will inform the user that the customer has sold this item before and will then prompt the user to either decline the sale or accept it. The screen shot below shows what this would look like:

Trading Merchandise with the Customer

1. SALES > 1. SALES SCREENS > 1.NEW ENTRY > (enter SKU) > “B” (in SBRTL field)

(1>1>1>*enter sku*>*select “B”)*

To trade merchandise to/with a customer, the user will select the "Sales" menu and then select "Sales Screens". From the sales screen, select "New Entry". The user will scan or type the SKU(s) into the "SKU Number" field and press the "Enter" button. The user will then choose the "B" option from the "SBRTL" field and press "Enter" again.

- Like before when buying merchandise from a customer, this will put the item in the Sales screen to be bought from the customer.
- After the user has selected “B”, the system will then ask the user to fill in the customer information at the top of the screen.
- The user can then continue to add items to the transaction.
- When the user is ready to issue the trade credit, the user will select F9. A dialogue box will then appear asking if the customer would like to accept the trade credit as opposed to the cash value. For trade, select yes.
- This will then be displayed in the sales screen as the item’s cash value plus the additional value of trade.
- The user will then issue the customer a gift card and end the transaction
- Options
    - The user may also look up other items in inventory to add to the transaction (F3)
    - Make the sale tax exempt (F4)
    - Clear the transaction from the system (F5)
    - Edit items in the transaction (F7)
    - Add the customer name to the transaction (F8)
    - And finish the transaction (F9)

Issuing a Card for Trade

When the user selects F9 to finish the transaction, a dialogue box will appear asking the user if the customer wishes to take advantage of the Cooler than Cash” card. The user will select “Yes, extra”. The user will select F9 again and enter the amount due to the customer in the “Gift” field (This should be a negative number).

Renting Merchandise to Customers (or employees)

Our philosophy is that we rent ANY movie or game in the store. This is not limited to previously viewed items. Factory sealed VHS and DVDs that are the only copy in the store are to be rented and, when returned, priced as previously viewed. Employees should check the inventory to ensure that they are not opening a new copy of a title of which the store has a used copy. All stores should have a holding area for hot rental titles so additional new are not being opened. This will also speed up the rental process.

How to Rent (Lease an item)

- Every sales transaction should begin with staff member asking, "would you like to rent or buy?"
- All rental customers must fill out a rental agreement and provide a valid I.D., and credit or debit card.
- The Rental Policy is as follows:
  - Must have a valid Government issued ID/Drivers License
  - Must have valid Credit Card or Debit/Credit Card (logo)
  - Must use the CC for first rental to verify validity
  - Must completely fill out a rental agreement
  - Prices of rental (DVD, Blu-Ray, and Games)/3 or 5 day rentals
  - Additional viewing fee
  - Limit of 5 rentals at any given time
  - Drop box/Store hours
  - 'Try before you buy' program (bring back title, check it in, subtract the rental fee, purchase for rest of used price)
- Keep a file in the back office so rental agreements can be accessed when needed. All rental agreements should be kept in office safe.

Starting the Rental Transaction

To begin a rental transaction, the user will select:

- 1) Sales
- 1) Sales Screen
- 1) New Sale

- The user will then select a customer or employee by pressing "F8". Selecting the customer before scanning the item will insure that the customer does not have any late fees and can rent. Note: The customer must pay late fees before they can rent again.
- The user will enter the customer/employee number or choose the customer/ employee name from the customer screen. The user can also search for the customer/employee by phone number
- If the customer has no credit card file, the user will see a message box indicating that the customer account has no credit card on file. (This message may also appear if you are processing a buy, press "F2" to continue the buy.)
- The user will select "resume". The user will enter through all information until credit card information field where the customer. To edit the information for the card, the user will enter a "Y". The user will then fill in all information, press enter, and then "F2" to select that customer. **(Once the credit card information has been entered into the system you will only be able to see the last 4 digits of the card number)**

- Once the customer information is complete, or a new customer has been added to the system, the user may continue the rental process.
- Scan the SKU of the product being rented
- Before opening any "NEW" product every employee should check behind the counter for open units and check the system for any used units listed. This will assist when items are returned and will allow for proper pricing if it is charged off.
- Once the item appears in the sales screen, select "L" for lease under the "SBRTL" column and press enter. The user can clear the whole transaction from the "F5" button.
- The user can edit the items within the sale by pressing the "F7" button and highlighting the item for editing and then making the necessary changes to that item. The user also has the option to access and edit customer information while the sale is in progress including the customer's address, phone number and credit card information, current rentals and rental/sales history. The user can also select F6 "Quick Edit" to edit the most recently scanned item.
- Press "F9" to finish the sale. When "F9" is chosen, the system will then check the card on file to insure that it is valid. The payment type box will appear. The user will select payment by cash, check, charge or gift (card or certificate).
- For the 1st rental, or to use the card on file, select "charge" then press"F11", you may then press "shift"- "F11" to charge the card on file.
- A receipt will print for customer to sign
- A tag will print after the rental transaction is complete; the employee will then remove the plastic wrap from the product and place the rental return label on the item.
- Instruct the customer not to remove the label. It is important we have this information to properly record the return.
- If the employee does not have an account, the user will go to "Customer Accounts" (1. SALES > 2. CUSTOMER ACCOUNTS)
- Access the information or enter new employee info. The user will need to change "TYPE" to "EMPLOYEE". The user will then enter the employee's 4 digit username in "EMPOLOYEE #"field.
- The maximum number of rentals that an employee can have out at one time is 3.
- All rentals should ring up as "$0.00"and Employees are subject to late fees

Rental Timelines and General Information

Rental rates and terms:

- ✓ *Basic DVD: $1.00 per day (This is for stores WITH $1 Rentals)*
- ✓ *For all other stores DVDs are $3.99 for 3-5 days (The store will be notified when they have $1 Rental capabilities)*
- ✓ *Blue Ray $4.99: 3-5 days*
- ✓ *Games $5.99: All games are 5 days*
- ✓ *Box set rental rates vary on retail price of the set rates 3.99 to 33.99*
- ✓ *The grid below shows the schedule for all rentals that are not $1 Rentals. Please note : All rentals are due back by close of business of the assigned day.*

Rental Return Grid:

The Item is Rented On:	3-Evening Due Back On	5-Evening Due Back On
Sunday	**Tuesday**	**Thursday**
Monday	**Wednesday**	**Friday**
Tuesday	**Thursday**	**Saturday**
Wednesday	**Friday**	**Sunday**
Thursday	**Saturday**	**Monday**
Friday	**Sunday**	**Tuesday**
Saturday	**Monday**	**Wednesday**

$1 Rentals

- $1 Rentals are basic DVD rentals that are a $1 per day out
- The customer will be charged $1 for the initial rental
- For every day after the first day rented without returning the DVD, the customer will be charged another $1 per day
    - Example 1: If the item is rented on Monday and returned by noon on Tuesday, the customer will not owe an additional viewing fee
    - Example 2: If the item is rented on Monday and returned Friday, the customer will owe $4 for the additional viewing.
- If the customer does not return the item and the additional viewing charges exceed the retail price of the item, the system will check the item back in and then sell the item to the customer. This process is automated. If this transaction, it can be found in the "Manager's Queue" on the Sales Menu.
    - Example 3: If the retail price of the item (rented Monday) is $9.99 and the item and the item is returned Wednesday of the next week, the total charges for the item will be $10. At this point, the system will recognize that the viewing charges on this item have exceeded the retail price. The system will check the item back in then the system will sell the item to the customer using the card on file.

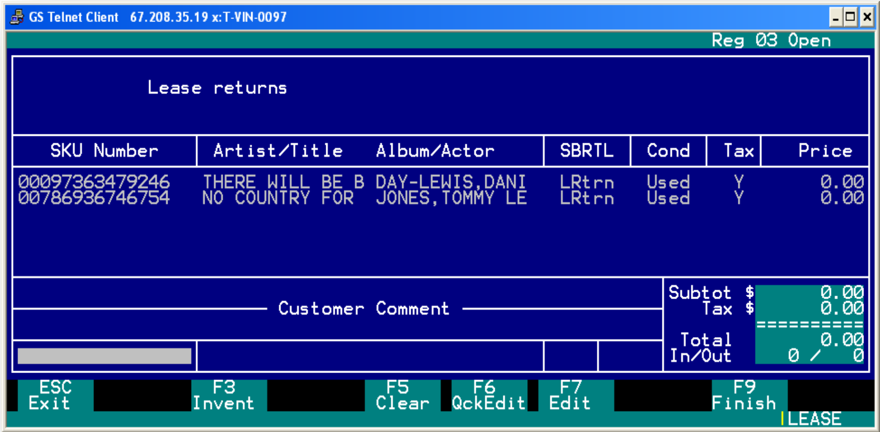
All Other Rentals

- 3-Evening Rentals are those titles released during the present week. Due to the initial rush to rent the newer titles a 3-evening turn allows for those first day copies to be back in the store for the weekend rentals. This also serves to keep inventory levels at an efficient number and reduce the number of factory sealed copies opened.
- Please note that the 3-evening rental policy only affects a few titles at any given time. Remind customers that object that they can wait a week and have it for the extra two days. Be sure the titles that are transitioning from 3 to 5-evening and 5 to 3-evening rentals have been changed in the inventory edit screen to reflect the proper rental period.
- 5-Evening Rentals are everything else in the store. All 3-eveing rentals will become 5-eveing rentals after their first week in release has passed.
- All rentals are due back by close of business of the assigned day. Additional viewing fees begin to accrue the first day that it is late. (See Additional Viewing Fees) These are to be strictly enforced.
- Maximum rental pieces out at any time are 6

If the rental is for an employee:

- EMPLOYEES will not need a credit card to rent ("borrow") items
- The employee's account must be set up as an "employee account.
- If the employee does not have an account, the user will go to "Customer Accounts" (1. SALES > 2. CUSTOMER ACCOUNTS)
- Access the information or enter new employee info. The user will need to change "TYPE" to "EMPLOYEE". The user will then enter the employee's 4 digit username in "EMPOLOYEE #"field.
- The maximum number of rentals that an employee can have out at one time is 3.
- All rentals should ring up as "$0.00"and Employees are subject to late fees
- Music items list as 0 rental days, so you must manually adjust rental fee to "$0.00"
- Follow the same lease and rental return process as regular customers

Lease Returns



This feature allows the user to scan and return multiple rentals from multiple customers. In order for this feature to work, the user **MUST** scan the label that was printed when the item was first rented. ***This feature is to only be used for the merchandise in the store's drop box.*** **Please note that if there is a late fee, the user will need to select F7 Edit and adjust the price to $0.00. This defers the late fee until the next time the customer comes into the store to rent again. All late fees should be charged in the New Sale screen when you access the customer's account.**

Returning Rentals (if the Person is PHYSICALLY IN THE STORE)

- The user begins the return rental process by scanning the item(s) barcode or entering SKU, artist or title to find the item(s) in the inventory screen and select "L".
- To return a rental, the user will select "New Sale", select a customer by pressing "F8", and then enter the customer number or choosing the customer name from the customer screen.
- The user may be prompted to enter the customer's phone number or update the customer's records if it has been at least 30 days since the customer has had a rental transaction or has missing information on the chosen account such as driver's license number or state.
- After selecting the customer, the item will appear in the sales screen. It will read "return" under the "SBRTL" column.
- From here, the user has the following options:
  - **F2 Qty**– Allows the user to adjust the quantity of a particular item
  - **F3 Invent** – Allows the user to view the Inventory screen
  - **F4 TaxEmp** – Allows the user to make the transaction tax exempt
  - **F5 Clear** – Allows the user to clear out items that are on the transaction

- **F6 QckEdit** – Allows the user to adjust the price of an item
- **F7 Edit** – Allows the user to adjust the price and the tax exempt status of the item
- **F8 Customr** – Allows the user to view various attributes of the selected customer such as History, Rental History, and Current Rentals. The user also has the option to edit the customer's information.
- **F9 Finish** – Allows the user to complete the transaction.

Deferring Late Fees in the Sales Screen

To get past the late charge without permanently deleting it, you must hit F7 for edit then F8 "defer the late fee". If you hit F7 then edit late fee to "0" it is gone forever. By using the F8 key the late fee should go away but return on the next transaction. However there is a bug in the system (seems like I've heard that before) if the customer has a late fee and you defer it using F8, and the customer has multiple items on that ticket you will need to use the f8 key after each new entry, instead of just using it once per transaction.

Additional Viewing Fees

Titles that are returned past the standard rental period are assessed an additional viewing fee and Boxsets are assessed a per disc additional viewing fee.

- If the customer is present, follow the same procedures for the rental return transaction and accept the payment option they choose to clear the additional viewing fees. Additional viewing fees will always automatically prompt when each title is scanned in.
- Additional viewing fees will also automatically prompt when customer's account is accessed again and has not paid their previous additional viewing fees (drop box).
    - **Note: The rental customer MUST pay additional viewing fees before they can rent again.**
- If the customer does not recall any additional viewing fees, check their history.
    1) After selecting their account **F2**, press **F3** for history (listed alphabetically by title rented). This will list rentals due date and when they were checked in.
    2) Look for the most current date of return.
    3) Politely explain to the customer what the last title(s) they rented; when the title(s) were returned; and what the additional days incurred
    4) The MOD will handle any troubling situations that may arise.
- If the customer is not present, follow the same procedures for the rental return transaction with the exception of 'press **F9** for finish'
- Select F7 (edit), and then select F8 (defer).
- The total amount should show $0.
- Press F9 for finish and choose to print label if needed.
- De-sticker the customer's account label and discard.
- Follow same product guidelines after transaction completed.

Universal Additional Viewing and Late Fees

If the late fee is deferred when the item is returned, an additional viewing SKU is then added to a transaction when the customer's information is accessed. If the item was rented and returned late at one location and the late fee is deferred, that late fee, or additional viewing SKU, will appear at any store in the chain whenever the customer's account is accessed.

Late Rental Reports

- This report is ran every Monday
- 1. SALES > 3.REPORTS > B. RENTAL REPORTS > C. LATE RENTALS
- Select sort by date, then skip through fields until you see "at least ___ days late"
- Run the report for 10 days the report shows product, original dated rented, customer number and contact info. Press F6 to print report
- Fill out the customer late rental information form see: Late Rental Form
- Place calls to customers
- Customers must pay any additional viewing fees before addition rentals can be made.

1. On Friday, pull all the called CLRFs and check to see who has returned their rentals
    a. Pull up each account to see if they are on their account
    b. If items have been returned, shred CLRF
2. If you have to charge the customer's account, see RENTAL CHARGE OFF SECTION
3. Cards that go through, file under the Accounts Charged Tab (file by last name)
4. Cards that do not go through
    a. Write notes on the CLRF stating account is closed and must get new telephone number and credit card
    b. Place rental return stickers on the CLRF
    c. Then delete the items out of the system, and notate the cost of the item being deleted under the rental sticker.
    d. Then file under the Charge-Off Tab, by last name

Late Rental Form

Customer Late Rental Form Instructions:

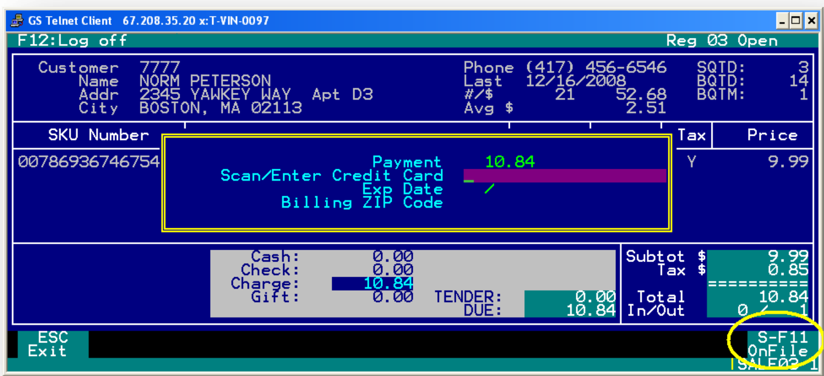
Create a simple form using the **Bold** information fields. This form we fill-out before calling the customer. This way when you call the customer, you have all the info in front of you.
Fill in the fields:

- **Date**
- **Name** (Last Name, First Name)
- **Account Number**
- **Phone Number**
- **Title Rented** – Write down the titles that were rented and put all pertinent info (i.e. W/S, F/S, etc.)
- **Condition** – New or Used
- **Price** – We charge them for the full price of the item. We do not deduct the rental fee. For example, if customer rents Lakeview Terrace new, then we would put down $19.99 (normally if the customer would come in and buy it right after the rental period, we would deduct the rental fee.) In some was you can classify that as a processing fee.
- **Note** – After you have fill-out the rest of the sheet, you call the customer. This is where you put comments such as LVM, talked to customer and they will bring it in, etc.
- Also, this is the place where we state we charged the account, closed the account, etc

Rental Charge Offs

If the customer does not return the rented item after the allotted time, the store can "sell" the item to that customer. NOTE: This is for any rental transaction except $1 rentals

- The process begins by returning the items the customer has checked out. This can be done by either scanning the label that is printed when the item is rented (see: Lease Returns) or by scanning the item's SKU and selecting "L"
- If the user has scanned the SKU, they can press F8 for customer.
- The user will then enter the customer's account number and press F2 to select.
- Once this is done, the user will select F9 for payment.
- The user will then select "charge" field and press F11 to enter to the amount of the transaction.
- When the yellow "Swipe Credit Card" box appears, the user press the ESC key (Escape) to access the manual credit card entry screen.

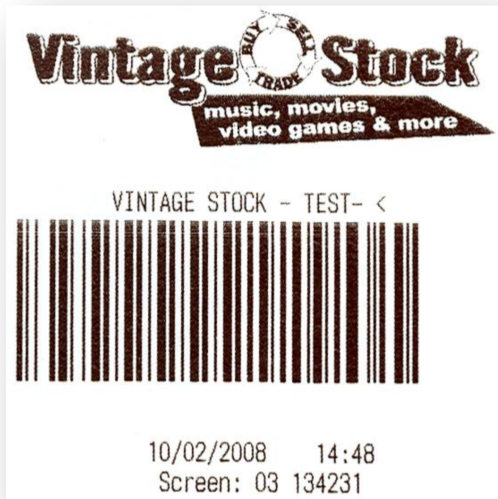


The user will then utilize the "S-F11 OnFile", which is located in the bottom right hand corner. This will charge the credit card on file. In order for this to work, the user must simultaneously press the "Shift" key and then press "F11"

- The system will then ask for the customer's zip code. Enter the one on file (at the top of the computer screen, it will still show the customer's information)
- If the card is accepted, it will print out the 3 receipts
- Merchant's Copy – on the signature line, write "On File"
- Customer's Copy
- Itemized Receipt – Items B & C I staple to the customer's file
- Once the card has been processed, you are done, if the card is declined, please follow the steps below.
- If the card is declined, the system will pop up a box stating it was declined.
- Delete the items out and make note of the cost of the items and place it in the customer's file.
- Then pull up the customer's account and disable it.
- Then press F8 for Add CMT (add comments)
- Then put the information on why the account was closed and most important, list your store #
- Listing the store number has now become very import since all store share the customer database. This way if a customer comes into another store to rent or try to open a second account, it will have the comment in the system so we are not renting to the customer

F10 ClaimCk

F10 ClaimCk allows the user to issue a receipt with a number and barcode (or “Claim Check”) that would identify the ticket holder to a transaction already in process. The user would select the “Claim Check” option on the Sales Screens Menu to access the appropriate transaction. A Claim Check is shown below:

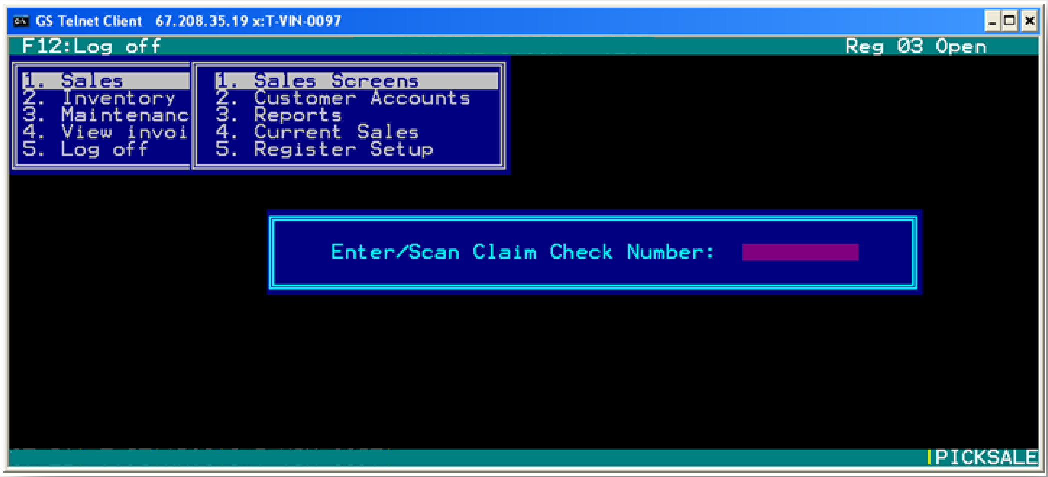


View Invoices

This is the same information as previously discussed if your register is not open. Please refer to the Sales>View Invoices section for more information.

Claim Check

The Claim Check option allows the user to locate the appropriate pending transaction for the receipt holder by entering or scanning the aforementioned Claim Check (F10 ClaimCk). This can be seen below:



Printing Labels

Tags will be printed for most of the merchandise in a store. After a transaction where the store has purchased merchandise, or when new items are added to inventory, the option to print "labels will be made available. The user can also print labels for a single item by pressing CTRL and F12 simultaneously.

Placement of Labels

TAMMS item labels will be placed on the front, top right hand corner on all Music CDs, DVDs, and non cartridge video games. DO NOT re-label product that has already been processed with item labels in a different spot. Loose cartridges will be labeled on the back side of the cartridge

Serial #s

On items designated as needing serial number tracking, when a batch/transfer/sale/buy/refund occurs, the serial number is recorded in the register receipt file (we call it the saledetl) database as the second description. This means that it is recorded and that it is printed on the receipts and it is viewable on the screen when you look up a receipt. It does not mean that the user can add to existing inventory, but the user should be able to transfer them out and batch back in

Customer Accounts

1.SALES > 2.CUSTOMER ACCOUNTS (1>2)

The customer accounts screen is used to look up customer account information. The information that can be accessed through this screen includes name, address, phone number, credit card information, customer comments, alternate IDs and customer history. Customer information can be accessed by customer account number, the customer's name, or their phone number.

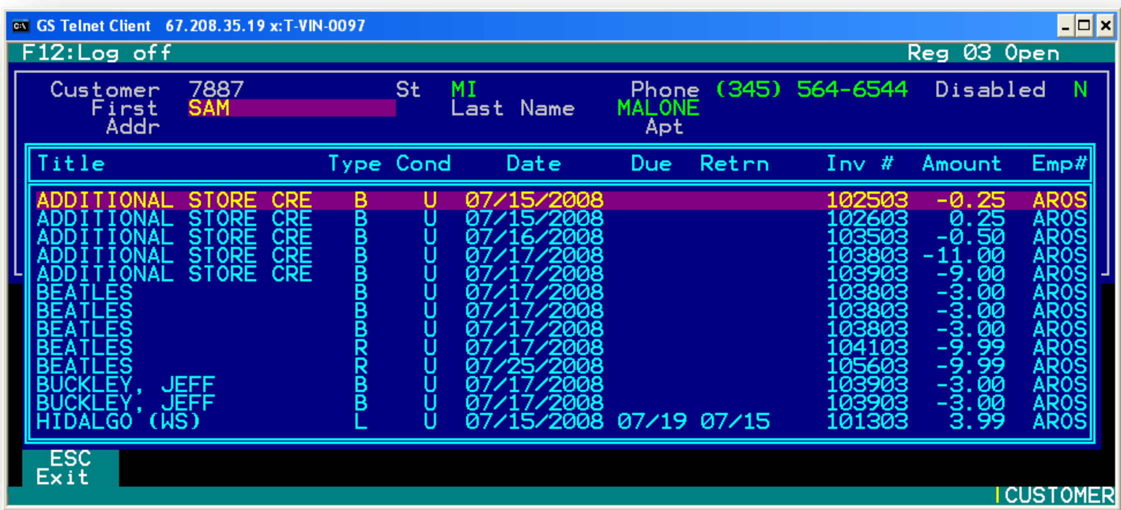
Customer Lookup Listing

Customer information can be accessed by typing in the Customer ID (if known) or by typing the first few letters of the customer name in the name cell and then choosing the customer from the customer listing in the system by pressing enter.

Customer Information Screen

F2 Select (from Customer Information screen)
When the user selects a customer from the customer lookup screen, the user is prompted to provide the customer's updated phone number if it has not been updated in the last days.
This feature helps to keep customer information as current as possible.

F3 History (from Customer Information screen)
This screen shows the transaction history of the selected customer.

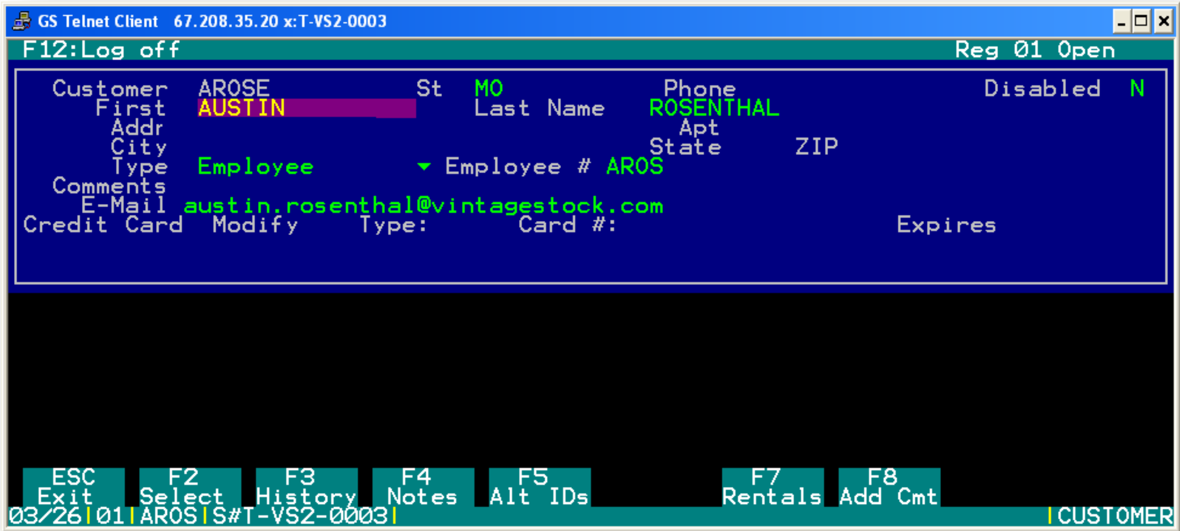


F4 Notes (from Customer Information screen)
This function allows the user to read customer notes written by all users. This screen will also contain a list of over-ridden late fees, amount and date of a late fee, notice of changes to credit cards, etc
F5 Alt IDs (from F8 Customer Information screen)
This allows the user to enter other authorized users that will have permission to use the customer's main account.
F2 Save (from Alt IDs screen) - Allows user to save user information.
F7 Rental

(from Alt IDs screen) -Allows for editing of authorized users on main customer accounts.
F8 Delete (from Alt IDs screen) - Allows for deletion of authorized users from main customer accounts.
F7 Rentals (from F8 Customer Information screen)
F8 Add Cmt (from F8 Customer Information screen)-This function allows the user to add comments about the customer's account.
ESC is used to exit.

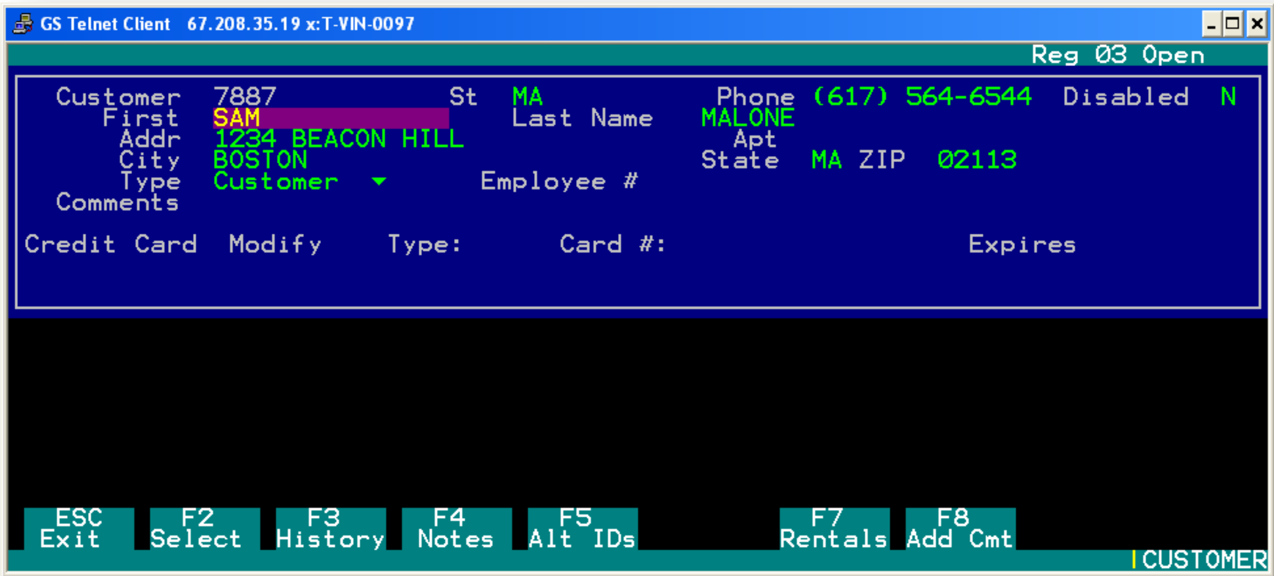
Add a New Customer

To add a new customer, select the "Sales" menu and then select "Customer accounts".
SALES > CUSTOMER ACCOUNTS (1>2)



1. From the "Customer" screen, the user can enter a new customer number and press enter.
2. The system will then ask if the user would like to add this new customer number to the system. The user should choose "Yes" and press "Enter" to continue.
3. The system will then ask for the customer's driver's license state and number. When the driver's license information has been entered, the user will need to fill in the rest of the customer's information including phone number, name, address, city, state, zip, any necessary comments, credit card information, and e-mail.
4. The user may also add alternate IDs for other customers on the same account by pressing "F5" and adding the other 2nd customer's information.
5. The user may add comments on the account by pressing "F8". The user may view the comments by pressing "F4". Once the customer has been added and has rented or bought merchandise, their rental history can be accessed from this same screen by pressing "F3" to see the complete account history, or "F7" to access rental history.
6. FROM NOW ON, the Customer Account screen will allow the user to enter a customer’s credit card information. The user will select the card type, enter the number, and enter the expiration date. This will be used for ALL RENTALS.
7. To modify an existing card, the user will key “enter” until the “Credit Card Modify” field is highlighted. The user will key “Y” to edit the credit card information.
8. If there is no credit card information, the user will key “enter “ through the last credit card field. A red dialogue box will appear saying that the customer doesn’t have a valid form of payment. While this is true the customer’s information is already saved.
9. IF THE CUSTOMER IS RENTING, THEY MUST HAVE A VALID CREDIT CARD ENTERED IN THESE FIELDS !!!!!!

To add a new customer from a sale already in progress, press “F8”, then continue as explained below. The screen is slightly different, so please take notice. The first thing that the user will have to do is to enter a customer number. This could be a driver’s license, an ID, a store issued customer number, or any other number mandated by your store. This allows the user to edit customer information (name, address, phone, credit card info, and customer comments). This also allows the user to see customer rental, buy, sale, and trade history.



F4 Notes (from F8 Customer screen)-This allows the user to enter special freeform notes about the customer.
Customer Comments – These are persistent notes that appear each time the account is pulled up, until erased by user.
F5 Alt IDs (from F8 Customer screen)
This function allows the user to enter other authorized users that will have permission to use the customer's main account.
F2 Save (from Alt IDs screen) - Allows user to save user information.
F6 Add (from Alt IDs screen) - Allows for multiple new authorized users to be added on to main customer accounts.
F7 Edit (from Alt IDs screen) -Allows for editing of authorized users on main customer accounts.
F8 Delete (from Alt IDs screen) - Allows for deletion of authorized users from main customer accounts

Reports

Reports NOT listed in BOLD are exclusive to Movie Trading Company

A. Sales Reports

   A. Sales Detail

B. Sales Ranking
C. Sales By the Hour
D. Sales Tax
E. Sales Summary by CAT
F. Sales Summary
G. Price Adjustment
H. Payment Report
I. Amazon Refund Report
J. Employee Report

B. Rental Reports
A. Rental Detail
B. Currently Rented
C. Late Rentals
D. Lease Rankings

C. Purchase Reports
A. Purchase Detail
B. Purchase Detail/ Cat
C. Buy Log
D. Buy Check Log
E. Refund Log
F. Refund Check Log

**NOTE: The following letters will be displayed in certain reports. This is what they stand for:*

- ✓ **B-Buy**
- ✓ **S- Sales**
- ✓ **L-Lease**
- ✓ **R-Refunds**
- ✓ **T-Trades**
- ✓ **X-Lease Returns, late fees**
- ✓ **P-Batch**
- ✓ **I-Transfer**
- ✓ **A- Inv adjustment**
- ✓ **D- Inv adjustment**

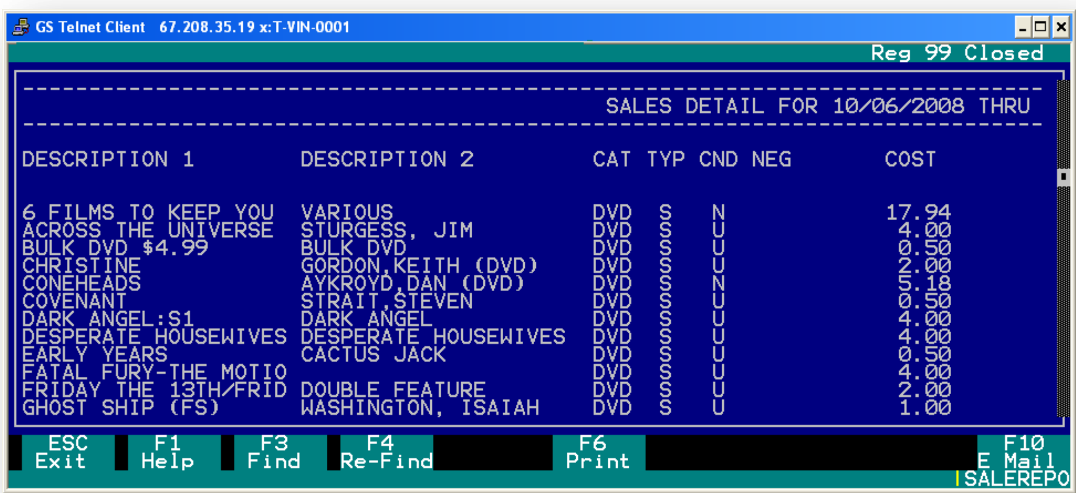
Sales Reports

SALES > REPORTS (1>3>A)

From this screen, the user can run all system reports that are considered to be in the sales category.

Sales Detail Report

1.SALES > 3.REPORTS>A.SALES REPORT>A.SALES DETAIL (1>3>A>A)



The Sales Detail report provides sales information for the specified date range, and also by category if specified. This Sales Detail report will list all merchandise sales, rentals, trades, exchanges and returns by title and artist. The report will also contain category, transaction type, merchandise condition (new/used), as well as the cost, price, margin, percent of profit, and invoice information. Total sales information will be reported at the end of the report, along with a separate total for new and used merchandise.
F1 Help (from the Sales Detail Report Screen) - Allows the user to access a help screen for the report browser.

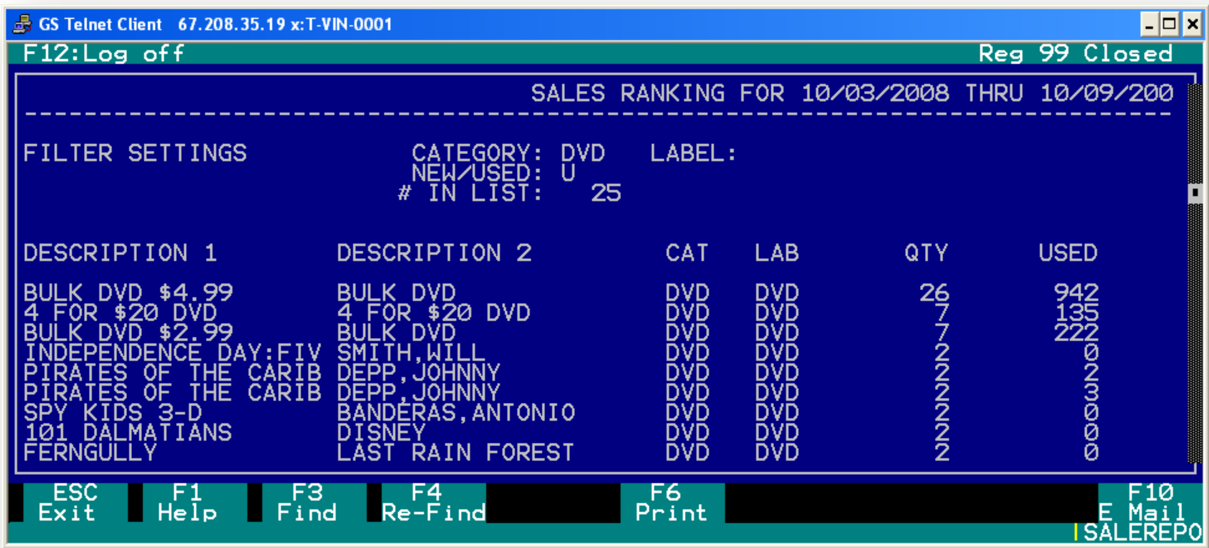
F3 Find (from the Sales Detail Report Screen) - Allows the user to search for a particular string of characters within a report.
F4 Re-Find – Allows the user to repeat previous find operation from last one found.
F10 E Mail- Allows the user to email the report to a specified email address.

Sales Detail Report Parameters

The sales detail report can be viewed by any date range. A category can also be specified to view sales detail by category.

Sales Ranking Report

1.SALES > 3.REPORTS>A.SALES REPORT>B.SALES RANKING (1>3>A>B)



This report will list quantities sold by item alphabetically sorted by title, or by the highest sales of merchandise sorted by title for the specified date range and other filter selections (listed above) specified by the user. Other information included in the report is category, label, quantity, new, used and order.

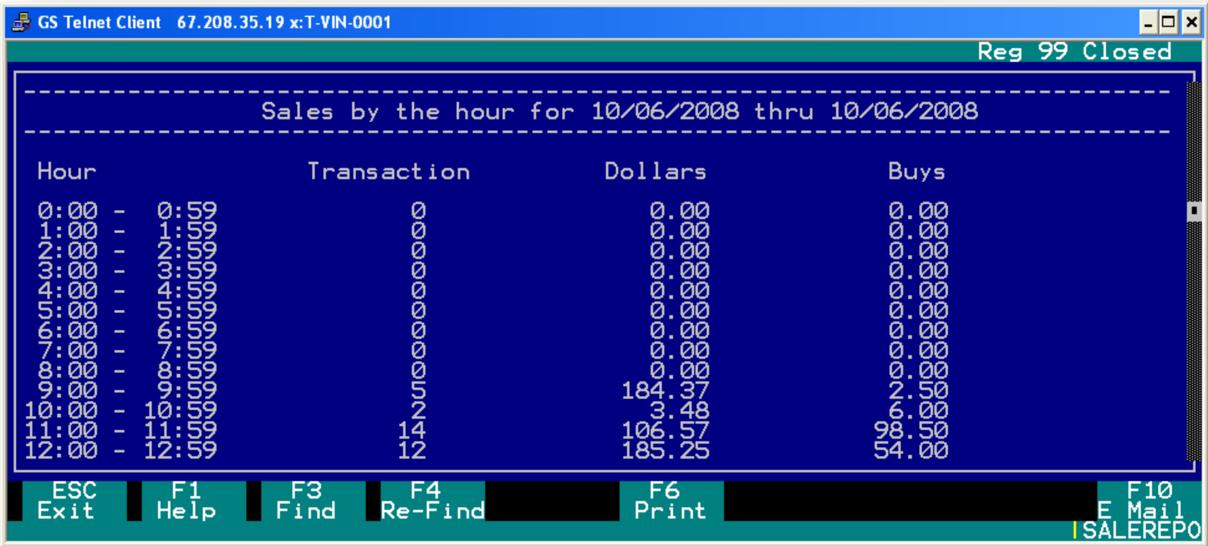
F1 Help (from the Sales Detail Report Screen) - Allows the user to access a help screen for the report browser.
F3 Find (from the Sales Detail Report Screen) - Allows the user to search for a particular string of characters within a report.
F4 Re-Find – Allows the user to repeat previous find operation from last one found.
F10 E Mail- Allows the user to email the report to a specified email address.

Sales Ranking Report Parameters

The sales ranking report can be sorted by title/artist, or by quantity sold. The Sales Ranking Report can be viewed by a specified date range and filtered by category, label, merchandise condition (new/used) and a specified number of items to be viewed in the report.

Sales by the Hour Report

1.SALES > 3.REPORTS>A.SALES REPORT>C.SALES BY THE HOUR (1>3>A>C)



The Sales by Hour Report lists the number of transactions, total dollars and the total dollar amounts of buys by each hour of business. The activity reported by net sale dollars does not include any purchases, and activity reported by net purchases does include trade-ins.

F1 Help (from the Sales Detail Report Screen) - Allows the user to access a help screen for the report browser.

F3 Find (from the Sales Detail Report Screen) - Allows the user to search for a particular string of characters within a report.

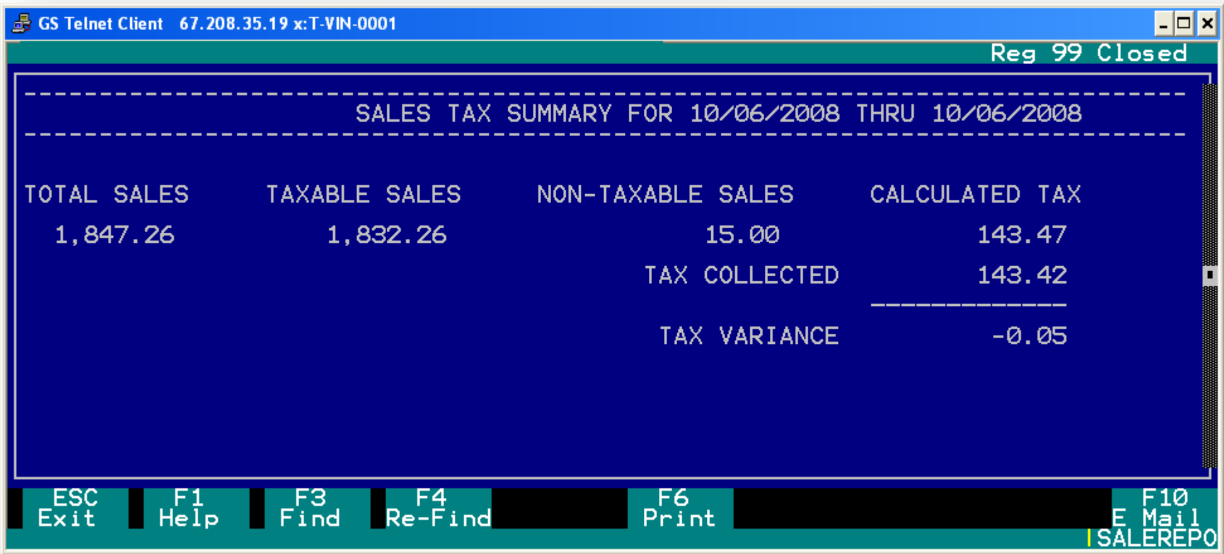
F4 Re-Find – Allows the user to repeat previous find operation from last one found.
F10 E Mail- Allows the user to email the report to a specified email address.

Sales by the Hour Report Parameters

The Sales by hour report can be viewed by a specified date range.

Sales Tax Report

1.SALES > 3.REPORTS>A.SALES REPORT>D.SALES TAX (1>3>A>D)



The sales tax summary lists the tax rate, total sales, taxable sales, non taxable sales, calculated tax as well as total tax collected and any variances that may exist.

F1 Help (from the Sales Detail Report Screen) allows the user to access a help screen for the report browser.

F3 Find (from the Sales Detail Report Screen) allows the user to search for a particular string of characters within a report.

F4 Re-Find – allows the user to repeat previous find operation from last one found.

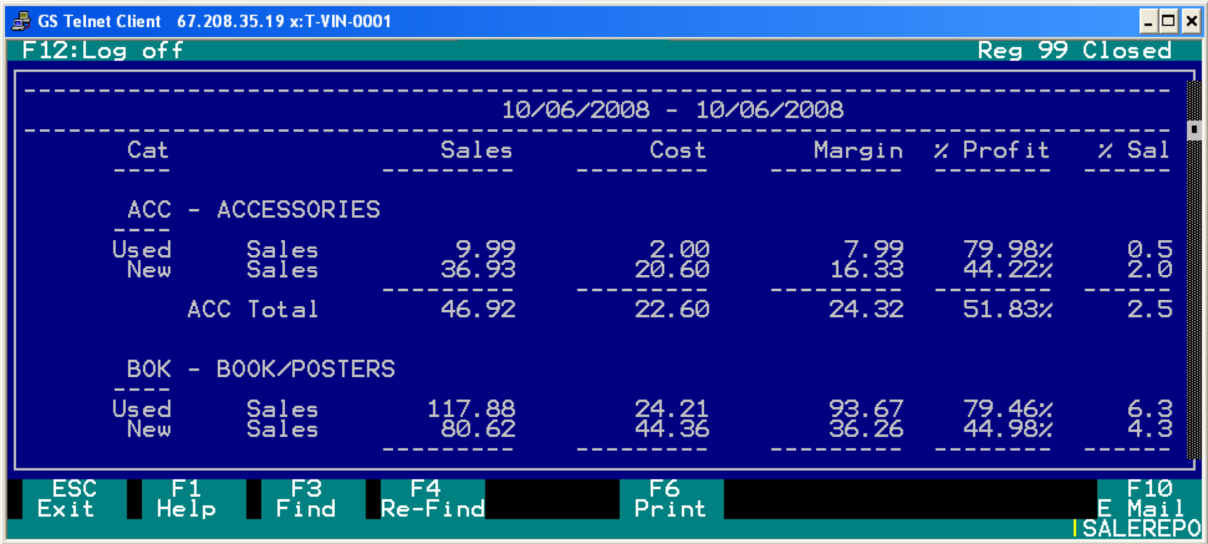
F10 E Mail- This allows the user to email the report to a specified email address.

Sales Tax Report Parameters

The Sales Tax report can be viewed by a specified date range.

Sales Summary by Cat Report

1.SALES > 3.REPORTS>A.SALES REPORT>E.SALES SUMMARY BY CAT (1>3>A>E)



The Sales Summary report by Category lists the total sales (sales, trades and refunds) sorted by merchandise category (new and used). Additional report information includes cost, Margin % profit, % sales and quantity.

F1 Help (from the Sales Detail Report Screen) - Allows the user to access a help screen for the report browser.

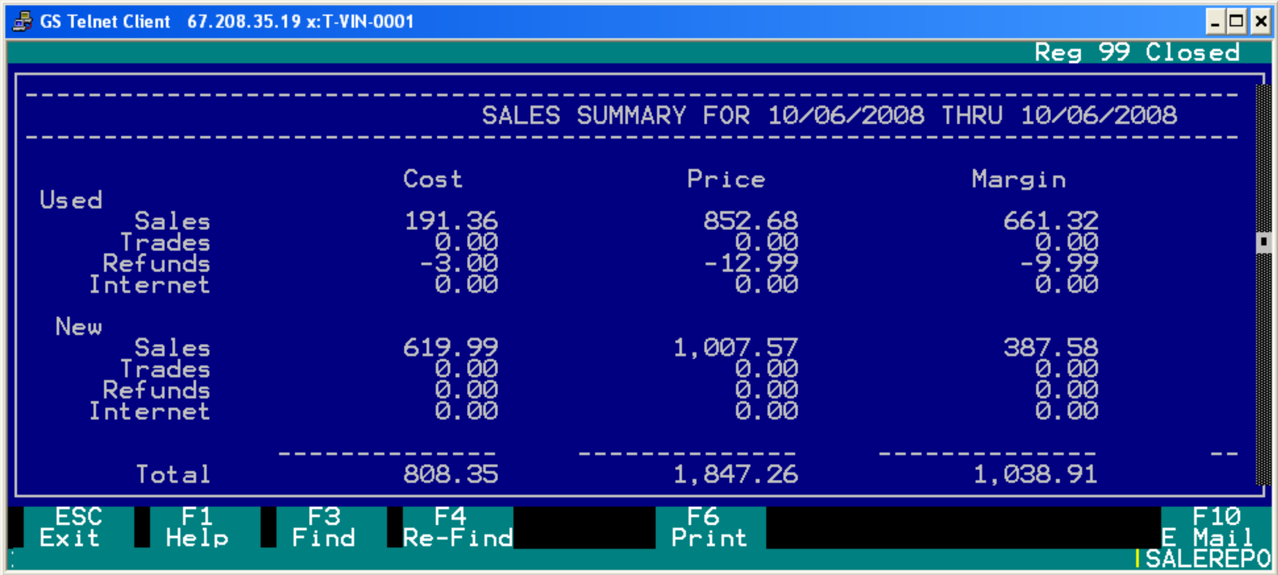
F3 Find (from the Sales Detail Report Screen) - Allows the user to search for a particular string of characters within a report.

F4 Re-Find – Allows the user to repeat previous find operation from last one found.

F10 E Mail- Allows the user to email the report to a specified email address.

Sales Summary Report

1.SALES > 3.REPORTS>A.SALES REPORT>F.SALES SUMMARY (1>3>A>F)



The Sales Summary report lists the total sales (sales, trades and refunds) sorted by merchandise category (new and used). Additional report information includes cost, Margin % profit, % sales and quantity.

F1 Help (from the Sales Detail Report Screen) - Allows the user to access a help screen for the report browser.

F3 Find (from the Sales Detail Report Screen) - Allows the user to search for a particular string of characters within a report.

F4 Re-Find – Allows the user to repeat previous find operation from last one found.

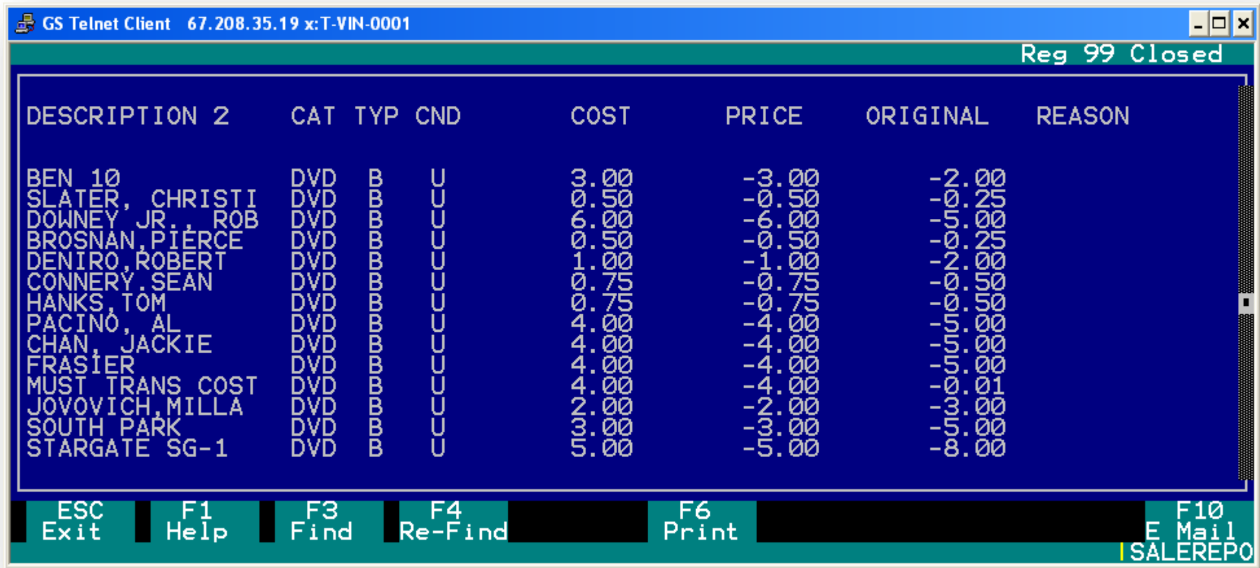
F10 E Mail- Allows the user to email the report to a specified email address.

Sales Summary Report Parameters

The Sales report can be viewed by a specified date range.

Price Adjustment

1.SALES > 3.REPORTS>A.SALES REPORT>G.PRICE ADJUSTMENT (1>3>A>G)



The Price Adjustment report lists all of the adjustments made to sales amounts for any period of time as well as any category. It can be sorted by transaction type, description, or by the name of the employee that made the changes.

Payment Report

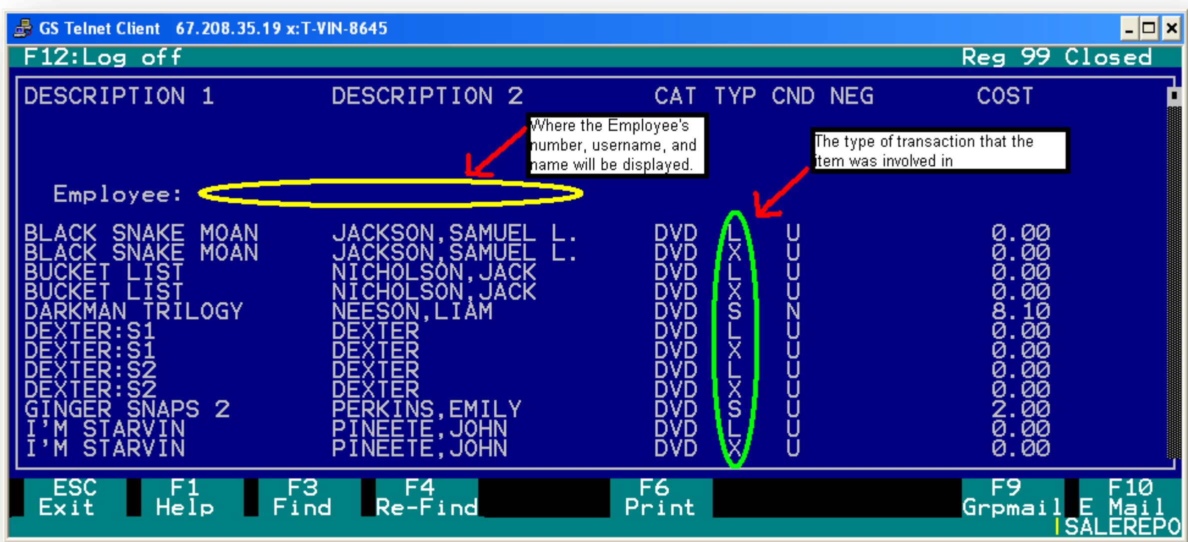
1. SALES > 3.REPORTS>A.SALES REPORT>H.PAYMENT REPORT (1>3>A>H)

The Payment Report breaks down sales by how a person paid, cash, credit, or check. It further breaks down credit card information by type of credit card. Also includes information on gift certificates sold and redeemed.

Employee Report

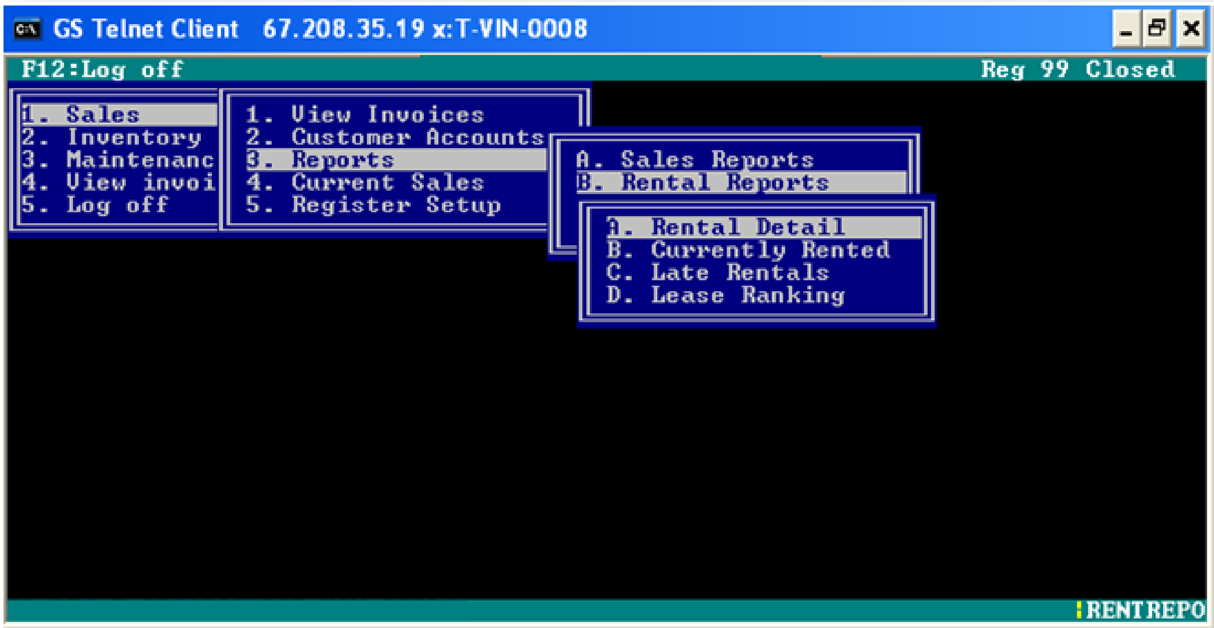
The Employee Report lists the items that were processed for a particular employee. The user can view what an employee has purchased, rented, and traded by selecting a date or date range. The employee can also select a specific category.

Esc. - Allows the user to exit this report
F3 Find – This feature will allow the user to search the report for a particular phrase or word
F4 Re-Find – This feature will search the report for the same word or phrase that was entered for F3 Find.
F6 Print - Allows the user to print the report locally
F9 Grpmail - Allows the user to send the report to multiple recepients
F10 E Mail - Allows the user to e-mail the report to themselves or the e-mail address on their account.



Rental Reports

1.SALES > 3.REPORTS>B.RENTAL REPORTS (1>3>B)



Rental Detail Report

1.SALES > 3.REPORTS>B.RENTAL REPORTS>A. RENTAL DETAIL (1>3>B>A)

The Rental Detail report lists all rentals for a specified date range, sorted by title. This report also lists artist, category, transaction type, merchandise condition (new/used), negative inventory indicator, price and invoice information.

F1 Help (from the Sales Detail Report Screen) - Allows the user to access a help screen for the report browser.

F3 Find (from the Sales Detail Report Screen) - Allows the user to search for a particular string of characters within a report.

F4 Re-Find – Allows the user to repeat previous find operation from last one found.

F10 E Mail- Allows the user to email the report to a specified email address.

Rental Detail Report Parameters
The Rental Detail Report can be viewed by a specified date range.

Currently Rented Report

1. SALES > 3.REPORTS>B.RENTAL REPORTS>B. CURRENTLY RENTED (1>3>B>B)

The currently rented report lists all rented merchandise for a specified date range. The filter selections listed at the top of the report also allow the user to view rentals by SKU number range, title/artist range and merchandise condition. The report also includes artist information (description 2), date rented, customer number, merchandise condition and cost. Totals for new and used rented merchandise and cost are found at the bottom of the report.

F1 Help (from the Sales Detail Report Screen) - Allows the user to access a help screen for the report browser.

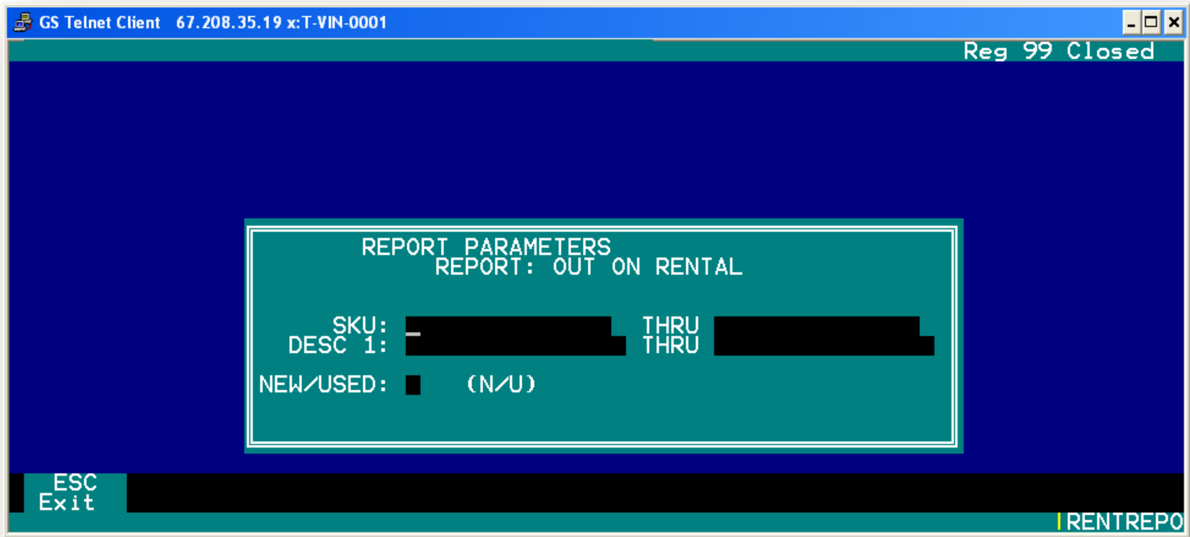
F3 Find (from the Sales Detail Report Screen) - Allows the user to search for a particular string of characters within a report.

F4 Re-Find – Allows the user to repeat previous find operation from last one found.

F10 E Mail- Allows the user to email the report to a specified email address.

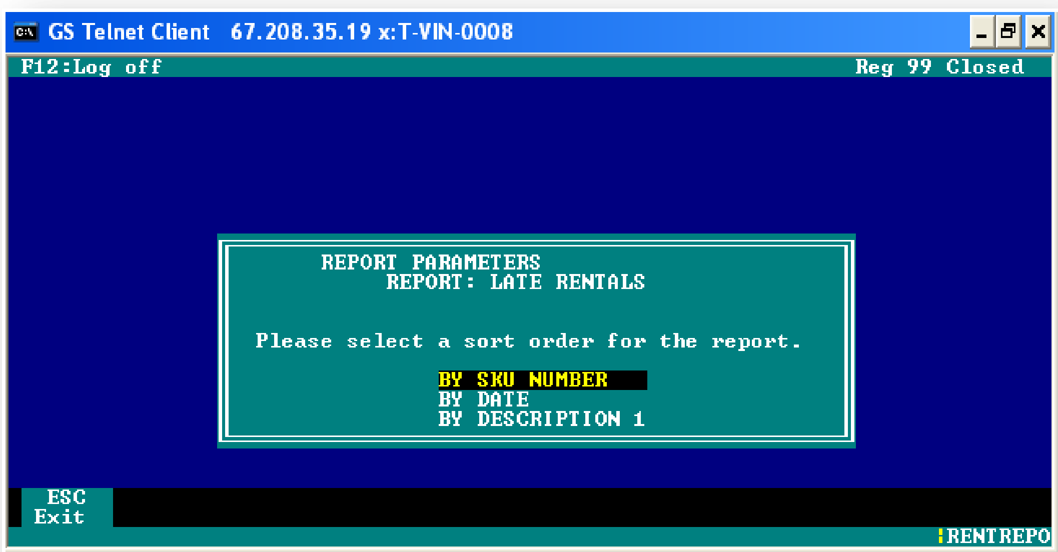
Currently Rented Report Parameters

The Currently Rented Report can be sorted by SKU number, date or title/artist.
This report may also be filtered to show a specific range of SKU numbers, alphabetically by a range of titles and by condition (new/used).



Late Rentals Report

1.SALES > 3.REPORTS>B.RENTAL REPORTS>C. LATE RENTALS (1>3>B>C)



The late rentals report lists all late return merchandise for a specified date range. The filter selections listed at the top of the report also allow the user to view rentals by SKU number range, title/artist range, merchandise condition and number of days late. The report also includes title/artist information, date rented, customer number, merchandise condition, customer phone number and cost. Totals for new and used rented merchandise and cost are found at the bottom of the report.

F1 Help (from the Sales Detail Report Screen) - Allows the user to access a help screen for the report browser.

F3 Find (from the Sales Detail Report Screen) - Allows the user to search for a particular string of characters within a report.

F4 Re-Find – Allows the user to repeat previous find operation from last one found.

F10 E Mail- Allows the user to email the report to a specified email address.

Late Rentals Report Parameters

The Currently Rented Report can be sorted by SKU number, date or merchandise title/artist.
This report may also be filtered to show a specific range of SKU numbers, alphabetically by a range of titles/artist, by (new/used), and a specified number of days late.

Lease Ranking Report

1.SALES > 3.REPORTS>B.RENTAL REPORTS>D. LEASE RANKING (1>3>B>D)

The Lease Ranking report lists the most leased merchandise for a specified date range by title/artist. The filter selections listed at the top of the report also allow the user to view rentals by category, label, merchandise condition (new and/or used) and number of records to list. The report also includes title/artist information, an order check list and item number information.

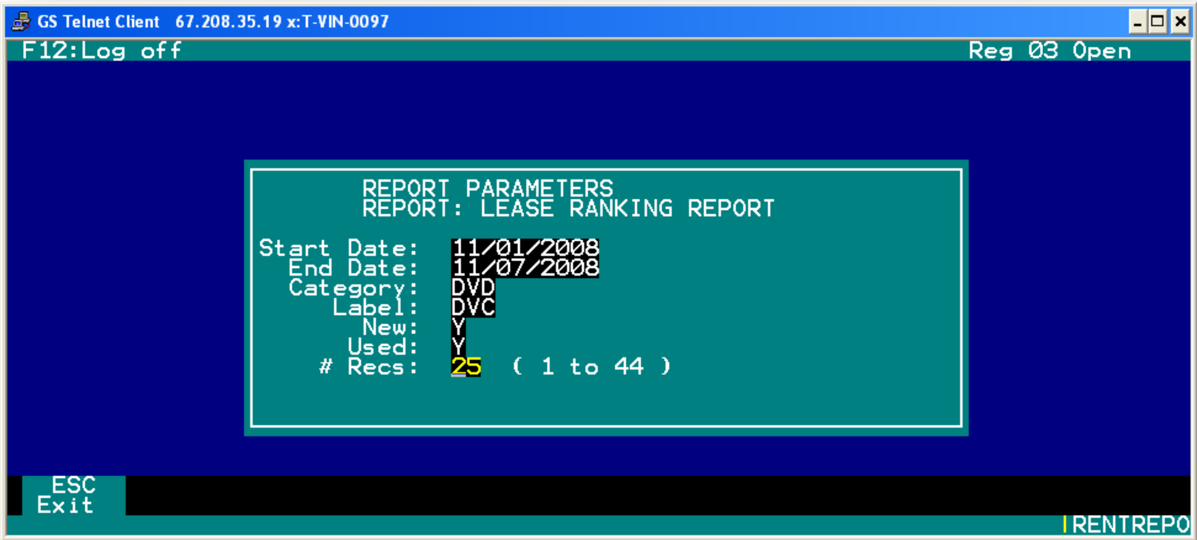
F1 Help (from the Sales Detail Report Screen) - Allows the user to access a help screen for the report browser.

F3 Find (from the Sales Detail Report Screen) - Allows the user to search for a particular string of characters within a report.

F4 Re-Find – Allows the user to repeat previous find operation from last one found.

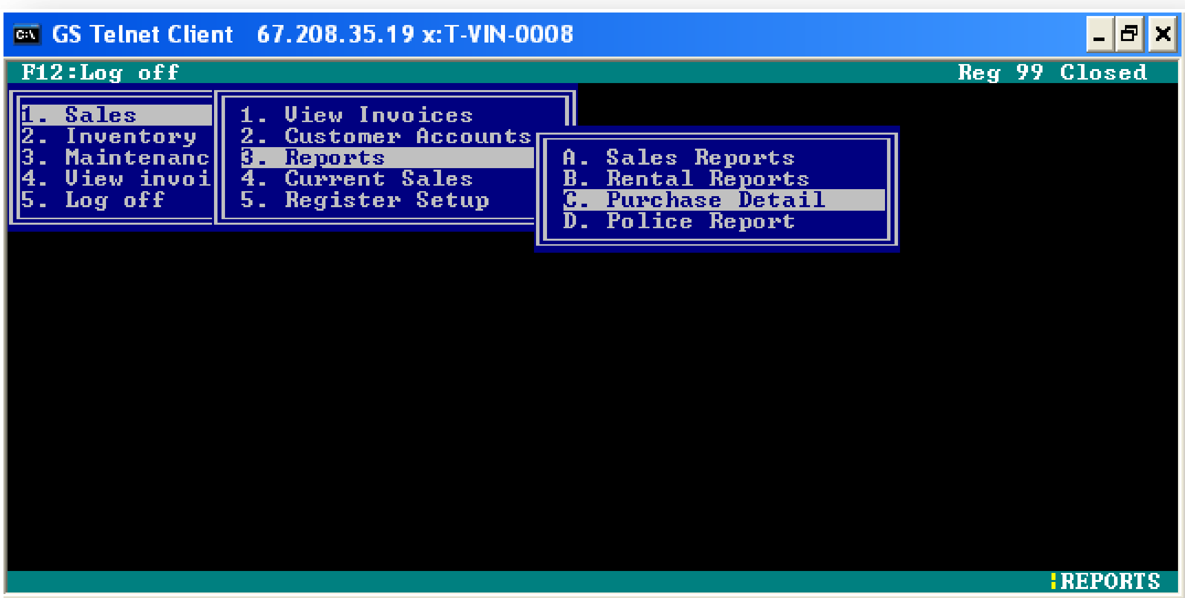
F10 E Mail- Allows the user to email the report to a specified email address.

Lease Ranking Report Parameters
The Lease Ranking Report can be viewed by a specific date range, merchandise category, label, merchandise condition (new and/or used) and the number of records the user prefers to see in the report.



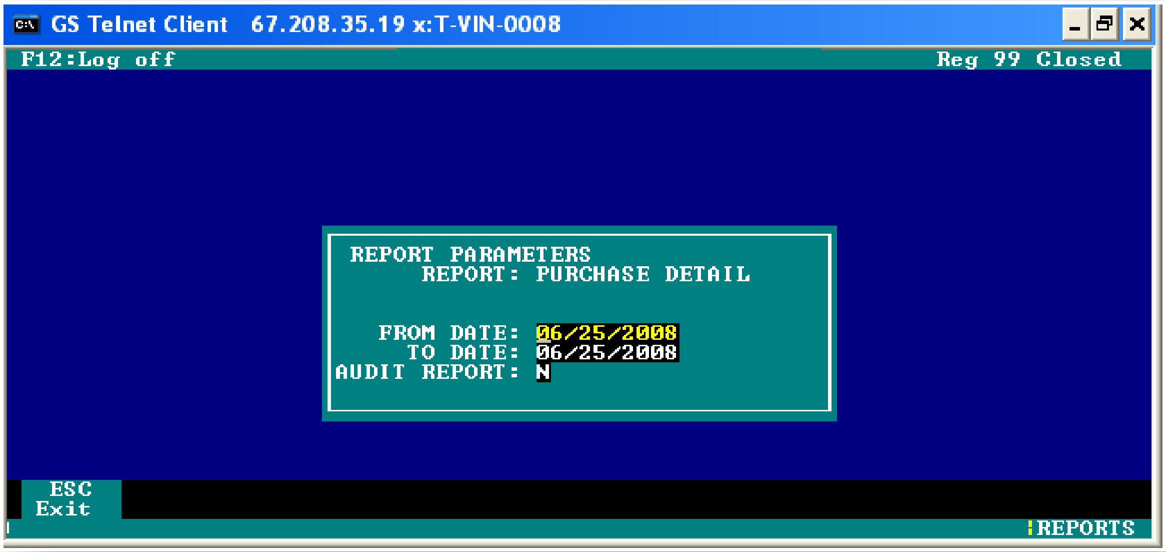
Purchase Reports

1.SALES > 3.REPORTS>C.PURCHASE DETAIL



Purchase Detail Report

The Purchase Detail report provides information on store merchandise purchases within a specified date range. The report detail will include merchandise descriptions, merchandise condition; levels of requested used quantities to keep on hand, costs, total items bought and estimated dollars taken in on trades and purchases



F1 Help (from the Sales Detail Report Screen) - Allows the user to access a help screen for the report browser.
F3 Find (from the Sales Detail Report Screen) - Allows the user to search for a particular string of characters within a report.
F4 Re-Find – Allows the user to repeat previous find operation from last one found.
F10 E Mail- Allows the user to email the report to a specified email address.

Purchase Detail Report Parameters
The Purchase Detail Report can be viewed by a specified date range

Buy Log

The Buy Log is a detailed report that shows what items were purchased from which customers for a specified date.

Esc. - Allows the user to exit this report
F3 Find – This feature will allow the user to search the report for a particular phrase or word
F4 Re-Find – This feature will search the report for the same word or phrase that was entered for F3 Find**.**
F6 Print - Allows the user to print the report locally
F9 Grpmail - Allows the user to send the report to multiple recepients

F10 E Mail - Allows the user to e-mail the report to themselves or the e-mail address on their account.

Buy Check Log

The Buy Check Log is a detailed report that shows the information from checks processed in a transaction for a specified date or date range

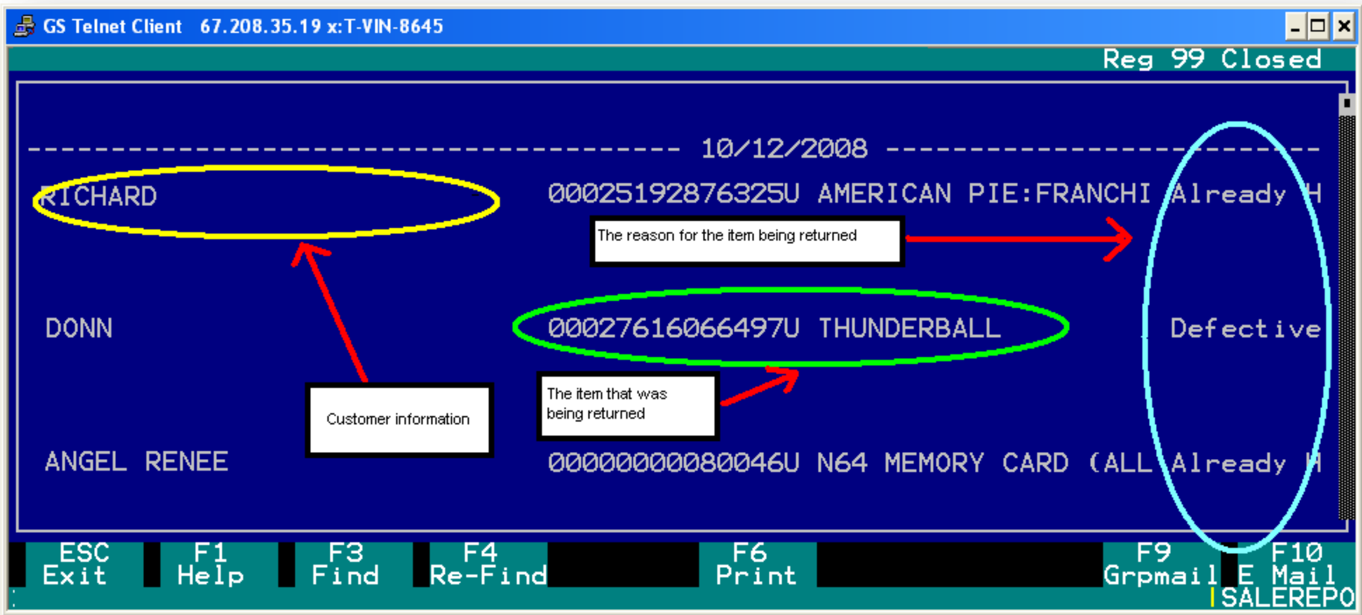
Esc. - Allows the user to exit this report
F3 Find – This feature will allow the user to search the report for a particular phrase or word
F4 Re-Find – This feature will search the report for the same word or phrase that was entered for F3 Find.
F6 Print - Allows the user to print the report locally
F9 Grpmail - Allows the user to send the report to multiple recepients
F10 E Mail - Allows the user to e-mail the report to themselves or the e-mail address on their account.

Refund Log

The Refund Log is a detailed report that shows the information obtained from processing a refund for a specified date or date range such as customer information and item information.

Esc. - Allows the user to exit this report
F3 Find – This feature will allow the user to search the report for a particular phrase or word

F4 Re-Find – This feature will search the report for the same word or phrase that was entered for F3 Find.
F6 Print - Allows the user to print the report locally
F9 Grpmail - Allows the user to send the report to multiple recepients
F10 E Mail - Allows the user to e-mail the report to themselves or the e-mail address on their account.



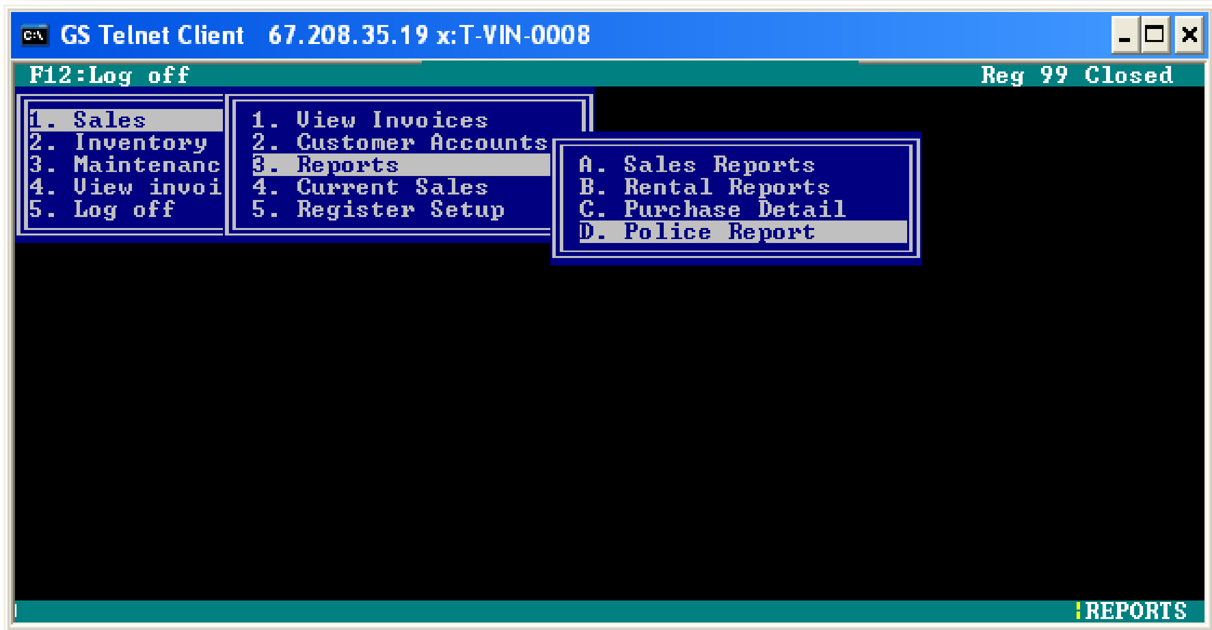
Refund Check Log

The Refund Check Log is a detailed report that shows the information obtained from processing a refund on a check for a specified date or date range such as customer information and item information.

Esc. - Allows the user to exit this report
F3 Find – This feature will allow the user to search the report for a particular phrase or word
F4 Re-Find – This feature will search the report for the same word or phrase that was entered for F3 Find.
F6 Print - Allows the user to print the report locally
F9 Grpmail - Allows the user to send the report to multiple recepients
F10 E Mail - Allows the user to e-mail the report to themselves or the e-mail address on their account.

Police Reports

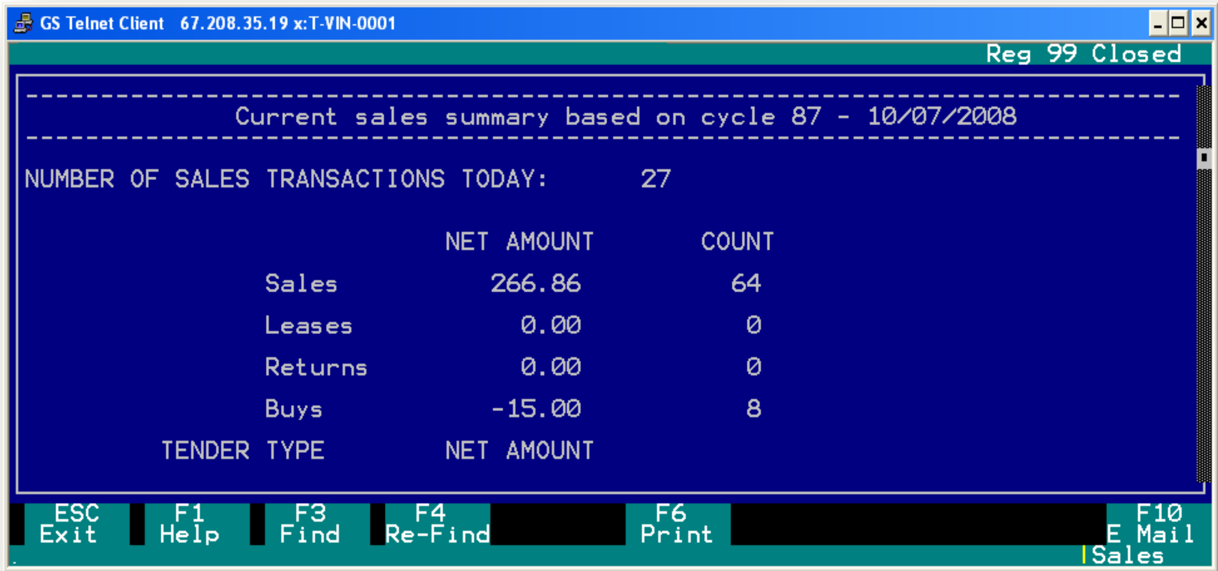
1. Sales > 3. Reports > D. Police Report



The Police Report provides information on merchandise that has been purchased within a specified date range. The report detail will include merchandise descriptions, costs, total items bought from each customer, SKU, customer number, name, invoice number, and date

Police Report Parameters
The Police Report can be viewed by a specified date range

Current Sales



The Current Sales Report provides a breakdown of all current transactions (sales, leases, returns, buys), the sales cycle number, number of total sales, net dollar amount of sales for each transaction type, count of each transaction type, subtotal of dollars, subtotal for tax, and total transaction dollars.

F1 Help (from the Sales Detail Report Screen) - Allows the user to access a help screen for the report browser.

F3 Find (from the Sales Detail Report Screen) - Allows the user to search for a particular string of characters within a report.

F4 Re-Find – Allows the user to repeat previous find operation from last one found.

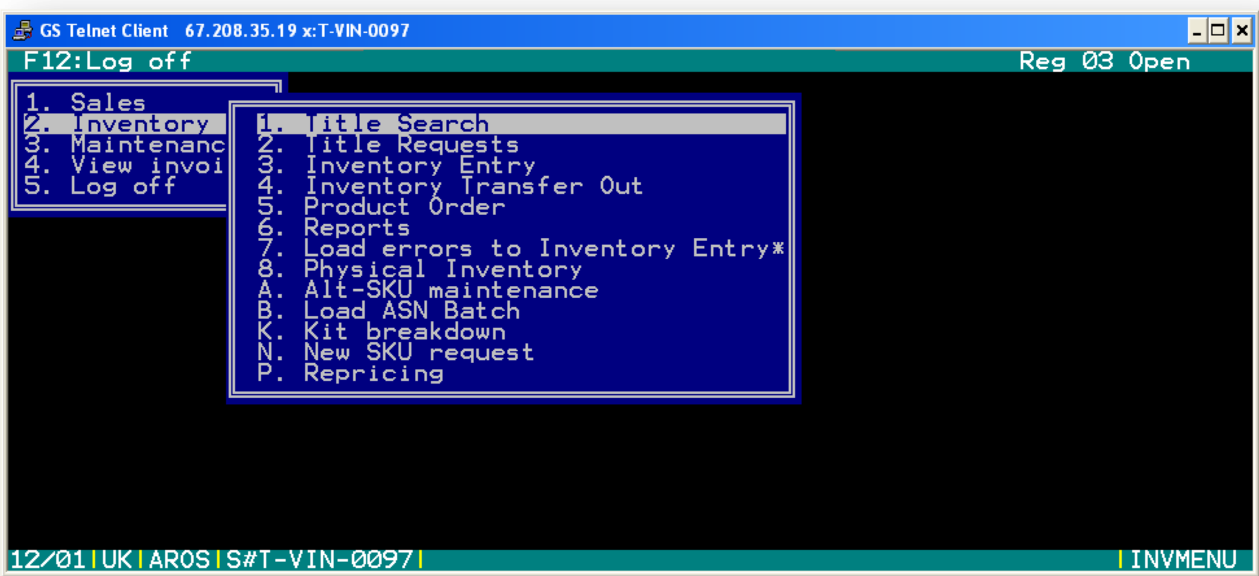
F10 E Mail- Allows the user to email the report to a specified email address.

Inventory

The second menu under the main menu is INVENTORY. The INVENTORY menu has fifteen sub-menus:

- Title Search
- Title Request (Used)
- Inventory Entry
- Inventory Transfer Out
- Product Order
- Reports
- Load Errors to Inventory Entry
- Physical Inventory
- Inventory Quick Edit
- Alt-SKU maintenance
- Load ASN Batch
- Kit breakdown
- New SKU Request
- Re-pricing
- Inv duplicate report

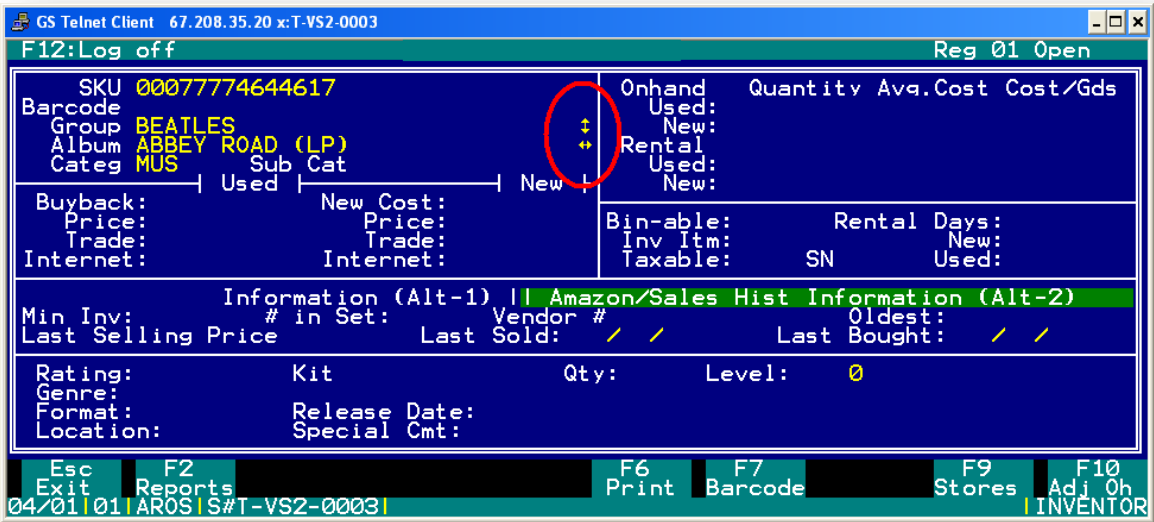
When the user selects the INVENTORY menu, a second box will pop up next to the main menu options to show you the inventory options. Below is a view of what this looks like on the screen.



Title Search

INVENTORY > TITLE SEARCH

This feature allows the user to access the store's inventory screen for merchandise lookups by SKU, title and artist.



- Once a SKU or description of an item in inventory is entered, the system will return a variety of information about that particular item. This information will include SKU, descriptions, and prices for New and Used conditions, quantities in stock, prior sales information of the item, category, rental information, tax information and availability. The above screen is an example of how this should look.
- The red circle shows arrows that indicate which arrow key the user will key when scrolling through the products. If the user keys up or down, the Title Search screen will navigate through the items by Description 1 (in this example "Group". If the user keys left or right, the Title Search screen will navigate by Description 2
- If an item does not exist in the system, the system can generate a new SKU to be added to inventory in the system by pressing "F4". The system will fill in the new SKU number, and will ask for user input for descriptions, pricing, quantities, category, sub category, inventory information, tax information and rental information.

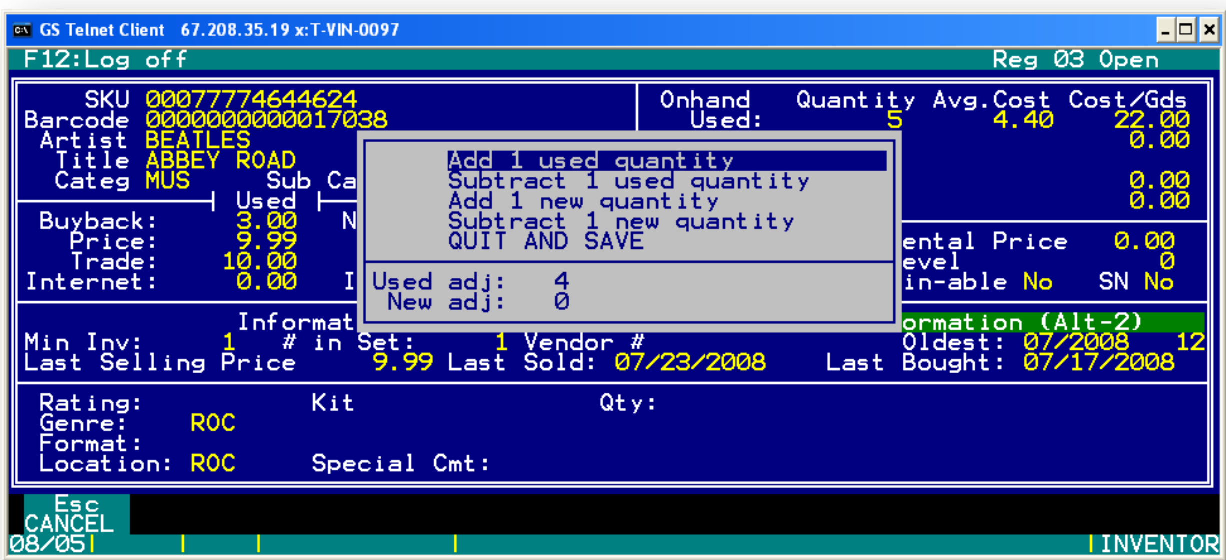
Options from Title Search Screen

While in the title search screen, there are some helpful options that you can use. These items are listed below.

- **Right/Left** -Allows the user to navigate through the inventory titles/SKUs
- **Up/Down** - Allows the user to navigate through the inventory artists
- **F3 Edit** - Allows the user edit title/artist, new and used pricing, category, sub category, inventory information, taxable information, rental price, rental period
- **F5 Delete** -Allows the user to delete an Item from inventory.
- **F6 Print** - Allows the user to print a label for an item.
- **F7 Barcode** - Allows the user to add an alternate SKU number (Barcode) for the item.
- **F9 Stores** – Allows the user to see other stores in the system that have quantity of a product

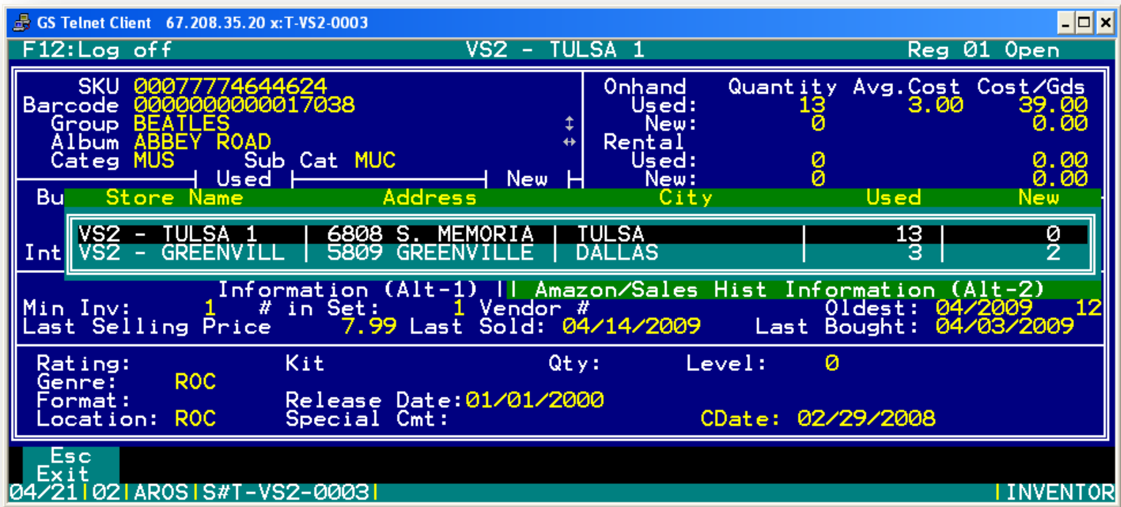
F10 Adj Oh

- Allows the user to adjust the quantity on hand of the item in inventory. This feature is explained in more detail on the next page
- When the user selects "F10", it will open a grey box with 5 options in it. Use your up and down arrow keys to choose the function you want to perform, then hit "Enter"
- You will have the option of adjusting the new and used inventories on any item.
- Once you have adjusted the inventory of the item to the desired level, scroll down to "Quit and Save" and hit enter to go back to the item screen with your changes.



Transferring Requested Merchandise

When a customer requests an item that is not in the store's inventory, the user should key F9 in the Title Search screen to see if any other stores have that item. This can be seen below.



If a store either has or eventually receives the requested item, they will need to transfer that item to the customer or requesting store. When transferring requested merchandise, the user and customer will have three options for how to transfer a requested item:

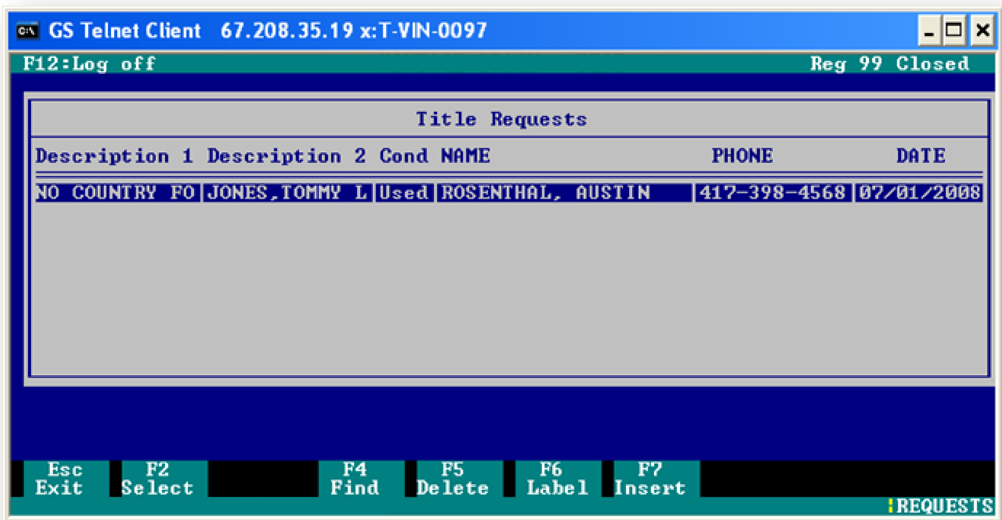
1) If the item is being transferred from chain to chain, the customer must pay the $5 shipping to have the item shipped directly to them

2) If the item requested is in the inventory of a store within the chain, the customer will have the option to pay with credit card or Cooler than Cash card. The employee will then contact the sending store, confirm that the sending store has the item, give them the information for the credit card or Cooler than Cash card to the sending store for immediate processing, and the employee from the sending store will then Transfer the item to the requesting store.

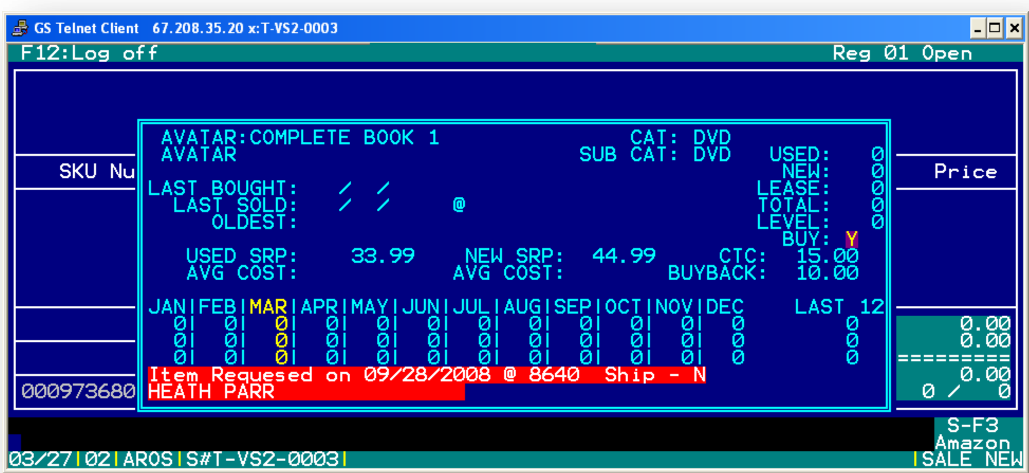
3) If the item requested is not in inventory the user will enter the customer's information in the Title Request screen (MORE INFORMATION ON PAGE 68B). The next time that item comes into a store, the system will inform the employee who and where requested the item. The employee will then contact the customer offering to ship it directly to them for an additional $5 shipping fee or send it to their local store. If the customer wishes to pay with a credit card, the employee will key the transaction over the phone. If the customer wishes to pay in cash, the customer will need to go into their local store, purchase a Cooler than Cash card, and the local store will give the Cooler than Cash number to the store where the item was received.

Title Requests (Used) INVENTORY > TITLE REQUESTS (USED)

If a customer is requesting a specific used title, the TAMMS user can track and search the customer requests. Once a requested item has been purchased, the system will print two (2) labels. One with the SKU and one with the customer's information and the store number where the item was initially requested. The screen below will show information such as the item that was requested, the customer, the date requested, phone number, and the store where the item was requested



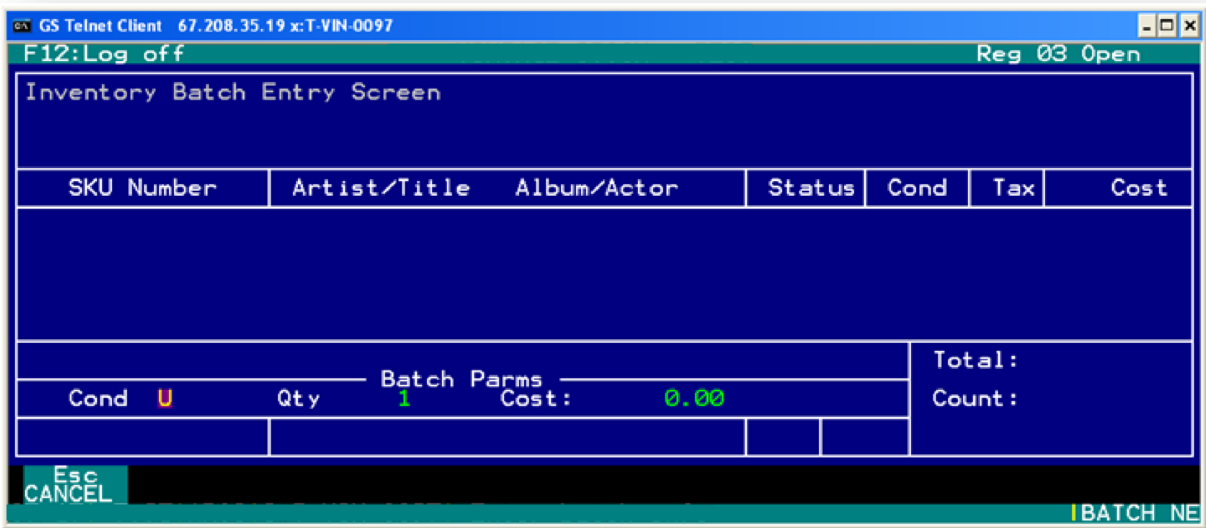
- **F2 Select** - Allows the user to select and edit a used title request from a customer.
- **F4 Find** - Allows the user to search for a customer request for used merchandise.
- **F5 Delete** - Allows the user to delete a customer request for used merchandise.
- **F7 Insert** - Allows the user to insert a customer request for used merchandise.



Above screen shot: When buying an item, TAMMS will indicate if that item has been previously requested by another customer and where it was requested.
*NOTE: This feature is **NOW GLOBAL**. If a request is made in one store, the store that receives the requested product next will see the store number where it was requested on the request label.

Inventory Entry Menu

INVENTORY > INVENTORY ENTRY
From this option, you can enter a new item to inventory, either from an existing batch or a new entry.



*It's important that the user enter the correct cost when using the Inventory Entry feature.

Current Batch

INVENTORY > INVENTORY ENTRY > (Batch 1 – Batch 24)

- **F3 Invent**- Allows the user to access the inventory screen from a batch screen.
- **F4 Parms**-Allows the user to edit the parameters (condition, quantity and cost) for batch items.
- **F5 Clear**-Allows the user to clear/delete the current batch from the system
- **F6 Label**-Allows the user to print a label for an item in a batch.
- **F7 Edit**-Allows the user to edit an item that has already been added to a batch.
- **F9 Finish**-Allows the user to save the item that has been added to a batch. There is more on this option on the next page.

F9 Finish (from the current batch screen)
This function allows the user to complete the batch and add comments, add freight charges to be distributed across the items, type, vendor information and document number and is as seen below.

- The "Comment" field allows the user to name or identify the Batch. The user will have thirty (30) characters.
- The "Type" field has three (3) options: From Store, From Vendor, and From WHS (warehouse)
- The "Vend/St#" field indicates the store number or vendor code for where the item is from. If the Batch is from a vendor, a green drop down arrow will appear and the user will select the vendor. If the transfer is to a store, the user will enter the store's number. This field allows the user up to 10 characters.
- The "Doc. #" is a required field. The user will have to enter a number in order to continue
- The "Reason" field will allow the user to select a reason for the item being Batched into the system.

New (Inventory) Entry

INVENTORY > INVENTORY ENTRY > NEW ENTRY

- **New Entry screen** - Allows the user to start a new batch
- **F3 Invent**- Allows the user to access the inventory screen from a batch screen.
- **F4 PARMS**-Allows the user to edit the parameters (condition, quantity and cost) for batch items.
- **F2 Select** - Allows the user to view invoice information for any past invoice. The invoice information that can be accessed is date, time, customer, employee, type, comments, transaction dollar information, SKUs and descriptions. The user can also reprint labels for any items within the invoice.

By using the up or down arrow keys and pressing “F2” or enter the invoice that is desired, the user will bring up the screen that is see below

Adding New Product to Inventory

INVENTORY > TITLE SEARCH

!!!! NOTE: ONLY ITEMS THAT ARE NOT MUSIC, VIDEO GAMES, AND DVD’S SHOULD BE ENTERED USING THIS METHOD!!!!!!

When adding a new item to inventory, the user has two methods of entering this item.

1. By entering or scanning the SKU or typing the title, the system will be able to determine if the item is already in inventory or if the item will be a completely new product in the store's inventory.
2. If the item does not have a barcode, the user can select "F4" to generate a SKU. Upon selecting this, the system will prompt the user to enter category for the new product. The user may only enter MEM for memorabilia, MUS for LP, TOY for Toy, CRD for card, and COM for comic

Once either method is selected, the user will need to do the following:

1. Enter the name of the item in Artist (Description 1).
    a. The name of the item will go into the Artist (Description 1) field. If the item is “Luke Skywalker 12” Action Figure” based on the “Star Wars” film, the user will enter “Luke Skywalker 12” Action Figure” into Artist (description 1).
    b. Any additional information on a product can be added to the Title (Description 2) field. From the example above, the user could enter “Star Wars” into the Title (Description 2).
2. If the user hasn’t done so already, the user will enter the category for the item. The user may only enter MEM for memorabilia, MUS for LP, TOY for Toy, CRD for card, and COM for comic.
3. The user will then enter the price for the item. If the item is solely used or new (not both), the user will enter the price information. It is noted that trade must be $.01 more than retail (If retail is $9.99, then trade will be $10). Since information is required in both fields, the field that has no pricing information in it will require using the default prices. The default prices are listed on the table below:

SKU	DESC 1	STREET DATE	CAT	SUB CAT	CAT_ UCOST	CAT_ UPRICE	CAT_ UTRADE	CAT_ ULEASE	CAT_ NCOST	CAT_ NPRICE	CAT_ NTRADE	CAT_ NLEASE
req	req	req	req	req	$0.01	$0.02	$0.03	req	< UCOST	< UPRICE	NPRICE + $0.01	$0.01

4. The user will then have to enter the following information into the following fields:
   INV Item= Y
   Taxable= Y
   Bin-able= N
   SN=N
5. If there is any other information that the user wishes to enter, the Format field has three (3) characters and the Special Cmt has ten (10).

- The item can then further edited by pressing the "F7" key, and the item's condition and cost can then entered. If the item is not found, select the "F3" button to enter the inventory entry screen. In the inventory screen the user may enter or scan a predetermined SKU or generate a new SKU by pressing the "F4 Gen SKU" button.
- The user may then begin entering the artist, title, pricing information, categories, inventory item option, taxable option, rental price and period, minimum inventory requirements, number of items in the set and vendor number.
- When this information has been entered the "F9" button may be pressed to save the item's information into inventory. After the item has been saved, the system will allow the user to delete the current item, print a label for an item, enter an alternative barcode for an item, adjust the on hand quantities for an item, or edit any inventory item. The user can press the "ESC" key on the keyboard to go back to the previous inventory batch screen.

Please Note: If the user is adding Anime or Game Soundtracks, they will enter IMP in the CAT and SUB CAT. The user WILL NOT add any other DVD or MUS. If the user is adding card product, they will enter CRD in the CAT and SUB CAT. If adding memorabilia, the user will enter MEM in the CAT and SUB CAT. If the user is adding a toy, they will enter TOY in the CAT and SUB CAT.

Dummy SKU's

Store or Person	SKU set	Example	
Joplin	10000000	100000000001	
KC Metcalf	20000000	200000000001	
T1	30000000	300000000001	
Jennifer	55555555	555555550001	
Scottie	66666666	666666660001	
Ken	44444444	444444440001	
Larry	99999999	999999990001	
Phil	88888888	888888880001	
Terin	77777777	777777770001	

1. Start with your 8 digit code and add 0001 for your first item, 8 digit code plus 0002 for your second, and so on, and work all the way through 9999. Please get with Jennifer if you need another set of SKU's that way we can keep track.
2. Make sure to keep track of what the last 4 digits were of the last dummy SKU you created so you don't overwrite information.

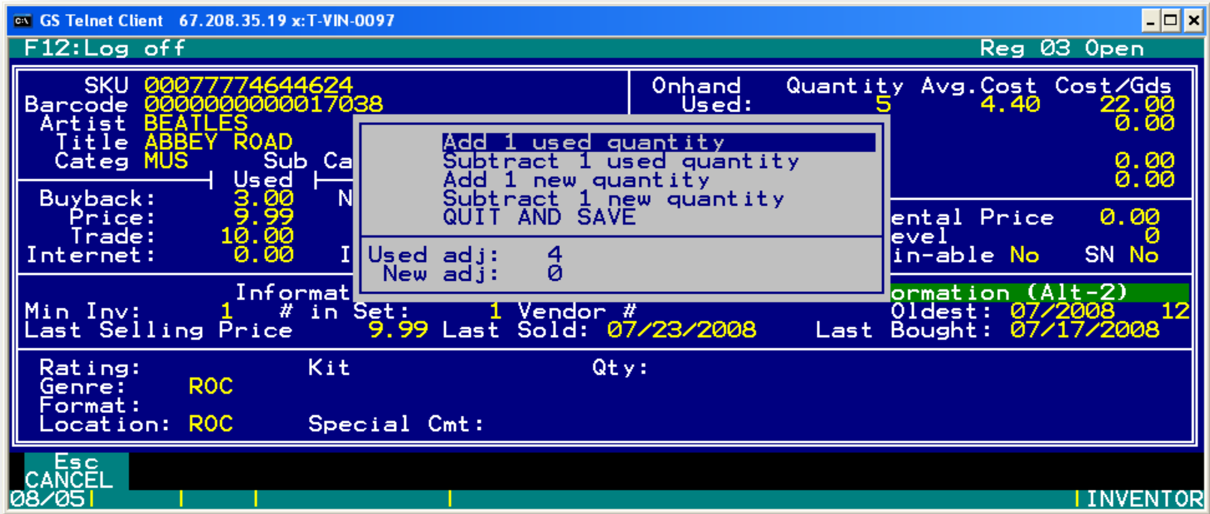
The next menu will give the user the option to add the new item to a current batch that has not been completed, or to add the item to a new batch by choosing "New Entry". The next step is to start adding the new item to inventory by entering its SKU number and/or title.

Adjusting Inventory Quantities

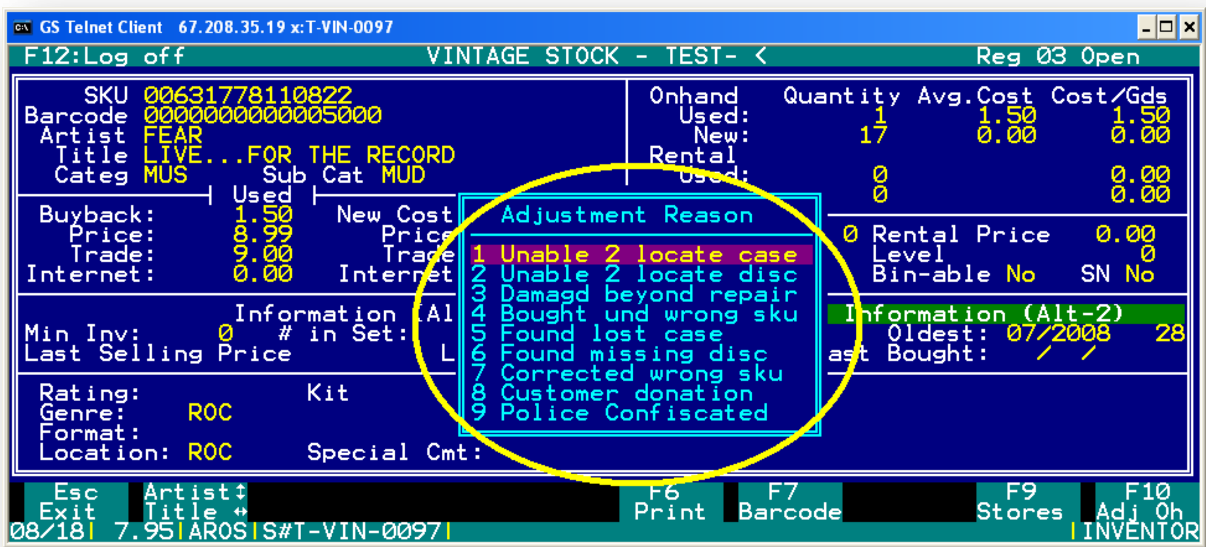
To adjust inventory quantities select the "Inventory" menu, then select "Title Search" option.
This will take you to an Inventory screen.

INVENTORY>TITLE SEARCH

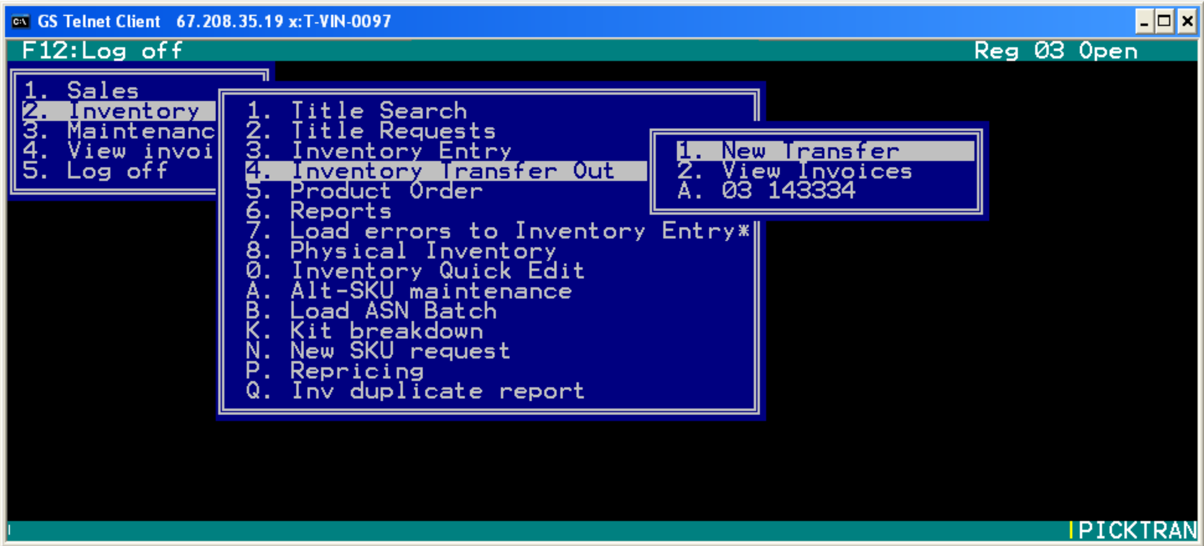
• From here the user can scan a SKU, type in the SKU manually or enter the title of the item that needs to be adjusted. To adjust the inventory quantity for the item, press the "F10" button.
• The user will then have a choice to add or subtract new or used quantities to/from inventory as seen above. Select the quantity to add or subtract to/from inventory then highlight the "Quit and Save" option from the menu. The user will then enter the cost per unit for the new and used quantities they have entered in the "Cost/Unit" field. Pressing the "Enter" button will save the adjustments to the system.



After the user selects "Quit and Save," a dialogue box will appear asking for the reason that you're adjusting quantity. An example of this can be seen below with the dialogue box circled:



Inventory Transfer out Menu



2. INVENTORY > 4. INVENTORY TRANSFER OUT (2>4)

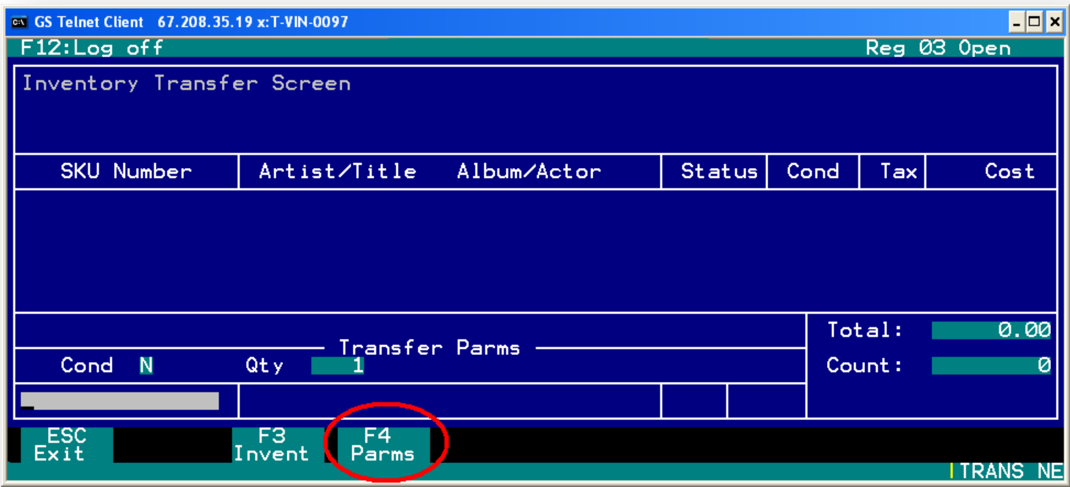
This feature is used to transfer inventory out of the store. You can choose from a New Entry, or a current transfer out transaction. The user can also view past invoices from this screen. The View Invoices screen is the same view as previously seen in this manual.

New Entry (from Inventory Transfer out screen)

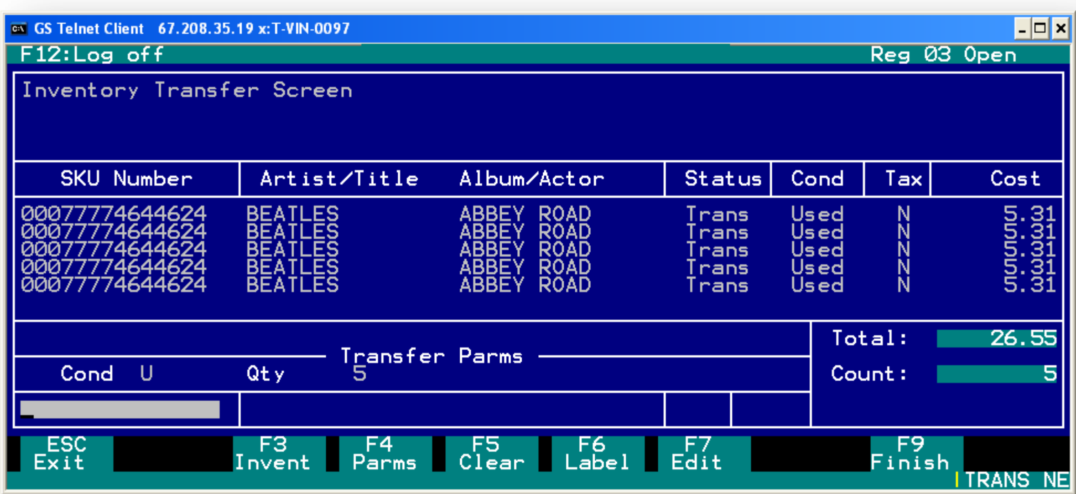
2. INVENTORY >4. INVENTORY TRANSFER OUT > 1. NEW ENTRY (2>4>1)

This feature allows the user to create a new TRANSFER OUT transaction.

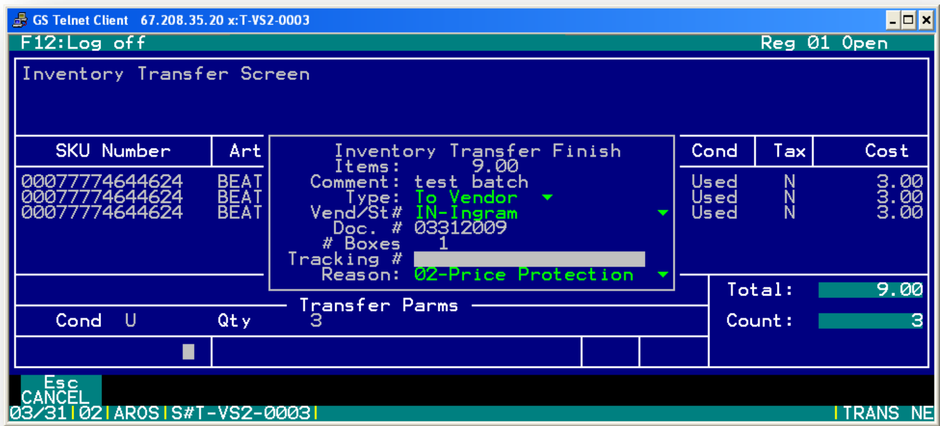
- Before an item is entered or scanned, the parameters must be set to reflect the conditions of the item. This is done by selecting the “F4 PARMS” option. This is circled in red on the following screen.



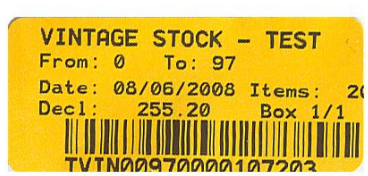
- From here, the user will select “N” if the item is new or “U” if the item is used.
- The user will then adjust the QTY for the quantity of the item being transferred.
- After the parameters are set, the user will enter/scan the item’s SKU
- **F3 Invent**- Allows the user to access the inventory screen from a New Entry screen.
- **F4 Parms** - Allows the user to edit the parameters (condition, quantity and cost) for batch items.



After the items that are to be transferred out are entered, the user will select “F9 Finish” to complete the transaction.
When finishing the transfer, a dialogue box will appear containing different fields for the transfer. These fields include comment, type, store number, document number, number of boxes, and tracking number.



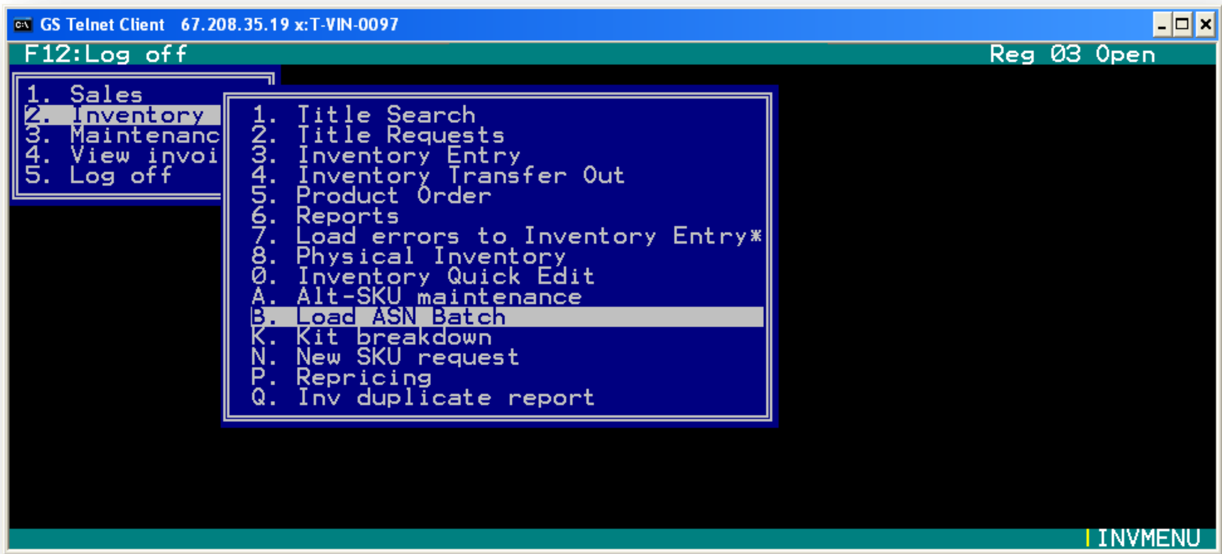
- The “Comment” field allows the user to name or identify the transfer. The user will have thirty (30) characters.
- The “Type” field has three (3) options: To Store, To Vendor, and To WHS (warehouse)
- The “Vend/St#” field indicates the store number or vendor code for where the item is being sent to. If the transfer is being sent to a vendor, a green drop down arrow will appear and the user will select the vendor. If the transfer is to a store, the user will enter the store’s number. This field allows the user up to 10 characters.
- The “Doc. #” is a required field. The user will have to enter a number in order to continue
- The number of “# Boxes” will affect the number of ASN labels that are printed
- The “Reason” field will allow the user to select a reason for the item being transferred.
- After the transfer has been completed, a ASN label will print.
- This label will contain the information for the transfer.
- If the user needs to reprint an ASN Transfer label, the user will select "4. View Invoices" and then select the invoice for the transfer by pressing enter. The user will then select F6 Lbl Rpt to print the new ASN label.



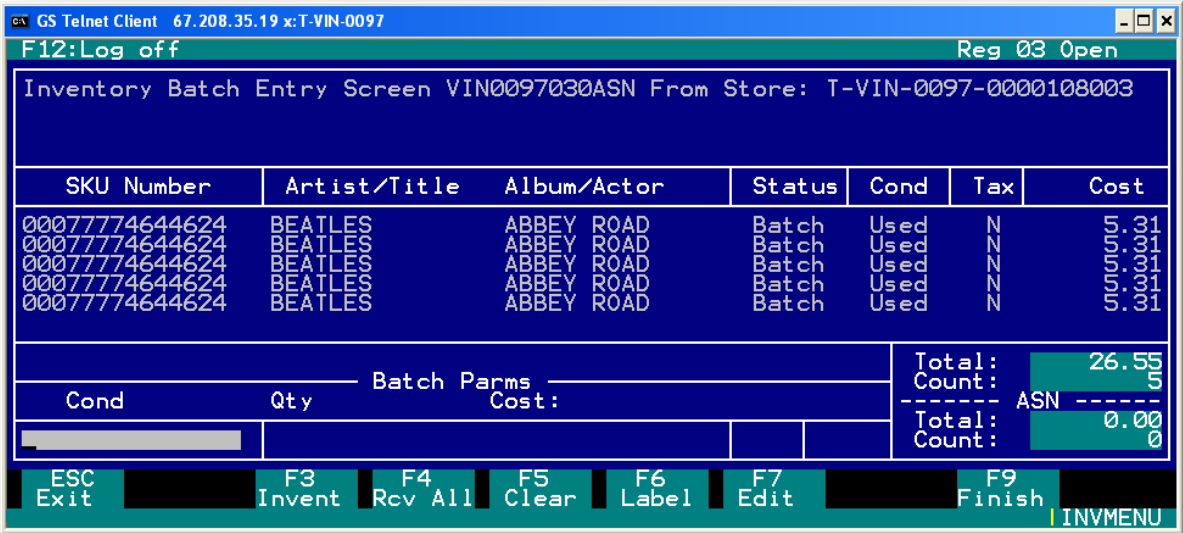
PLEASE NOTE THAT A BATCH CAN NOT EXCEED 10,000 ITEMS OR $100,000 IN VALUE

Receiving Transfers (Load ASN Batch)

2. INVENTORY > B. LOAD ASN BATCH

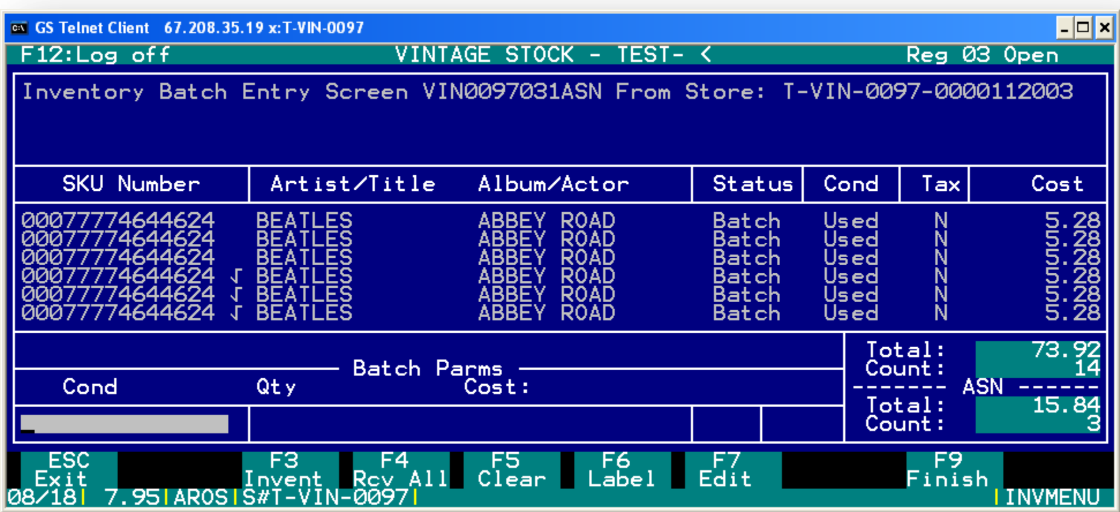


When an item is transferred to a store, the received good will have to be added to inventory. The user will select "Load ASN Batch" to do this. When this option is selected, a dialogue box will appear asking the user if they want to retrieve the ASN by ASN Number or Tracking Number. If the user selects "ASN Number", another dialogue box will appear asking the user to enter or scan the ASN Number (ASN Label).
After entering or scanning the number, a screen will appear containing the items that were transferred. **ONCE AN ASN HAS BEEN RECEIVED, IT CAN NOT BE RECEIVED AGAIN.**



F3 Inv- Allows the user to access the inventory screen from the Load ASN Batch screen.
F4 Rcv All- Allows the user to select all items to be received. This feature can ONLY be used by managers

To receive an item in the transfer, the user will scan the item to select the item to be received.

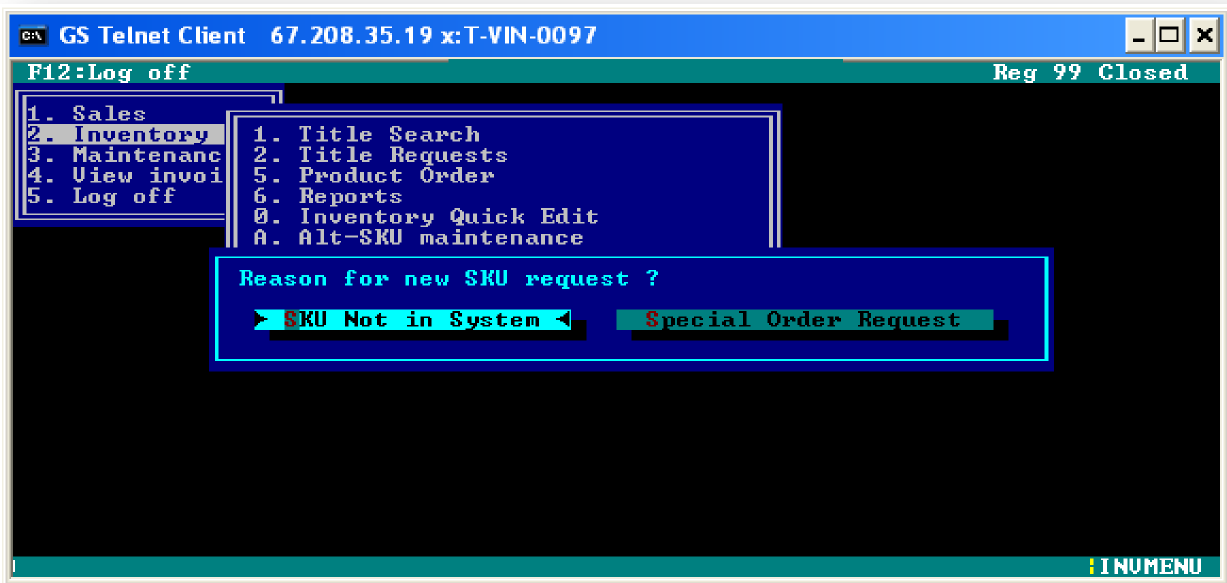


When the user is ready to finish the batch, they will select F9 to finish. When F9 is selected, a dialogue box will appear containing the information to finish the batch. The user will have the option to adjust the freight, if any (if the items are from on outside vendor, consider freight. If the item is from another store, there will be no freight.)

New SKU Request

2. INVENTORY REQUEST > N. LOAD ASN BATCH

If the item is under the category of Music, DVD, or Video Game, then the user will need to use the “New SKU Request” option in the Inventory menu. An example of this screen is show below:



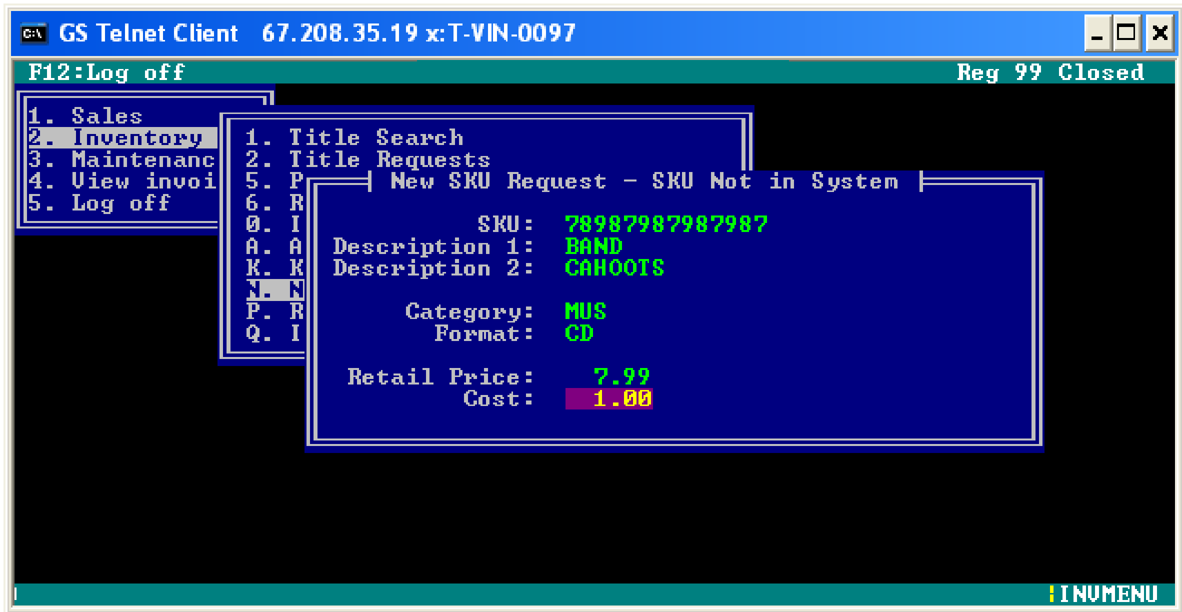
From this screen, a dialogue box will appear asking for a reason for the new SKU request. The user will have two choices:

1. SKU Not in System
2. Special Order Request

For the “SKU Not is System” option, the user can enter the SKU, Description 1, Description 2, Category, Format, Retail Price, and/or cost of an item that is not in physical inventory for a particular store. This will then be added to the inventory for that store.

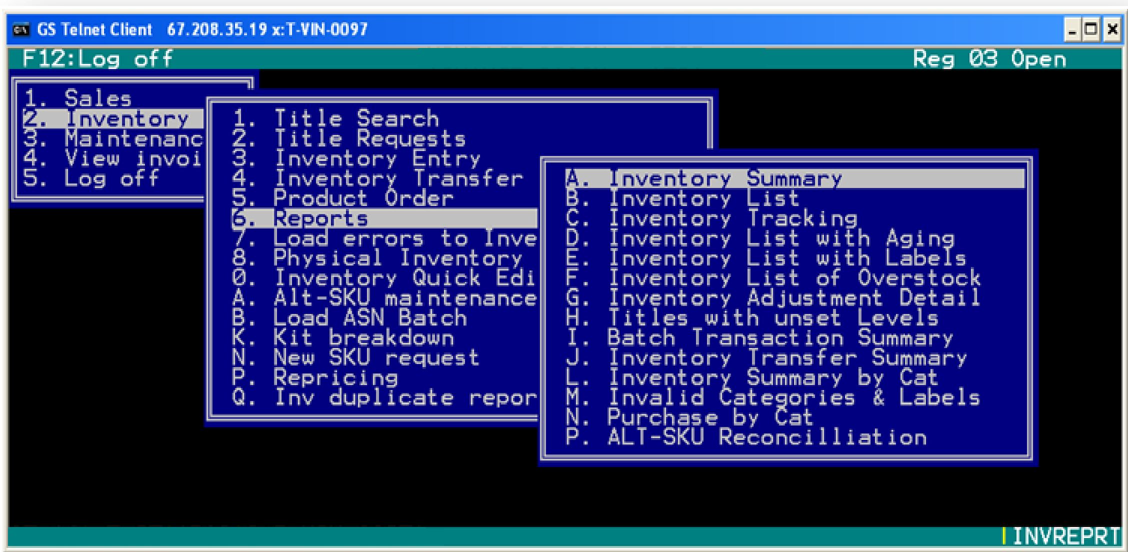
The “Special Order Request” screen is similar to the “SKU Not is System” screen. The user can enter the SKU, Description 1, Description 2, Category, Format, Retail Price, and/or cost of an item that has been a customer has requested.

An example of “SKU Not is System” screen can be seen on the next page.



Inventory Reports Menu

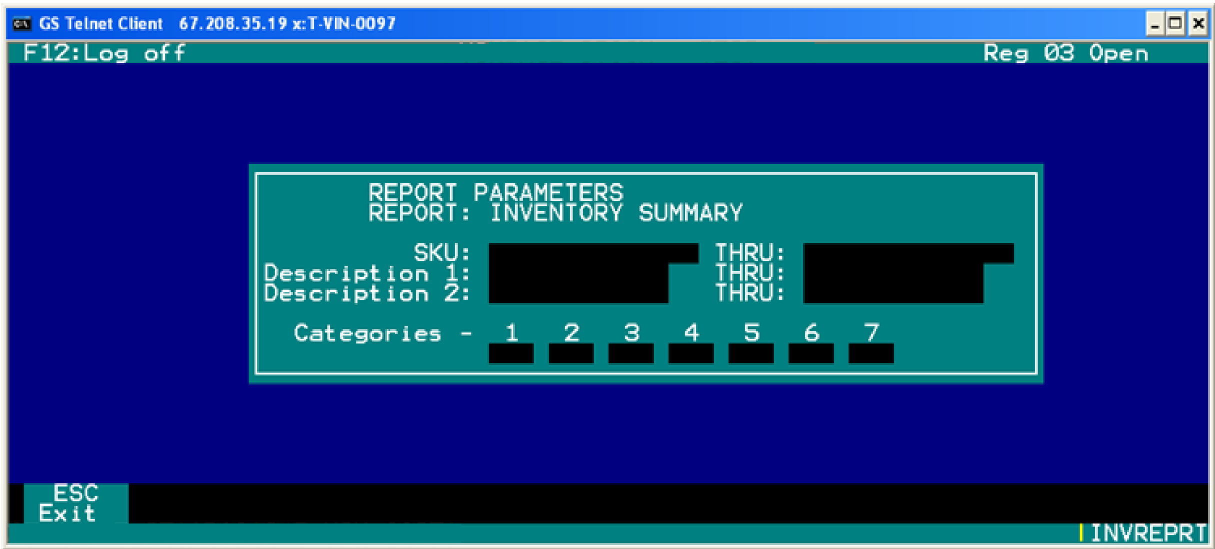
2. INVENTORY > 6. REPORTS



This is a list of all of the available reports that can be printed out under the Inventory Category. We will go through all of these reports, and will do a brief description as well.

Inventory Summary Report

2. INVENTORY > 6. REPORTS > A. INVENTORY SUMMARY REPORT



The inventory summary report will provide a summary of sale units, cost of goods, retail value, profit margin and profit percentage for used, new and total physical units in inventory.

- **F1 Help** (from the Sales Detail Report Screen) - Allows the user to access a help screen for the report browser.
- **F3 Find** (from the Sales Detail Report Screen) - Allows the user to search for a particular string of characters within a report.
- **F4 Re-Find** – Allows the user to repeat previous find operation from last one found.
- **F10 E Mail**- Allows the user to email the report to a specified email address.

Inventory Summary Report Parameters

The inventory summary report can be viewed by a range of SKUs, titles/artists, and various merchandise categories.

Inventory Listing Report

2. INVENTORY > 6. REPORTS > B. INVENTORY LISTING

The inventory listing report will provide a listing of a range of inventory items by the parameters selected in the prior screen. The inventory listing information will include SKUs, title/artist, and quantities for new and used merchandise, cost, price and category.

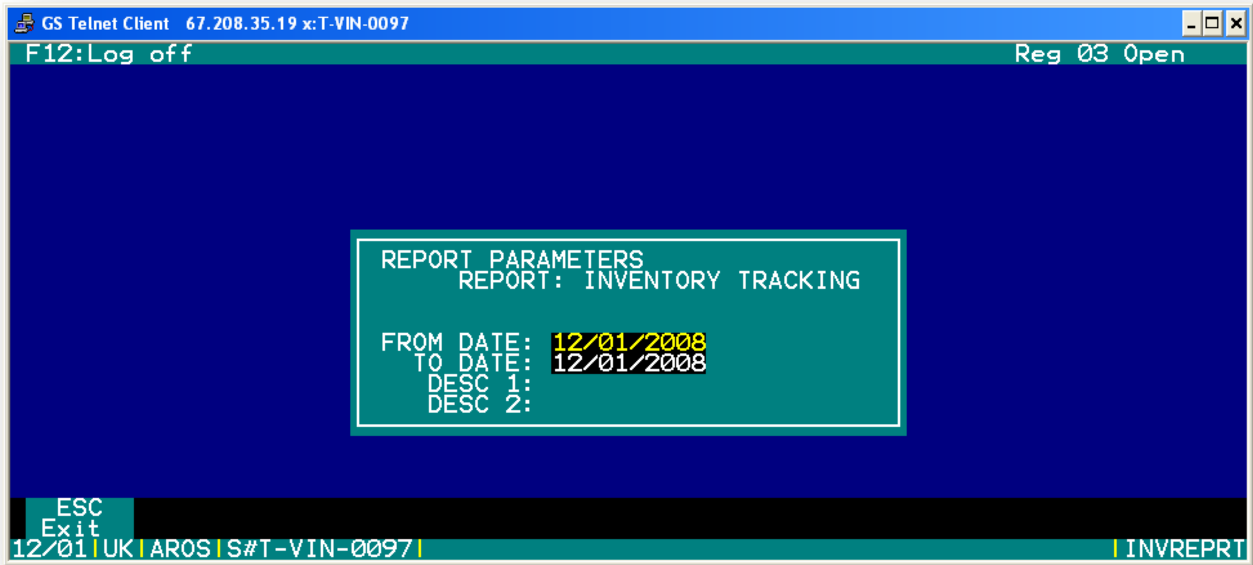
F1 Help (from the Sales Detail Report Screen) - Allows the user to access a help screen for the report browser.
F3 Find (from the Sales Detail Report Screen) - Allows the user to search for a particular string of characters within a report.
F4 Re-Find – Allows the user to repeat previous find operation from last one found.
F10 E Mail- Allows the user to email the report to a specified email address.

Inventory Listing Report Parameters

The inventory listing report can be sorted by SKU number, title/artist, and by average cost (ascending/descending). The inventory listing report can be viewed by a range of SKU numbers, Titles/Artist, Category and new and/or used conditions.

Inventory Tracking Report

2. INVENTORY > 6. REPORTS > C. INVENTORY TRACKING



The Inventory Tracking report supplies information by date range for specific merchandise title/artist/SKU. The report supplies SKUs, descriptions, the quantity of new and used merchandise on hand, last sold/last bought dates. Transaction details including time and dates for each transaction, invoice information, cost and price.

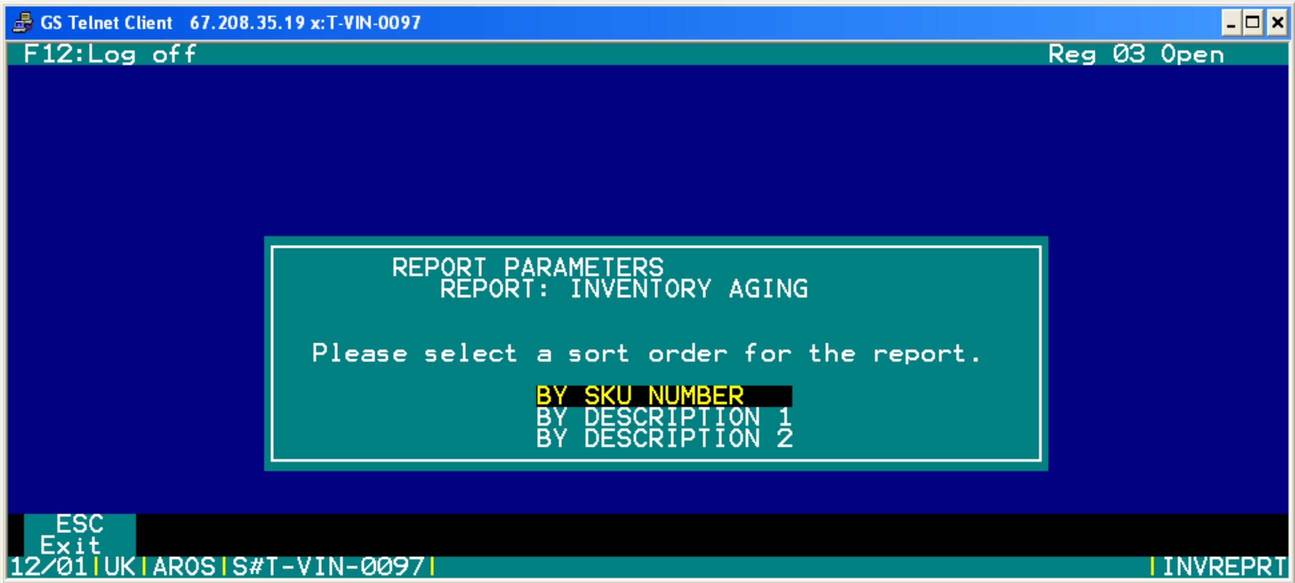
F1 Help (from the Sales Detail Report Screen) - Allows the user to access a help screen for the report browser.
F3 Find (from the Sales Detail Report Screen) - Allows the user to search for a particular string of characters within a report.
F4 Re-Find – Allows the user to repeat previous find operation from last one found.
F10 E Mail- Allows the user to email the report to a specified email address.

Inventory Tracking Report Parameters

The Inventory Tracking report can be viewed by a specific date range and title/artist descriptions.

Inventory List with Aging Report

2. INVENTORY > 6. REPORTS > D. INVENTORY LIST WITH AGING REPORT



The Inventory List with Aging report will provide SKUs, descriptions, aging information, quantity sold and categories for merchandise sorted and queried by SKU and date ranges, descriptions, categories, merchandise condition, On -Hand Overage, and inventory aging parameters.

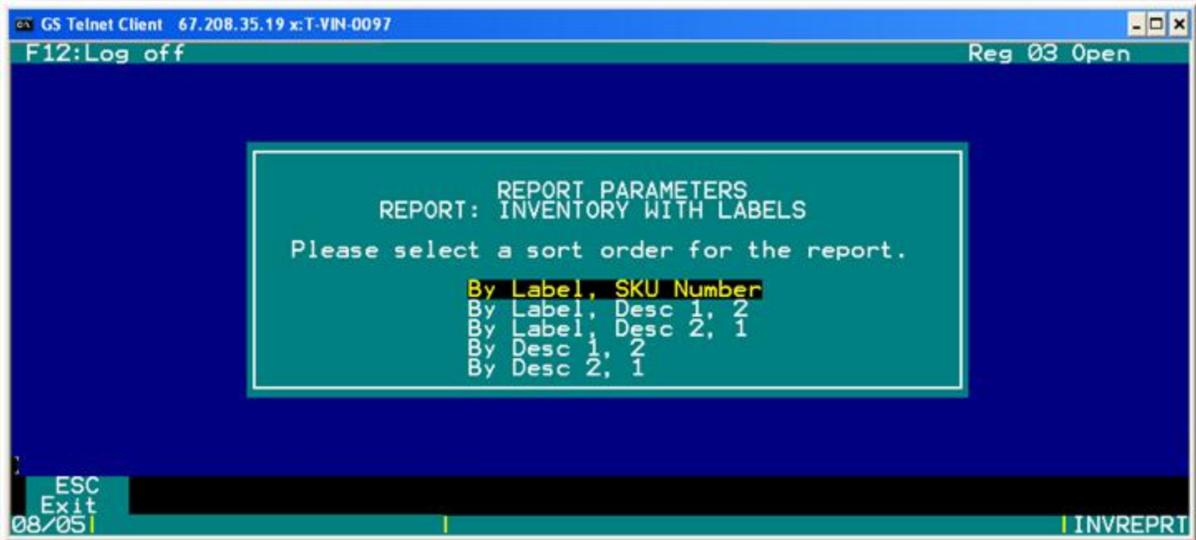
F1 Help (from the Sales Detail Report Screen) - Allows the user to access a help screen for the report browser.
F3 Find (from the Sales Detail Report Screen) - Allows the user to search for a particular string of characters within a report.
F4 Re-Find – Allows the user to repeat previous find operation from last one found.
F10 E Mail- Allows the user to email the report to a specified email address.

Inventory List with Aging Report Parameters

The Inventory List with Aging report can be viewed by a range of SKU numbers, merchandise descriptions, categories, On-Hand over a certain amount of days, merchandise condition and age of merchandise in inventory.

Inventory List with Labels Report

2. INVENTORY > 6. REPORTS > E. INVENTORY LISTING WITH LABELS REPORT



The Inventory Listing with Labels report provides SKUs, descriptions, lease quantities (new/used), total quantities (last month/this month), merchandise labels, item numbers and order check list. This information can be sorted and queried by SKU number, description and label.

F1 Help (from the Sales Detail Report Screen) - Allows the user to access a help screen for the report browser.
F3 Find (from the Sales Detail Report Screen) - Allows the user to search for a particular string of characters within a report.
F4 Re-Find – Allows the user to repeat previous find operation from last one found.
F10 E Mail- Allows the user to email the report to a specified email address.

Inventory List with Labels Report Parameters

The Inventory List with Labels report can be sorted by SKU number and merchandise description. The Inventory List with Labels report can be viewed by a range of SKU numbers, merchandise descriptions and labels.

Inventory List of Overstock Report

2. INVENTORY > 6. REPORTS > G. INVENTORY LIST OF OVERSTOCK REPORT

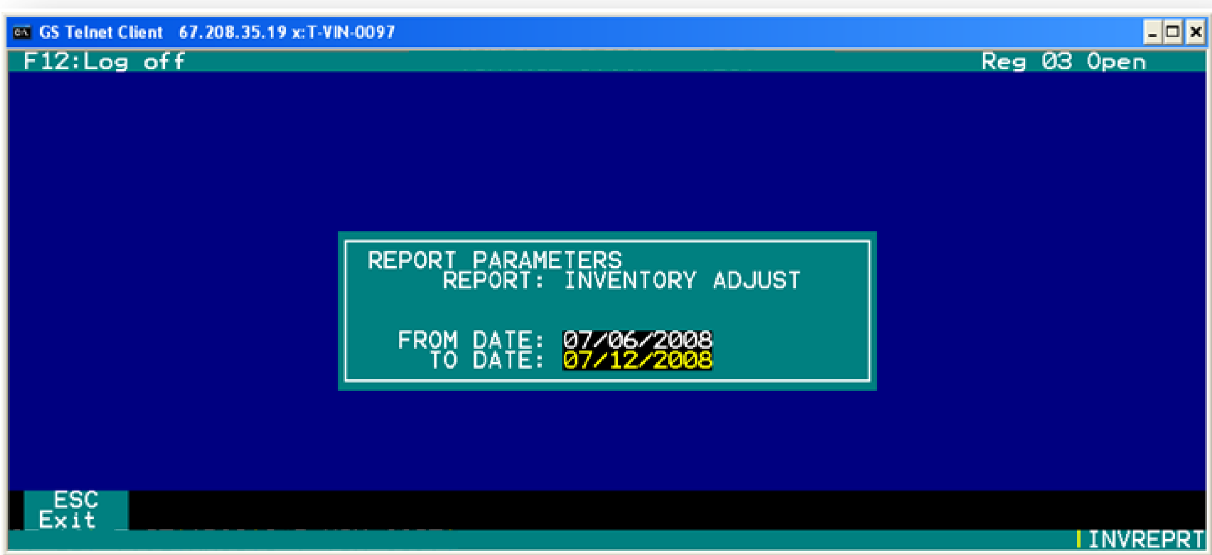
The Inventory List of Overstock report provides SKUs, descriptions, quantities (new/used), Store levels, cost, price and category. This information can be sorted and queried by SKU number, description category and merchandise condition.

F1 Help (from the Sales Detail Report Screen) - Allows the user to access a help screen for the report browser.
F3 Find (from the Sales Detail Report Screen) - Allows the user to search for a particular string of characters within a report.
F4 Re-Find – Allows the user to repeat previous find operation from last one found.
F10 E Mail- Allows the user to email the report to a specified email address.

Inventory List of Overstock Report Parameters

The Inventory List with Overstock report can be sorted by SKU number and merchandise description. The Inventory List with Overstock report can be viewed by a range of SKU numbers, merchandise descriptions, categories and merchandise condition (new/used).

Inventory Adjustment Detail Report



The Inventory Adjustment Detail report provides merchandise descriptions, categories, types, condition, actual cost, original price, invoice information and the user that adjusted the inventory at the time of sale.

F1 Help (from the Sales Detail Report Screen) - Allows the user to access a help screen for the report browser.
F3 Find (from the Sales Detail Report Screen) - Allows the user to search for a particular string of characters within a report.
F4 Re-Find – Allows the user to repeat previous find operation from last one found.
F10 E Mail- Allows the user to email the report to a specified email address.

Titles with Unset Levels Report

The Titles with Unset Levels report provides SKUs, merchandise descriptions, store levels, recommended levels and sales per month information as wells as total number of items in the report.

F1 Help (from the Sales Detail Report Screen) - Allows the user to access a help screen for the report browser.
F3 Find (from the Sales Detail Report Screen) - Allows the user to search for a particular string of characters within a report.
F4 Re-Find – Allows the user to repeat previous find operation from last one found.
F10 E Mail- Allows the user to email the report to a specified email address.

Titles with Unset Levels Parameters

The Titles with Unset Levels report can be viewed by a range of SKU numbers, merchandise descriptions and categories.

Batch Transaction Summary Report

The Batch Transaction Summary report provides batch detail for each batch within a specific date range. The information included on this report is transaction date, time, invoice number, user information, number of items in the batch, cost of items in the batch, item types in the batch, document number and vendor information .

F1 Help (from the Sales Detail Report Screen) - Allows the user to access a help screen for the report browser.
F3 Find (from the Sales Detail Report Screen) - Allows the user to search for a particular string of characters within a report.
F4 Re-Find – Allows the user to repeat previous find operation from last one found.
F10 E Mail- Allows the user to email the report to a specified email address.

Batch Transaction Summary Report Parameters

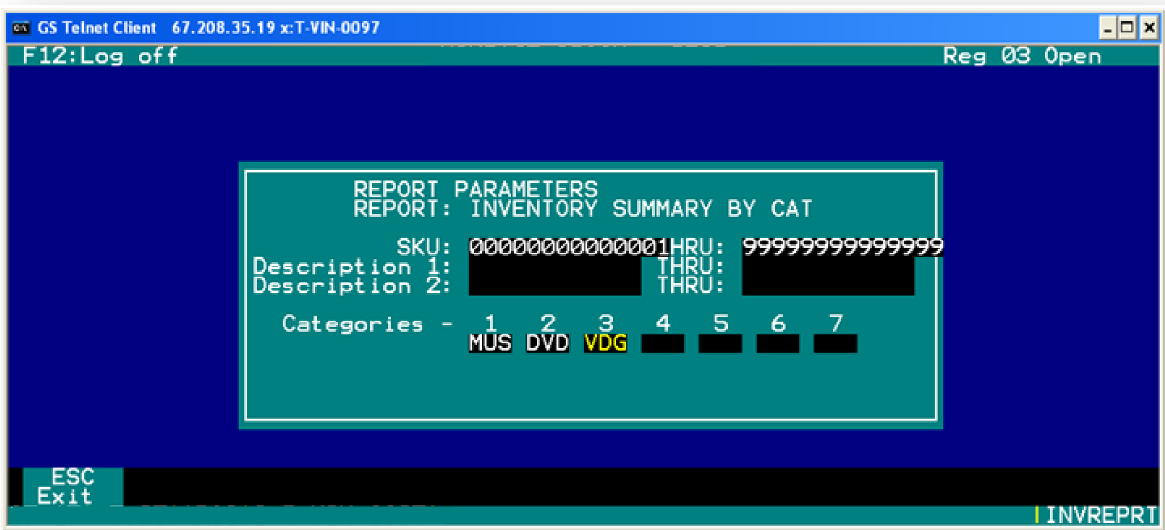
The Batch Transaction Summary report can be viewed by a specified date range.

Inventory Transfer Summary Report

This report supplies a summary of all inventory transferred out of this system.

F1 Help (from the Sales Detail Report Screen) - Allows the user to access a help screen for the report browser.
F3 Find (from the Sales Detail Report Screen) - Allows the user to search for a particular string of characters within a report.
F4 Re-Find – Allows the user to repeat previous find operation from last one found.
F10 E Mail- Allows the user to email the report to a specified email address.
Inventory Transfer Summary Report Parameters
The Inventory Transfer Summary report can be viewed by a specified date range.

Inventory Summary by Category Report

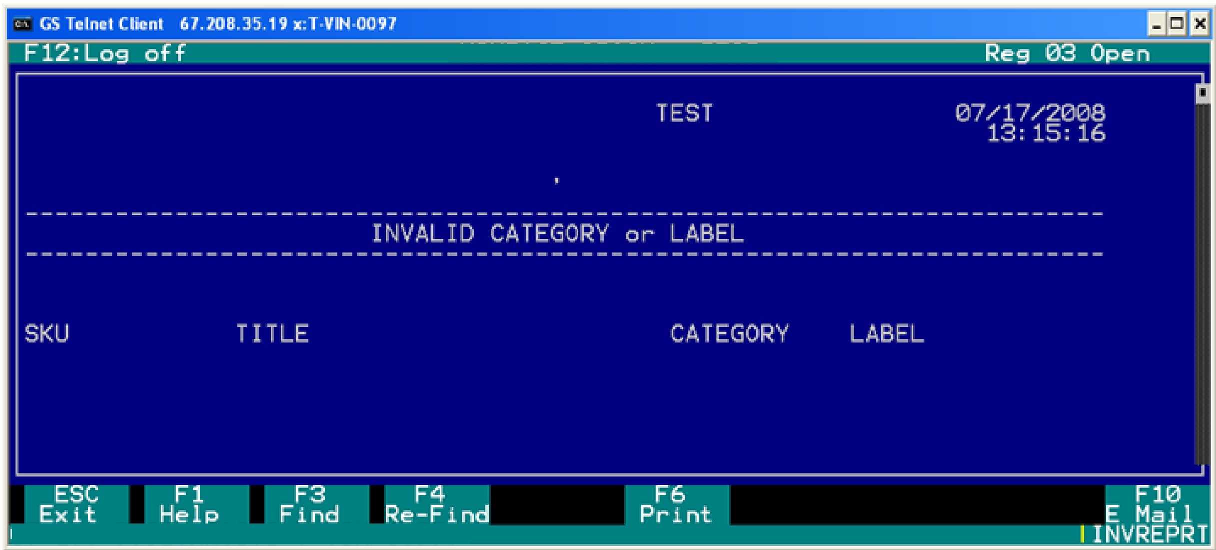


The Inventory Summary by Category provides units sales totals broken down by new and used sales and leases for each category. The report also provides cost of goods, retail value, margin of profit, and percent of profit information for each category.

F1 Help (from the Sales Detail Report Screen) - Allows the user to access a help screen for the report browser.
F3 Find (from the Sales Detail Report Screen) - Allows the user to search for a particular string of characters within a report.
F4 Re-Find – Allows the user to repeat previous find operation from last one found.
F10 E Mail- Allows the user to email the report to a specified email address.

Inventory Summary by Category Report Parameters
The Inventory Summary by Category report can be viewed by a range of SKU numbers, merchandise descriptions and categories.

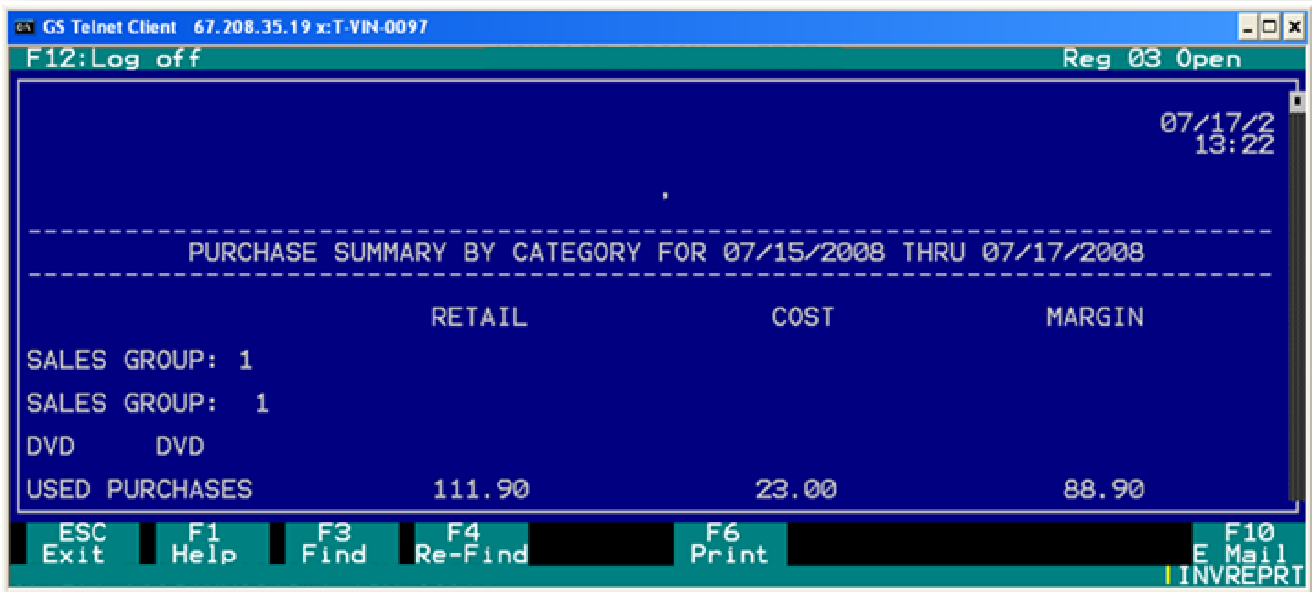
Invalid Category/Label Report



The Invalid Category and Label report provides information about SKU numbers, merchandise titles, categories and labels that do not have exact matches to the known inventory items.

F1 Help (from the Sales Detail Report Screen) - Allows the user to access a help screen for the report browser.
F3 Find (from the Sales Detail Report Screen) - Allows the user to search for a particular string of characters within a report.
F4 Re-Find – Allows the user to repeat previous find operation from last one found.
F10 E Mail- Allows the user to email the report to a specified email address.

Purchase by Cat



The Purchase by Category report can be viewed by a specified date range.
Purchase by Cat

F1 Help (from the Sales Detail Report Screen) - Allows the user to access a help screen for the report browser.
F3 Find (from the Sales Detail Report Screen) - Allows the user to search for a particular string of characters within a report.
F4 Re-Find – Allows the user to repeat previous find operation from last one found.
F9 GrpMail – Allows the user to email the report to multiple addresses.
F10 E Mail- Allows the user to email the report to a specified email address.

Inventory Movement by Cat

The Inventory Movement by Category report can be viewed by a specified date range. This screen allows the user to view the number of items, new or used, that have entered or left inventory of the specified date range.

F1 Help (from the Sales Detail Report Screen) - Allows the user to access a help screen for the report browser.
F3 Find (from the Sales Detail Report Screen) - Allows the user to search for a particular string of characters within a report.
F4 Re-Find – Allows the user to repeat previous find operation from last one found.
F9 GrpMail – Allows the user to email the report to multiple addresses.
F10 E Mail- Allows the user to email the report to a specified email address.

Customer Inventory Request

The Customer Inventory Request Report is a detailed list of what items have been requested by which customer.
F1 Help (from the Sales Detail Report Screen) - Allows the user to access a help screen for the report browser.
F3 Find (from the Sales Detail Report Screen) - Allows the user to search for a particular string of characters within a report.
F4 Re-Find – Allows the user to repeat previous find operation from last one found.
F9 GrpMail – Allows the user to email the report to multiple addresses.
F10 E Mail- Allows the user to email the report to a specified email address.

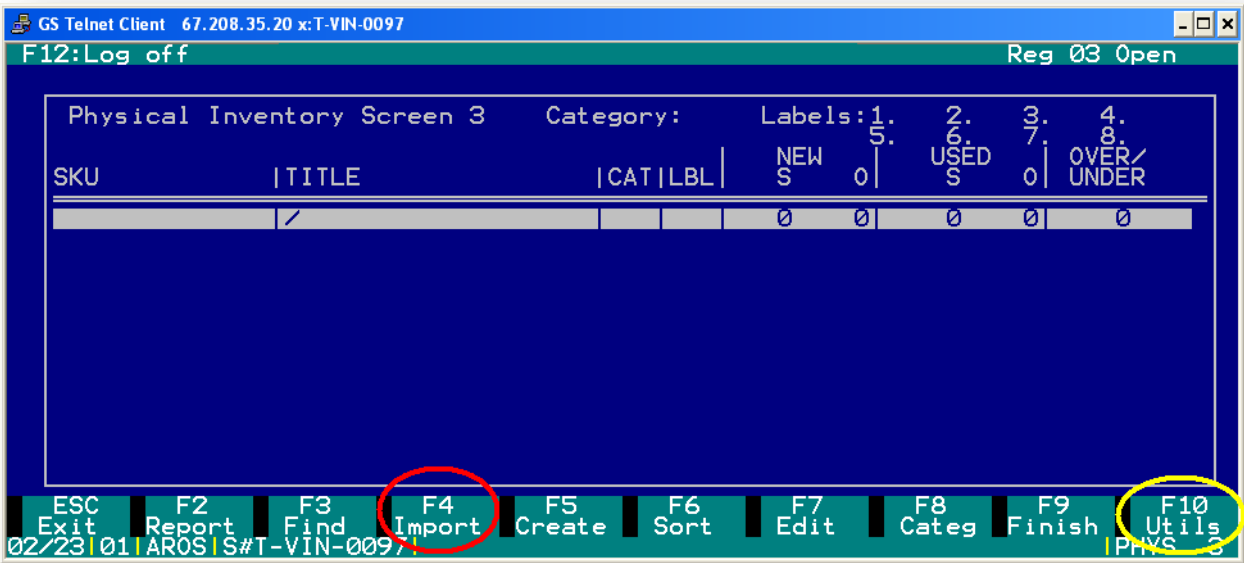
Load Errors to Inventory Entry

Inventory > Load Errors to Inventory Entry

If a SKU tries to post to the detail file that is not currently in the inventory file, it makes no changes to inventory, but posts the details to history. All items that do not post are copied over to the error batch. Once the SKU has been added, then this allows the non-posted entries to be pulled in a batch for posting. Usually these errors occur on store-to-store transfers for items on file an originating store.

Physical Inventory

INVENTORY > PHYSICAL INVENTORY > (Physical Inventory Batch 1 - 25)



The Physical inventory option allows the user to edit inventory either through the register scanner or a separate physical inventory gun. There is more information on how to use the Physical Inventory option in the section physical inventory comes

F2 Report - Allows the user to generate a report on the inventory.

F3 Find - Allows the user to find a specific inventory item for edit.

F4 Import – The user will select F4 to load an inventory file. This is indicated by the red circle.

F6 Sort – Allows the user to sort the data in a specified order

F7 Edit – Allows the user to select an item and add new/used quantity

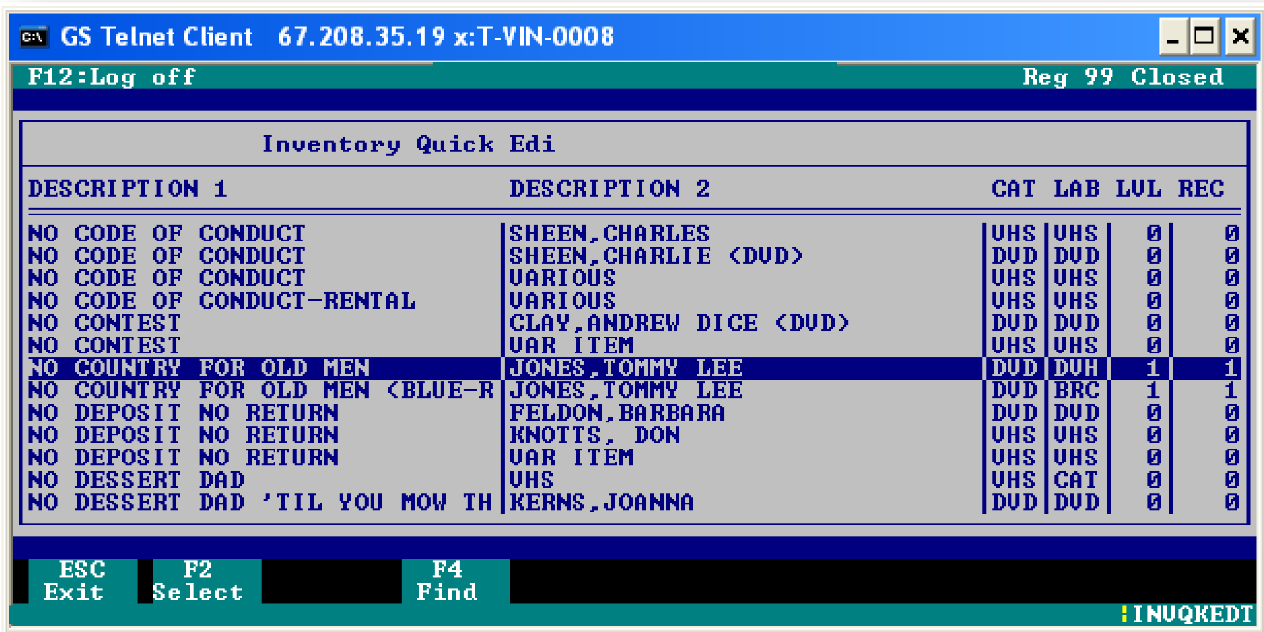
F8 Categ – Before the user finishes a physical inventory batch, they will need to select the category of inventory that will be updated. **THIS OPTION IS SELECTED ONLY AFTER THE USER HAS IMPORTED THE INVENTORY**

F9 Finish – Once the user has completed the physical inventory, the user will select F9.

F10 Utils – Allows the user to delete a batch or change the category and label fields

Inventory Quick Edit

INVENTORY > PHYSICAL INVENTORY

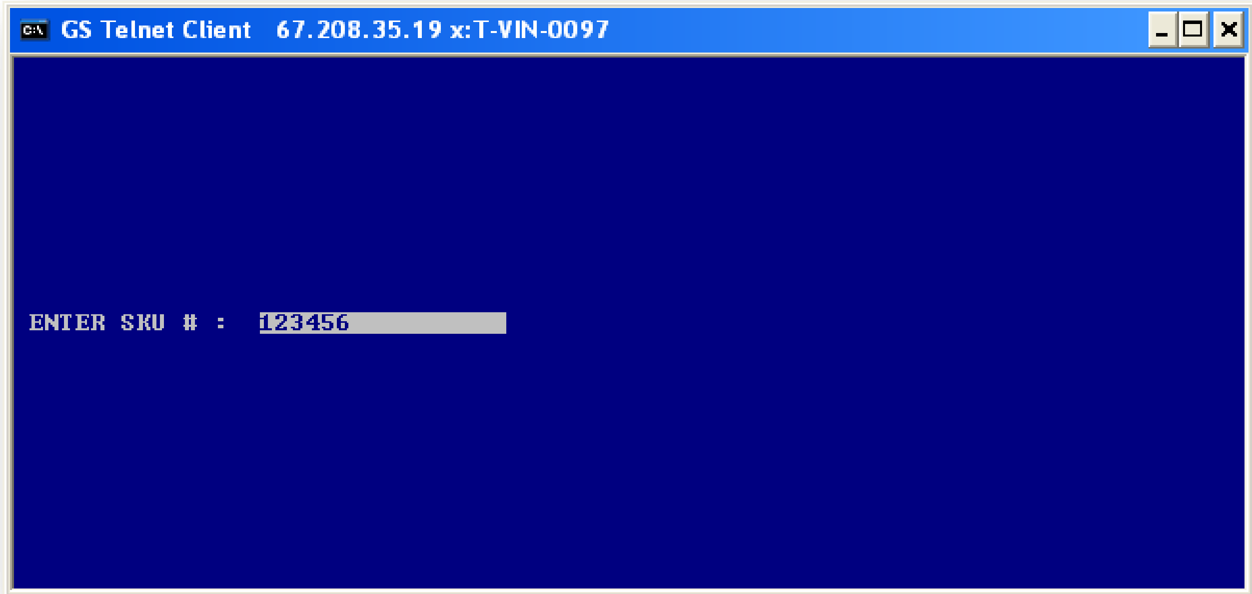


Allows the user to view inventory and edit a basic element of the item.

F2 Select - Allows the user to select a specific inventory item for edit.

ALT-SKU Maintenance

INVENTORY > ALT-SKU MAINTENANCE

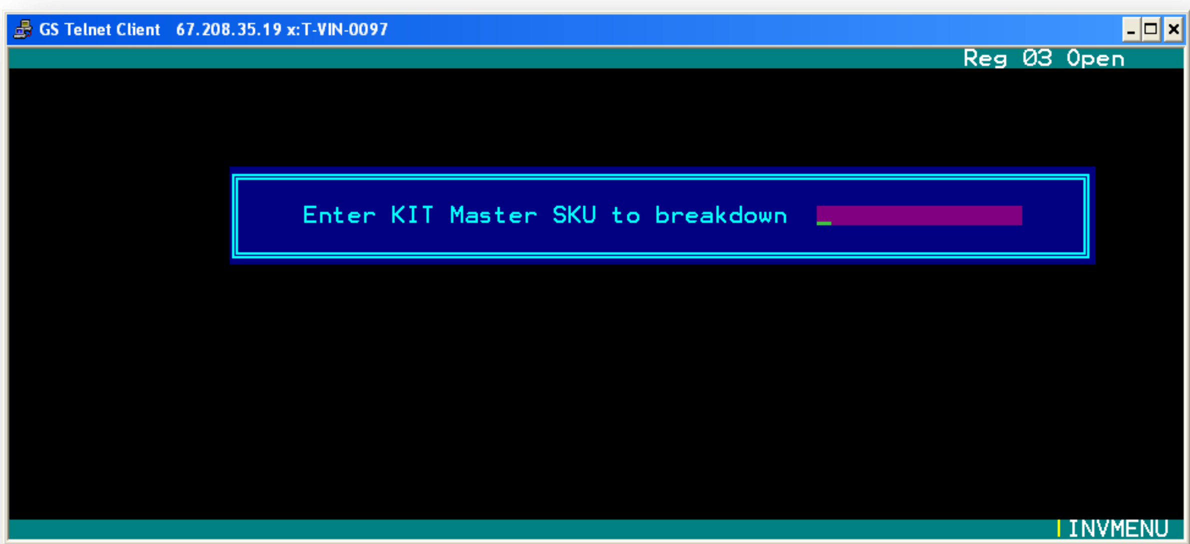


This allows the user to set an ALT-SKU as the Primary SKU and adjust quantities

Kit Breakdown

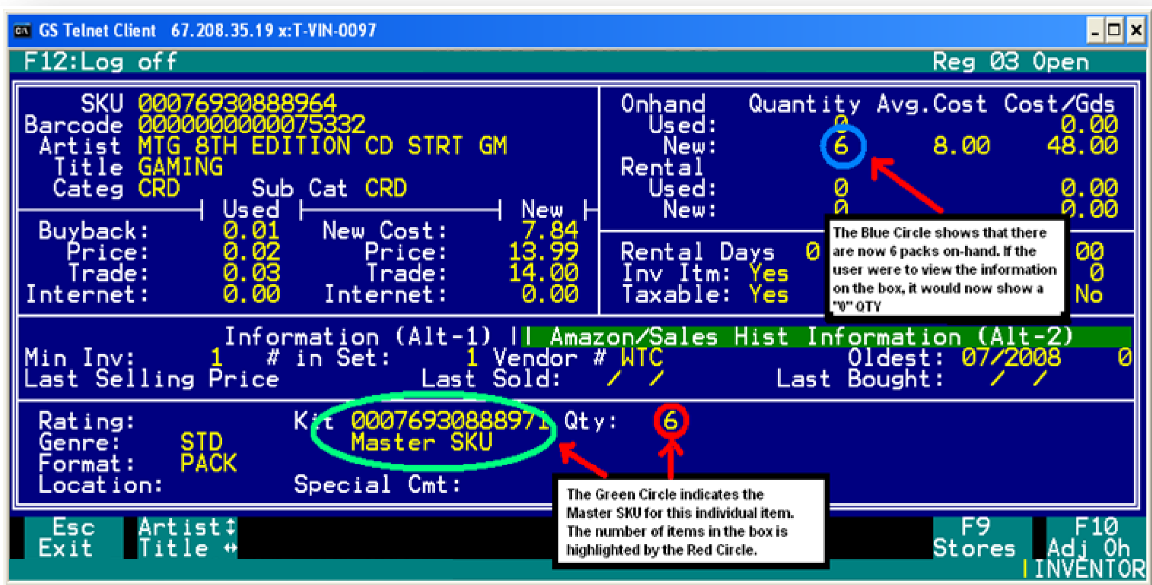
INVENTORY > KIT BREAKDOWN

Kit Breakdown allows the user to breakdown boxes of a product and sell the contents individually. To run a Kit Breakdown, the user will need to enter the "Master SKU" which is the SKU of the box that the user wants to breakdown. This can only be the barcode on the box, not the SKU printed on a label from TAMMS.



Once Kit Breakdown is completed, the QTY for the box will show one less and the QTY of the contents of the box will show additional QTY for the contents.

Note:
- The KIT SKU shown for the pack is the Master SKU, which is the SKU of the box.
- The QTY, which is displayed next to the "Kit" or "Master" SKU in the "Title Search Screen", represents how many individual items are within the box.
- An example of a product in "Title Search" after a KIT Breadown is completed can be seen on the next page:



Re-pricing

Re-pricing is the act of printing new Pricing labels that are downloaded after there is a Product Master Push to the store.

Re-Pricing Labels

(2.) Inventory > (P.) Re-pricing > (1.) Re-pricing Labels

When price changes are made in TAMMS, selecting "Re-pricing Labels" will print off new labels for items where the price has changed.

When this option is selected, a screen will appear with a dialogue box asking what category the user would like to print labels for. The user will then select the category.

The user will then select (N) new or (U) used. **The user must make sure to load the proper colored price tags for new or used product**. This screen is shown below:

The next screen will ask if the user would want to limit the quantity of labels. This option limits the number of labels printed at one time. In most instances, it is advised that the user select (NO). New price labels will print for items that are currently in stock. Continue this process for each category. If there are no price changes, or you do not have any of these items in stock the system will only print two (2) tags, one for the start of printing the other for the end. Once tag printing is finished for a category, that category will disappear from the list. If you need to reprint labels due to a printing error you may return to the main screen and choose (2.) inventory – (P.) Repricing – (2.) Reset re-pricing label, a screen now appears asking from what SKU, enter or scan in the last good price change SKU you have and it will print from there.

Price Protection

When doing price protection, print a hard copy of all of the Price Protection files that have been sent to the stores. Check each file for inventory on any item. The user will need to pull items with inventory and transfer them out to a price protection category then use the number in the upper right hand corner as the memo number. Now, the user must batch the items back into inventory and input the correct cost (we do not need to worry about retail here the price protection stickers will take care of this. Below are the steps on how to use price protection:

Prepare Your List

- Stores will no longer receive one detailed list of titles for price protection (unless there is only one list to distribute).
- Stores will begin receiving Price Protection reports based on each credit memo issued for credit.
- Print the attached excel list or lists and complete the Price Protection process separately if there is more than one list.
- Use the POS to determine how many titles the store has, New and Used, of each title.
- Write the New and Used quantities onto the excel list that was printed. Please note the New in the POS may not match up with the new quantity on the Price Protection list due to no data from store at time of request, product has been sold or product has been returned.

Transfer out New Product

- Open an Inventory Transfer Screen in the POS system.
- Using the quantities on the list (not from the POS), transfer out all New product only (We only receive Price Protection for New titles, not used).
- Only transfer the new amount identified on the list provided. If you happen to have more new than what was sent on the list do not transfer. MTC has only received credit for the quantities on the list. If you have less than what was provided on the list that is OK.

  When transferring out the Price Protection, use the following procedures when closing out transfer:

  - ➢ In the comments line type "PP and the Credit Memo Number" identified in the upper left hand corner of the report. Example: PP 9106834.
  - ➢ Under Vendor Type, select "Store"
  - ➢ Select your Store Number as the "transfer to" store
  - ➢ In the invoice line type "PP and the Credit Memo Number"

Batch In New Product – At New Cost

- Open an Inventory Batch Screen.
- Batch in the new Price Protection items, using the new cost listed on the Price Protection Report.

  When batching in the Price Protection, use the following procedures when closing out the batch:

  - In the comments line type ""PP and the Credit Memo Number" identified in the upper left hand corner of the report. Example: PP 9106834.
  - Under Vendor Type, select "Store"
  - Select your Store Number as the "transfer to" store
  - In the invoice line type ""PP and the Credit Memo Number"

Change Price On Product

- After the transfer out and batch in are completed, change the price stickers on the actual product. If possible, remove the old sticker and replace it with a new one.
- Price Stickers need to be changed on all new and used product in inventory.

Sorting the Price Protection List

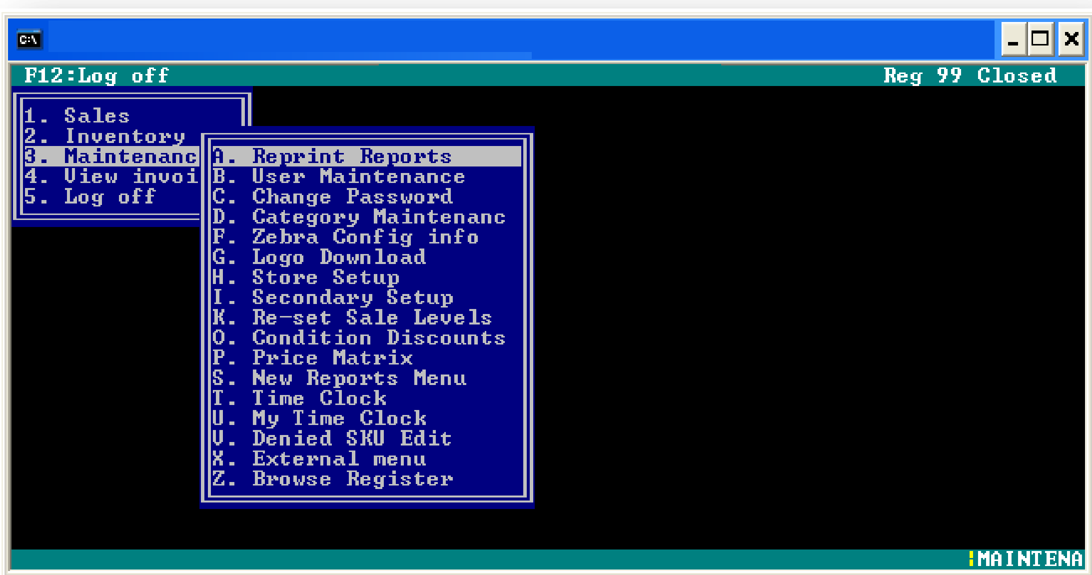
- Click on the "Alpha Letter" hold down the shift and arrow across to highlight all stores (except yours) that need to be removed from the list. Right click in the highlighted blue area and select delete.

Maintenance

The third menu under the main menu is MAINTENANCE. The MAINTENANCE menu has 17 sub-menus:

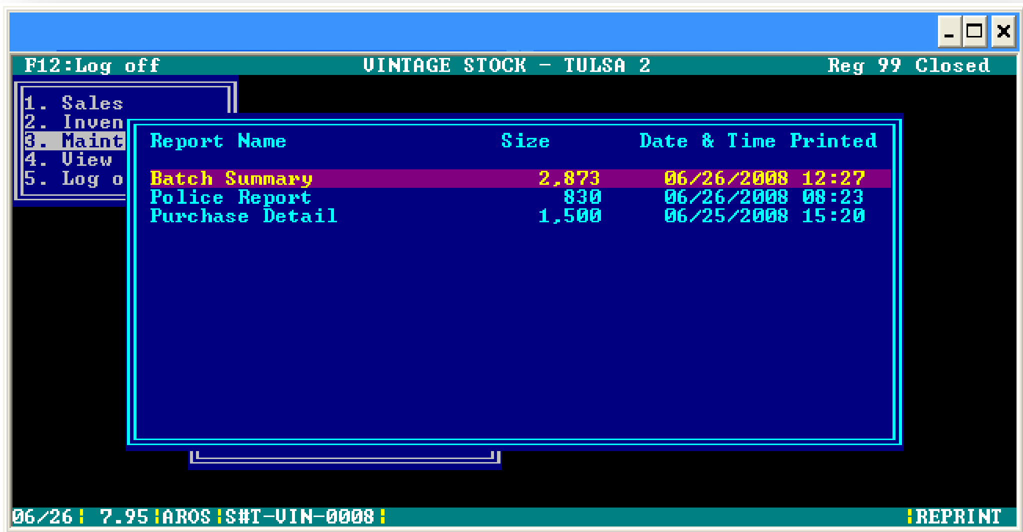
- Reprint Reports
- User Maintenance
- Change Password
- Category Maintenance
- Zebra Config Info
- Logo Download
- Store Setup
- Secondary Setup
- Re-set Sales Levels
- Condition Discounts
- Price Matrix
- New Reports Menu
- Time Clock
- My Time Clock
- Denied SKU Edit
- External menu
- Browse Register

When you choose the SALES menu, a second box will pop up next to the main menu options to show you the sales options. Below is a view of what this looks like on your screen.



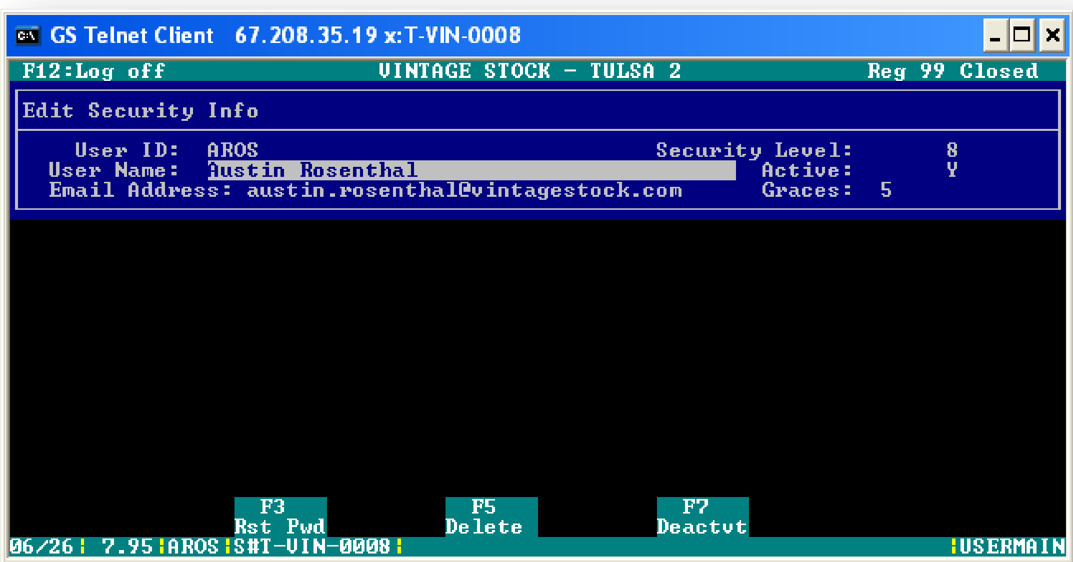
Reprint Reports

The Reprint Reports screen allows the user to reprint any report that has been ran/printed from the system since inception. The information listed for each report includes the report name, size, date and time it was originally printed. This is where you can find the cash reconciliations done every night.



User Maintenance

The User Maintenance screen allows the user to add new users to the system. This screen also allows a user (manager) to edit user IDs, user name, email address, security level, activity settings, and grace logon settings.



User Maintenance Keys
F3- Rst Pwd - allows the user (manager) to reset passwords for system users.
F5- Delete
F7 -Deactvt

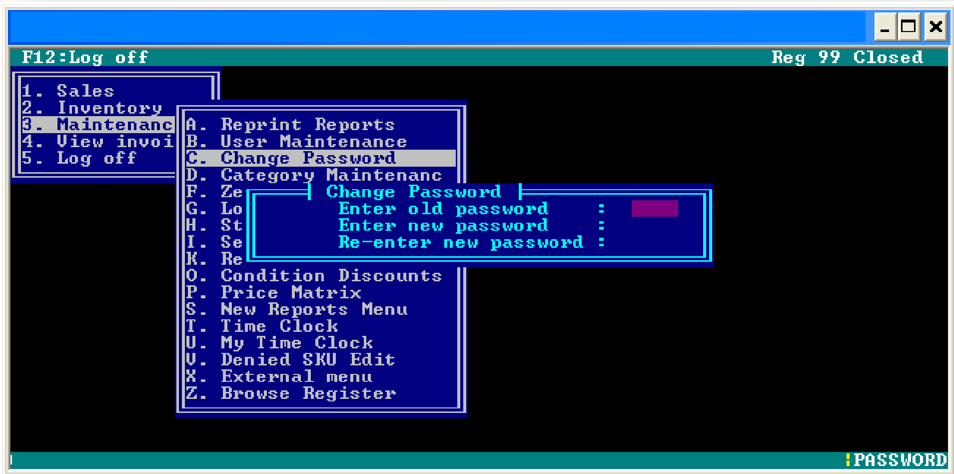
Set Up New Users
MAINTENANCE>USER MAINTENANCE

To start setting up the users that will be using the TAMMS system choose
• Type in the first user's ID and hit the "enter" key. This ID can consist of initials, numbers, or a combination of letters and numbers.
• The system will then ask if you would like to add the new user, type "Y" or "N". The user's full name can then be entered into the system in the next box. An email address may also be added.
• A security level must be added for each user. The store manager's level is usually set to 8; assistant managers are usually set to 7. All other employees are set to a lower level.
• The user can be made "Active" or "Not Active" at any time by a member of management with a higher security level.
A DEFAULT, LEVEL 8 USER NAME AND PASSWORD IS INCLUDED WITH THE DOCUMENTATION, SO YOU CAN START TO SET UP NEW EMPLOYEES.

New users are asked to change their default password when they log in the first time. The default password is always the same as the logon name. Once a new user is set up they will be given five grace logins without changing the password. If the user has not re-set their password within the first five logon attempts, the system will lock out that user name from the system and it will have to be reset by a manager or administrator. Upon a "RESET" the password will revert back to the same as

Change Password

The Change Password screen allows the user to change the current system password to a new password.

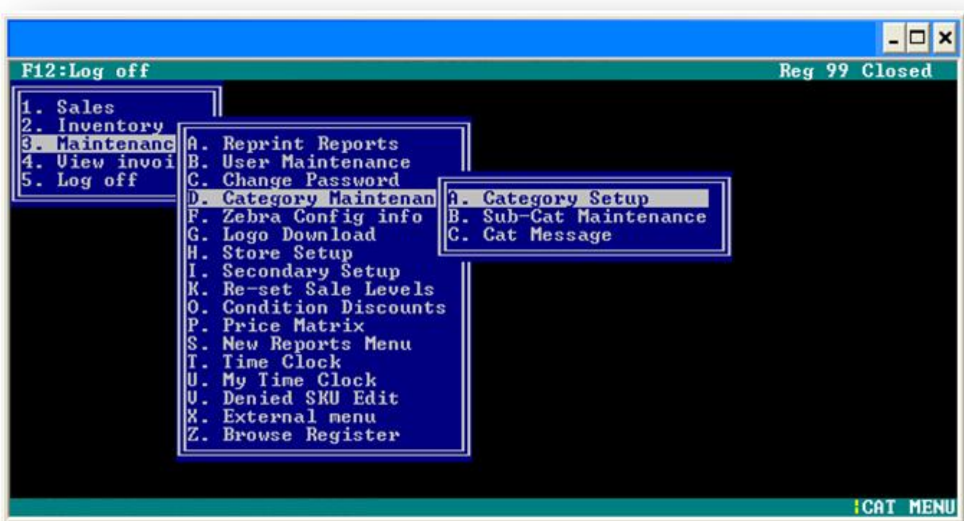


Category Maintenance

Category Setup

The Category Setup screen allows the user to edit and setup new categories for merchandise. The user can specify category codes, descriptions, category grouping numbers and memos.

F2 Select - Allows the user to select a category for editing.
F3 Insert - Allows the user to insert a new merchandise category into the category list.



CAT_ CODE	CAT_ AMA ZON	CAT_DESC	CAT_ GROUP	CAT_ UCOST	CAT_ UPRICE	CAT_ UTRADE	CAT_ ULEASE	CAT_ NCOST	CAT_ NPRICE	CAT_ NTRADE	CAT_ NLEASE
ACC		ACCESSORIES	4	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
CAT		New Cat - CAT	8	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
CD		New Cat - CD	8	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
CON		New Cat - CON	8	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
CRD		New Cat - CRD	8	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
CUP		New Cat - CUP	8	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
DBX	dvd	DVD BOX SET	1	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DVD	dvd	DVD	1	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
DVP		New Cat - DVP	8	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
ELE		ELECTRONICS	2	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
FEE		New Cat - FEE	8	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
GAM	video,	GAMES	1	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
GFT		New Cat - GFT	8	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
GHW		New Cat - GHW	8	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
HDD	dvd	HIGH DEF DVDS	1	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
HDW		New Cat - HDW	8	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
LD		New Cat - LD	8	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
LSD		New Cat - LSD	8	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
MAG		New Cat - MAG	8	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
MBX	music	MUSIC BOX SET	1	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MEM		New Cat - MEM	8	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
MKN		New Cat - MKN	8	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
MUS	music	MUSIC	1	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
OTH		New Cat - OTH	8	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
OVG	video,	OLD VIDEO GAME	1	1.00	19.99	0.01	0.00	11.59	15.99	0.01	0.00
PDP		New Cat - PDP	8	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
PRO		New Cat - PRO	8	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
PRU		New Cat - PRU	8	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
SUP		New Cat - SUP	8	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
TOY		New Cat - TOY	8	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
TRE		New Cat - TRE	8	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
VHS	vhs	VHS	1	2.50	3.99	0.01	0.00	11.59	15.99	0.01	0.00
WRP		New Cat - WRP	8	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00
XXX		ADULT	1	2.50	19.99	0.01	0.00	11.59	15.99	0.01	0.00

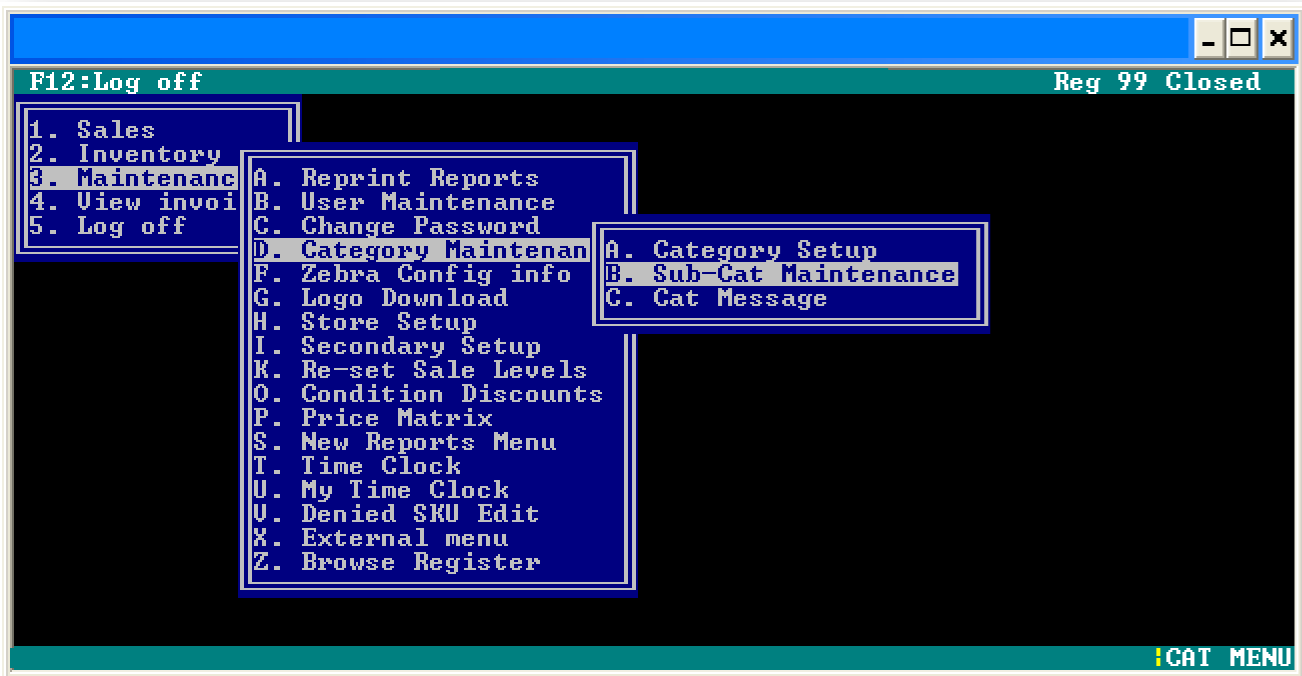
Category database field definitions

CODE	This is the 3 digit category ID that is tied back to Inventory items.
AMAZON	This is Amazon’s unique ID to identify the category of the product on their system. This is used for looking up titles during a customer buy and for uploading items to be sold on Amazons’ website.
DESC	This is the description of the category item.
GROUP	This is a grouping code used in some of the internal reports so transactions under this group are lumped together and subtotaled in the report by grouping code.
MEMO	This is also a grouping used for reports. It was used in the past as a way to identify gift card items. It is not used that much anymore and is being phased out.
LEASE	Identifies this item as something that can be rented.
UCOST	This is the default Used Cost for this category type. This is used when creating a new item in the inventory or for the default values when a new item is created from the Amazon lookup during a buy from a customer.
UPRICE	This is the default Used Price, see UCOST.
UTRADE	This is the default Used Trade, see UCOST.
ULEASE	This is the default Used Lease, see ULEASE.
NCOST	This is the default New Cost, see UCOST.
NPRICE	This is the default New Price, see UCOST.
NTRADE	This is the default New Trade, see UCOST.
NLEASE	This is the default New Lease, see UCOST.
RP	This is the default Rental Period for the item.
LATEF	This is the default Late Fee amount. Most late fess default to Rental Price / RP = RP per day and Late fee per day.
UPLOAD	This is a Blank, a “U”, “N” or “B”. This tells the system what to upload to Amazon for this category. Blank is do not upload, “U” is upload only Used Items, “N” is New Items, and “B” is upload both Used and New items for this category to Amazon. As long as you don’t have a valid login to Amazon in your store configuration screen then none of your products will be uploaded.
BINITM	Default Bin able setting for the category. Bins are used to identify dead product in the store and where each unique media item is kept behind the counter.
BINTYP	This identifies if the Bin are New, Used or Both.
AZ_SHP_INT	This identifies if this category can be shipped to an international buyer on Amazon.
AZ_SHP_EXP	This identified if this category can be shipped via an express shipper like FedEx.
NCIC	This is a code to identify the category to the Police/FBI NCIC database via LeadsOnline.com

Sub-Cat Maintenance

Each inventory item has a Category and a sub-category that the user will setup. A category maybe something like DVD for Movie and a sub Category may be DVC for DVD Core.

Maintenance is the area where the user will setup these items for the store to use.



Cat Message

A category message is something that prints on a receipt when the receipt has a specific Category listed on it. So a store could have a unique return policy by category or a special that they are running on that category that you want to print on a receipt for the customer.

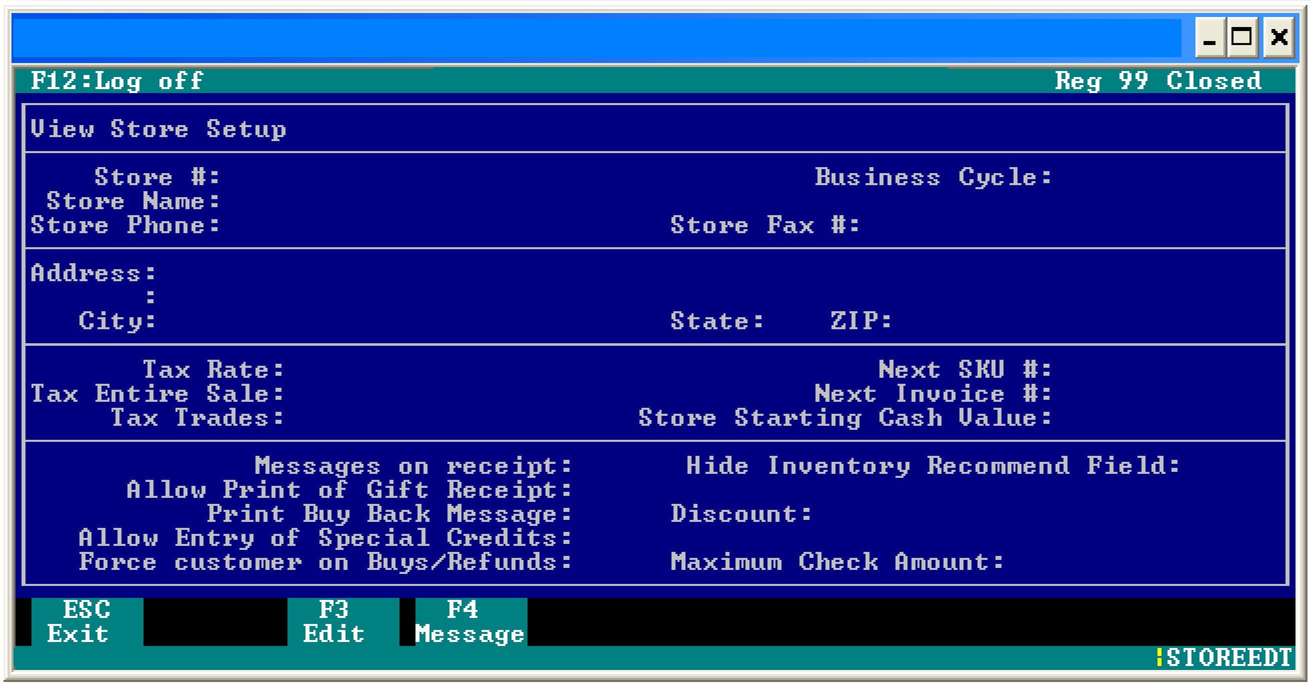
ZEBRA® Config Info

This option causes the label printer to print the current configuration and settings.

Logo Download

This option allows the user to download a logo to use on customer receipts.

Store Setup



The Store Setup screen allows the user to setup/edit store information. The information that can be edited from this screen includes store number, store name, store phone number, store address, tax rate, tax entire sale, tax trades, next incremental SKU number, next incremental invoice number, maximum leases to customers, maximum lease charges per customer, messages (Y/N).

F4 Message - Allows the user to set the message that will appear on receipts.

Tax Rates

Tax rate options can be set up in the

MAINTENANCE>STORE SETUP

Once you are at the "Store Setup" screen the basic store information will need to be entered before moving on to the Tax Rate options for the store. This information will include the store number, store name, phone number, and address including city, state and zip.

! If the store information has already been entered you may just use the "Tab" key to tab down to the Tax Rate options.

- The first tax option you will set will be your local tax rate. For example if your local rate is 8.25%, you will enter 0.05 in the tax rate box.
- The next option will be set to tax the entire sale for each transaction or to tax a partial amount of the sale. A "Y" may be entered in the box to Tax the entire sale or "N" to not tax the entire sale.
- An option to tax "Trades" can also be set to "Y" or "N" depending on your preferences and your local laws concerning traded goods.

Setting Defaults

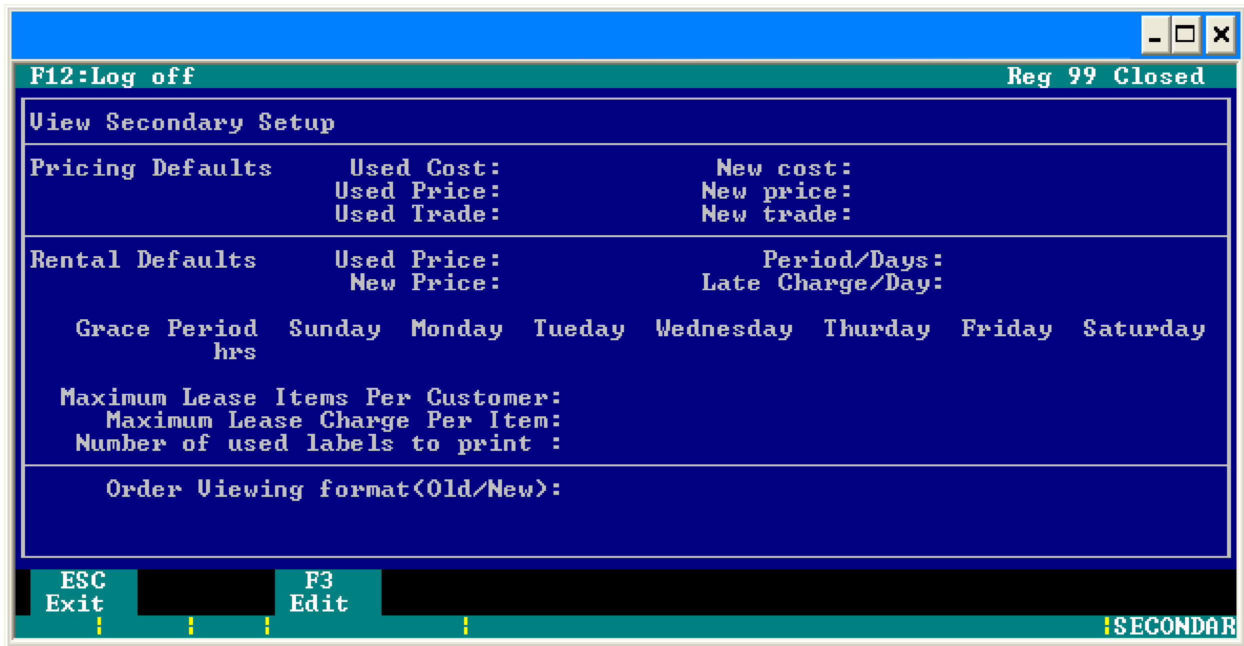
Default amounts may also be set for a variety of options. These options are found in the "Maintenance" menu under "Store Setup" screens.

MAINTENANCE> STORE SETUP

Some defaults you can set from this screen are as follows:

- Starting with the "Next Sku #" option, any specific SKU that you would like to start with for assigning SKUs to new products may be entered here.
- The "Next Invoice #" may also be assigned in the same fashion.
- "Maximum Lease Items per Customer" may also be assigned. This is the maximum number of leased items that any given customer may have leased at one time.
- A "Maximum Lease Charge per Item" may also be set to a default amount.
- Custom messages may also be set to print on the customer's receipt on the "Messages on Receipt" option. A message may be entered by pressing the "F4" option on your keyboard and that message will print on each sales receipt. For example, the message may read "Receipt necessary for exchanges or returns.", or "Thank you for your business!" etc...

Secondary Setup



The Secondary Setup screen allows the user to setup pricing defaults for new and used costs, pricing, and trades, rental defaults for new and used pricing, rental period, late charges per day, grace periods for rental returns per day, gift receipt printing, buy back messages, special credits, cash register starting values and discounts.

Setting Defaults
MAINTENANCE>SECONDARY SETUP

The "Secondary Setup" in the "Maintenance" menu may be used to set defaults for sales pricing, rental pricing, grace periods for rental returns as well as other options that will be discussed in this section.

- Pricing defaults for sales can be set for the following categories Used Cost, Used Price, Used Trade, New Cost, New Price and New Trade. Rental price defaults can be set for new and used items. The default rental period can be set under the "Period/Days" box.
- Late charges can be set in the "Late Charge/Day" box.
- The grace period for rental returns can be set in the next section. The first setting will be for the number of hours you would like for the customer to have to return rentals without a late charge after the specified time setting for each day has passed. Next, enter a time cutoff for each day of the week. These time frames will

be used to determine if the rental was returned in time, or if the customer should accrue a late charge for their rentals.

- Other default options that can be set up include allowing the printing of gift receipts.
- The printing of buy backs messages for previously purchased merchandise that was purchased from the store, as well as any discounts that that management may want to give the customer as an incentive for the repeat business may also be set up.
- Management may also set up permission to allow users to enter special "One Time" credits to a customer's account. The default starting cash register value can be set to a predetermined amount. Management also has the option to force customers on buys/refunds.

Re-set Sales Levels

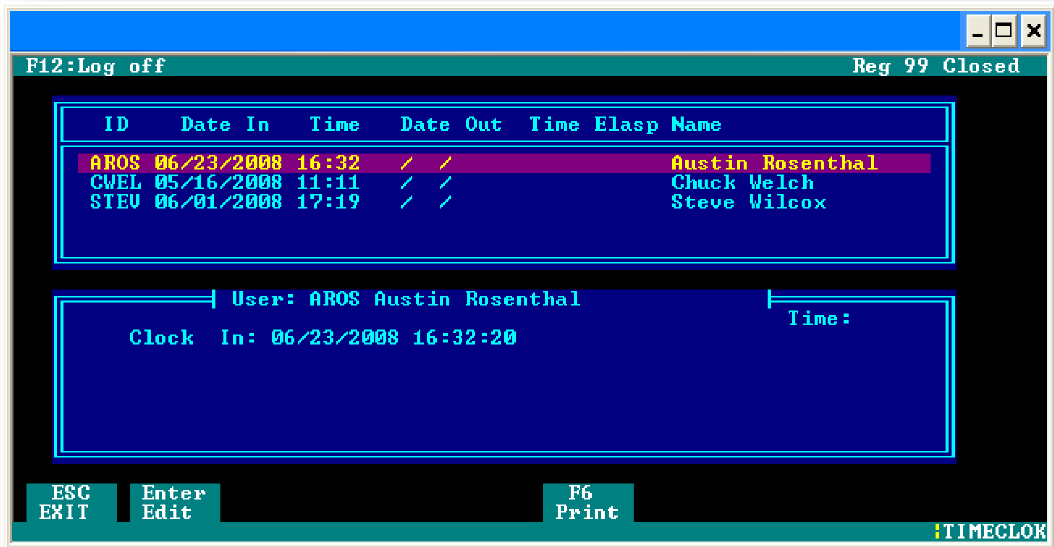
The Re-set Sales Levels screen allows the user to re-set all sales levels to zero for the current monthly cycle.

Condition Discounts

A condition discount allows the user to setup a percent of the total price based on the condition of a product. An example would be if a store had an item that was missing art work and the store wanted to only give 75% of the total price for it. The user can setup several items and escalate the percent.

Payroll

Time Clock



This option allows the user to view information on an employee's time clock based on who is clocked in. The user can also view a time clock based on TAMMS ID and or a specific day.

How to pull payroll information off of the Back Office System

Although there are two ways to pull payroll information from TAMMS, the preferred method is retrieving this information from the Back Office System. The user will first open a web browser and go to http://gui.tammsonline.com:8300/ebs.cfm to access the Back Office System. Once the user has logged in, they will select "Reports" from the top of the window. From here, a menu will appear, displaying options for which reports can be generated. The user will select "Timesheets". A dialogue box will then appear asking the user to select the parameters for this report. After this is complete the user will select "Submit Report". This will take the user to the main screen where the report will be displayed. The user can select the report to open the report in Excel.

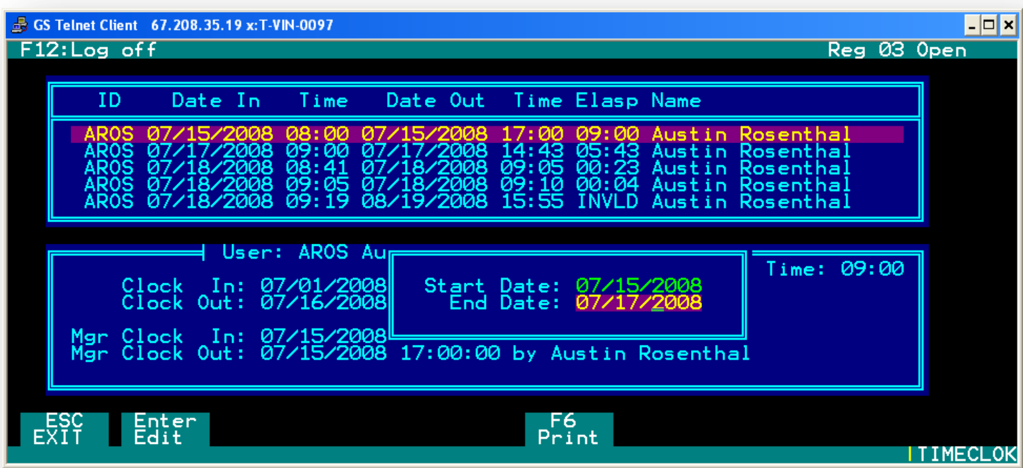
How to pull payroll information directly off of TAMMS:
3 (Maintenance)>T (Time Clock)>2 (For a ID)

*NOTE: ***THIS IS AN ALTERNATIVE WAY TO PULL PAYROLL INFORMATION FROM TAMMS. IT IS STILL SUGGESTED THAT THE USER USE THE BACK OFFICE SYSTEM.***

***NOTE: It is also recommended that the user follows these instructions using a register that has a receipt printer. This report WILL print from the receipt printer.*

To access this feature, the user will select the maintenance menu and select "Time Clock". Once this option is selected, the system will give the user three options. These options will include: "Clocked In","For I.D.", and "Date".

For the purposes of gathering information for payroll, the user will select the second option, "For I.D". Once the user accesses this screen, the system will ask the user for the ID of the employee that the user wishes to use. The user can only input one employee at a time.

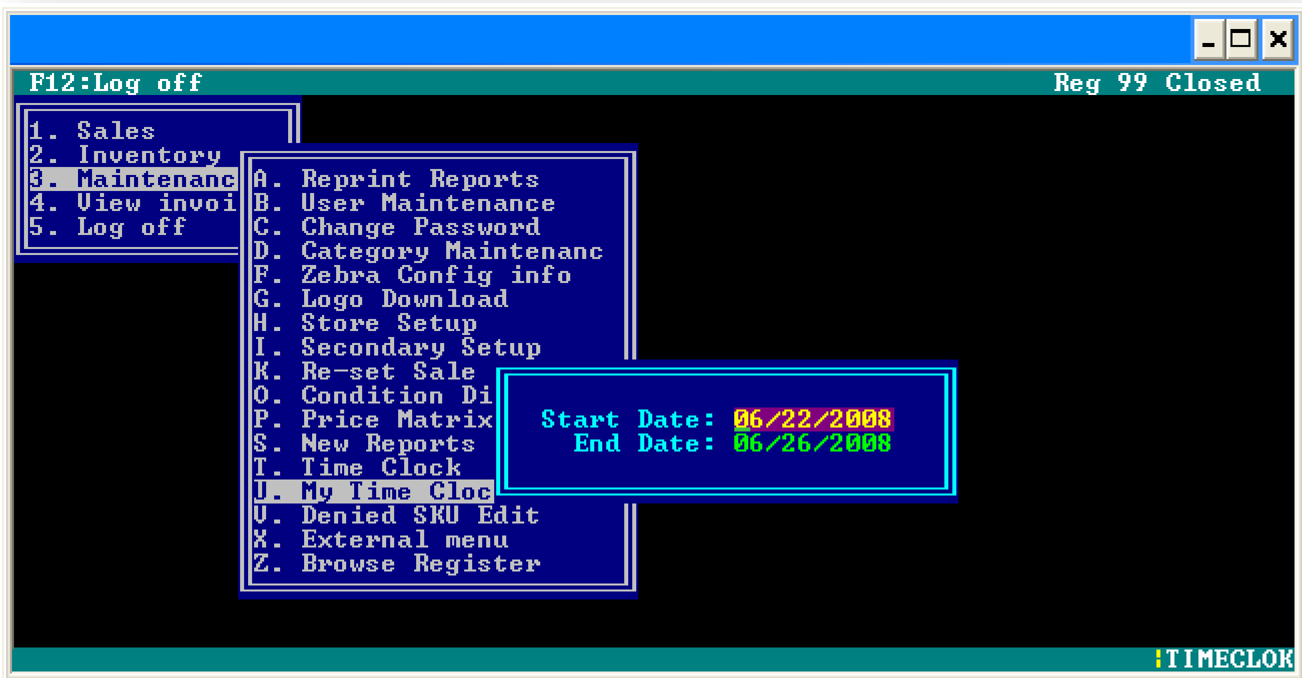


This will list every time the employee has clocked in and out from the first day they started.

To print the report for a specified time press F6 (Print) and the user will see a dialogue box that contains the start/end date will appear. This can be seen in the screen shot above. For the purpose of payroll, the user will simply put the first day of the current payroll cycle in at the start date, and put the last day of the cycle in the end date. Once the user has finished filling out the end date, they will press enter and a receipt will print from the receipt printer.

This receipt will have the name of the employee, with the range of dates on it, each day having its own line, with time in and out times and a record of how many hours are accounted for the period the employee was clocked in. If the system indicates INVL in place of a time value of how long they were clocked in, this means that the employee either improperly clocked in or out, or was clocked in for longer than a certain period of time At the bottom of the receipt, it shows how long for the period you chose they were clocked in total. This amount of time is what can be used in a payroll report.

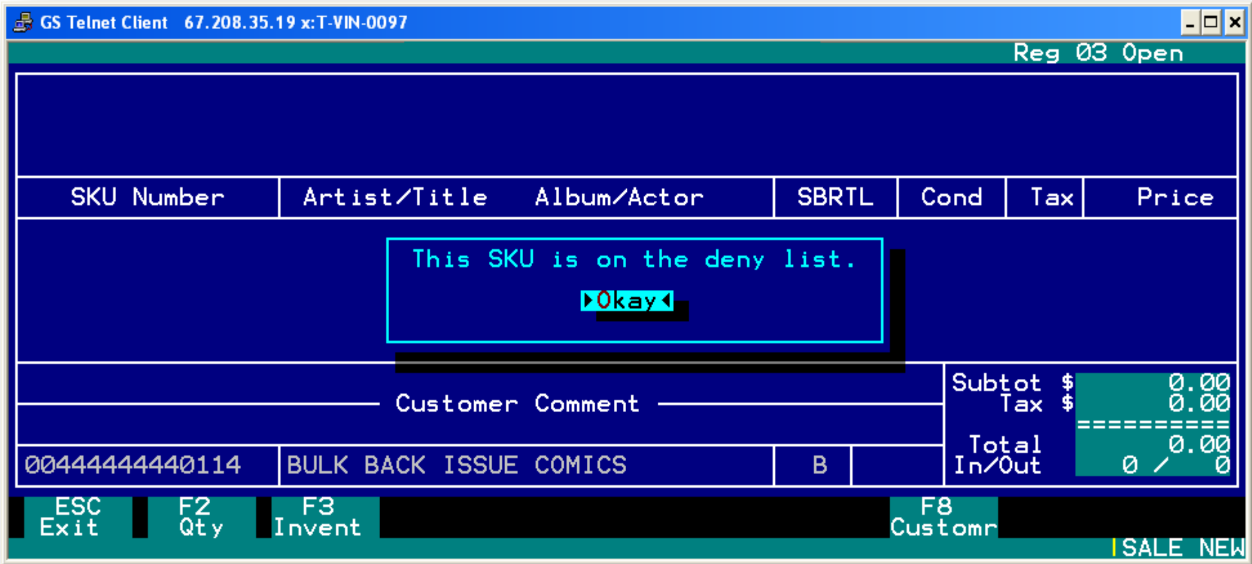
My Time Clock



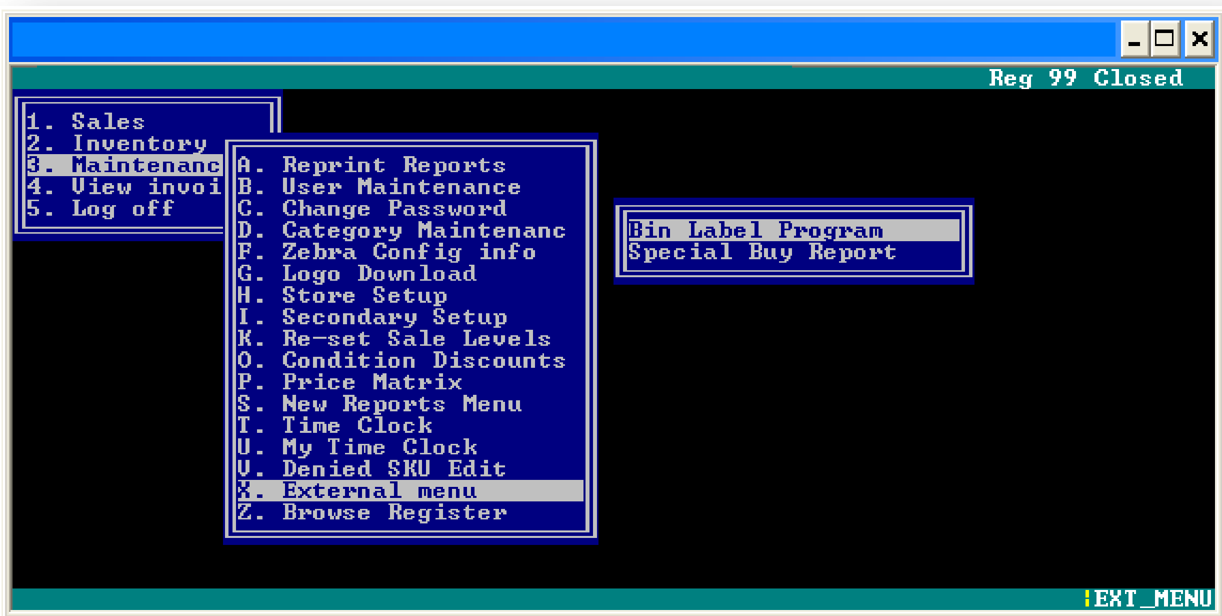
My time clock gives information about the person's time in time out and reports for the person that is currently logged into the pos on this station. After selecting the time frame that the user desires, the user will press Enter again which will print the time sheet for that period.

Denied SKU Edit

A denied SKU is a SKU that can be setup to stop the clerk from purchasing a specified item. A dialogue box, like the one below, will appear when this item is scanned in a sales transaction



External Menu

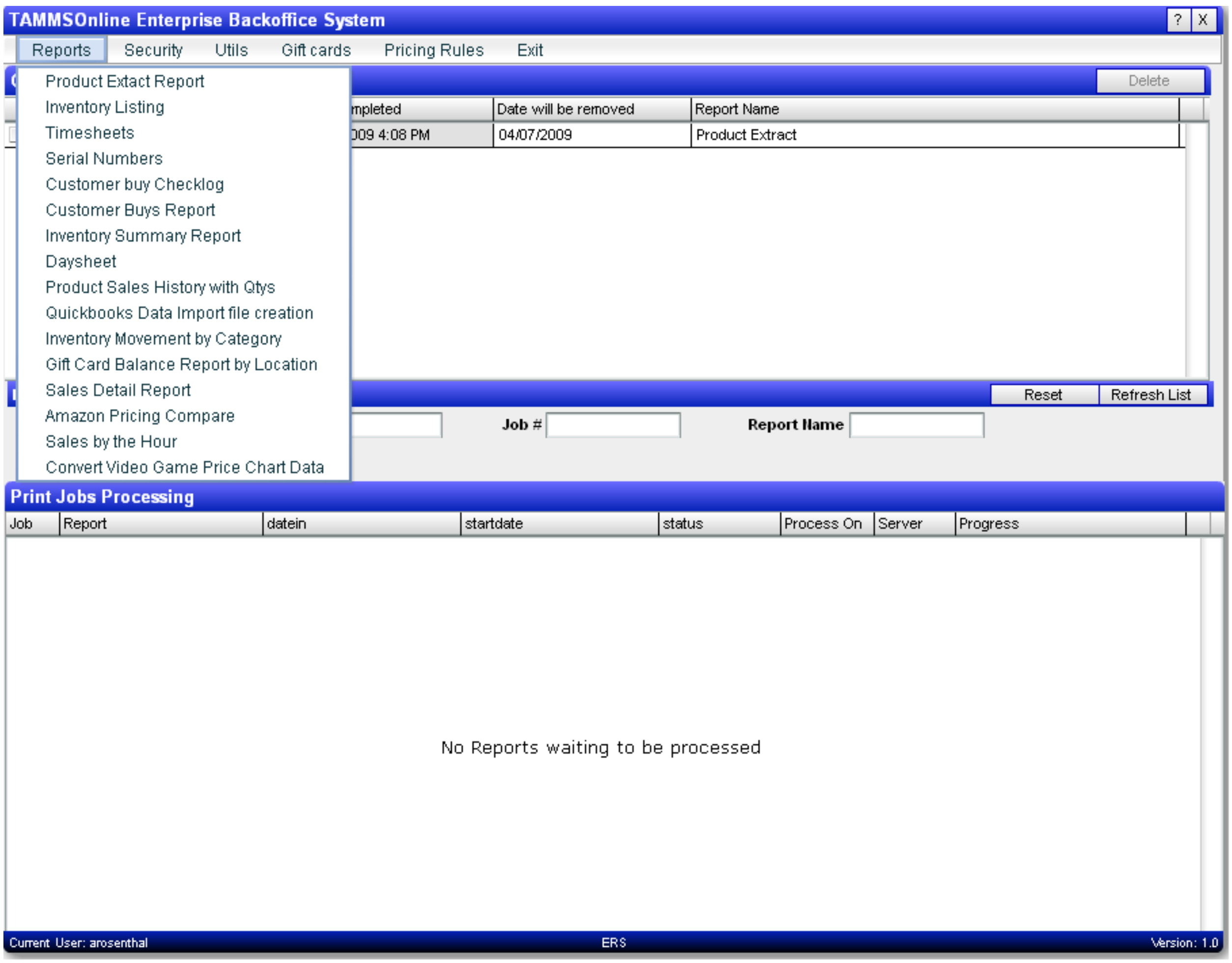


This option is where the user will find special programs on the system for stores to use. The programs on this menu can be added without shutting down the store to give them an updated program.

Back Office System

The user will first open a web browser and go to http://gui.tammsonline.com:8300/ebs.cfm to access the Back Office System. Once the user has logged in, they will have the option to select "Reports" from the top of the window. From here, a menu will appear, displaying options for which reports can be generated. Those options include "Product Extract Report", "Inventory Listing", "Timesheets", "Serial Numbers", "Customer buy Check log, "Customer Buys Report", "Inventory Summary Report", "Daysheet", "Product Sales History with Qtys", "MTC Gift Card Balance", "QuickBooks Data Import file Creation," and "Inventory Movement" by Category.

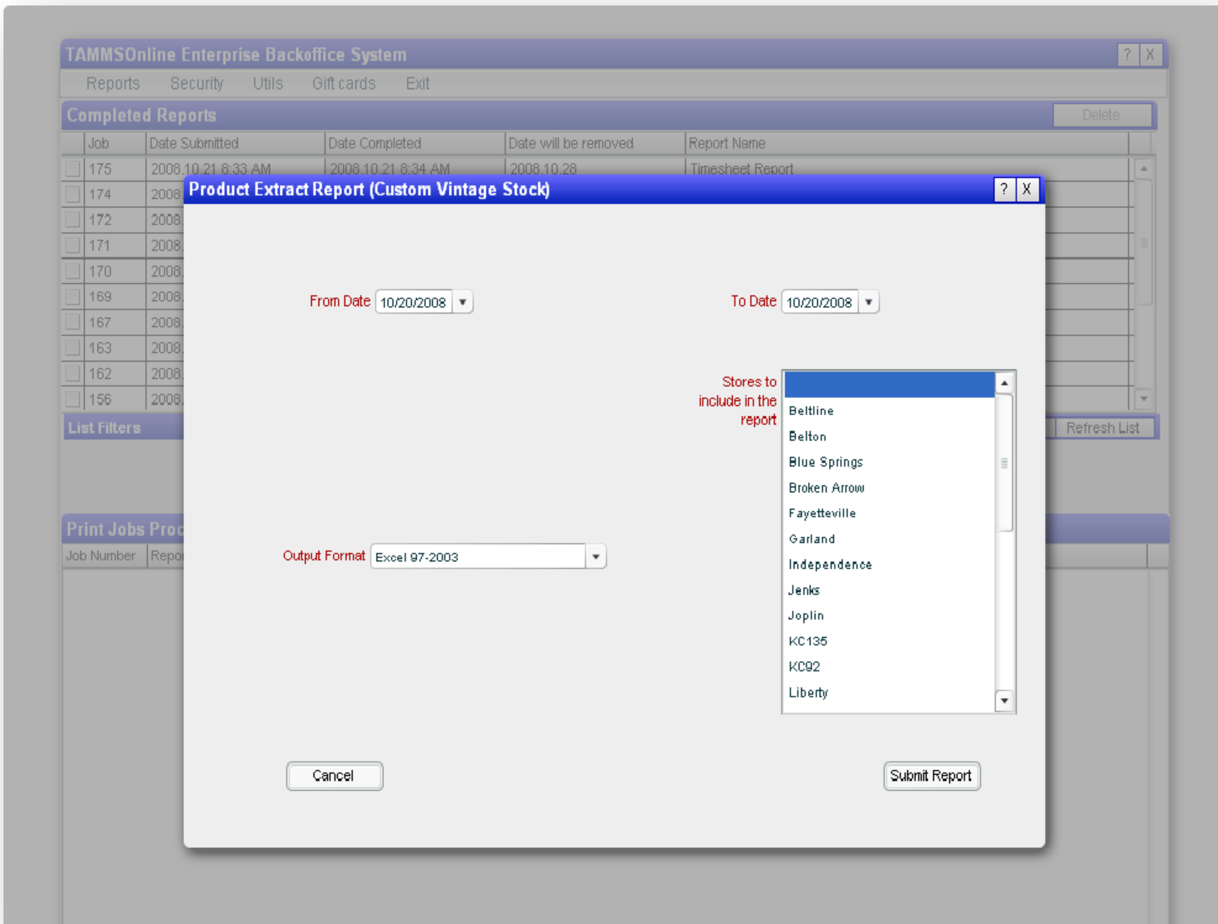
When a report is generated, an e-mail will be sent to the user confirming that the report has been created and ready to view.



Product Extract Report

The "Product Extract Report" gives a detailed report for category. This information contains how many of a particular product has been sold by the store and how many have been sold by other stores in the system. This also includes information on the quantity on–hand of a given product for the store in question and the other stores in the system.

To access this Report, the user will select "Product Extract Report" from the Reports Menu. A screen will then appear asking for the parameters of the report. This screen shot can be seen on the next page.



Inventory Listing Report

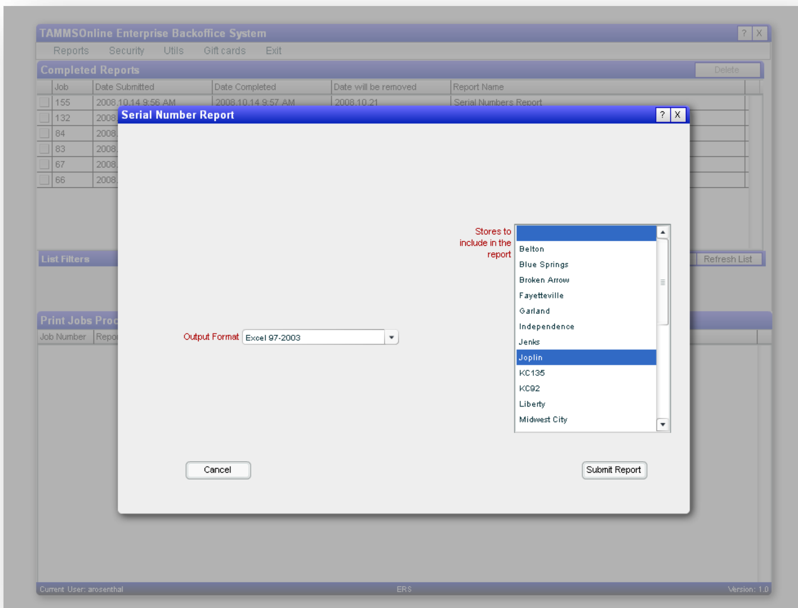
The "Inventory Listing Report" will give information for the on-hand inventory in the store. This information will include quantity on-hand, Average COG, retail price, and cost. To access this Report, the user will select "Inventory Listing Report" from the Reports Menu. A screen will then appear asking for the parameters of the report.

Timesheets Report

Once the user has logged in, they will select "Reports" from the top of the window. From here, a menu will appear, displaying options for which reports can be generated. The user will select "Timesheets". A dialogue box will then appear asking the user to select the parameters for this report. After this is complete the user will select "Submit Report". This will take the user to the main screen where the report will be displayed. The user can select the report to open the report in Excel.

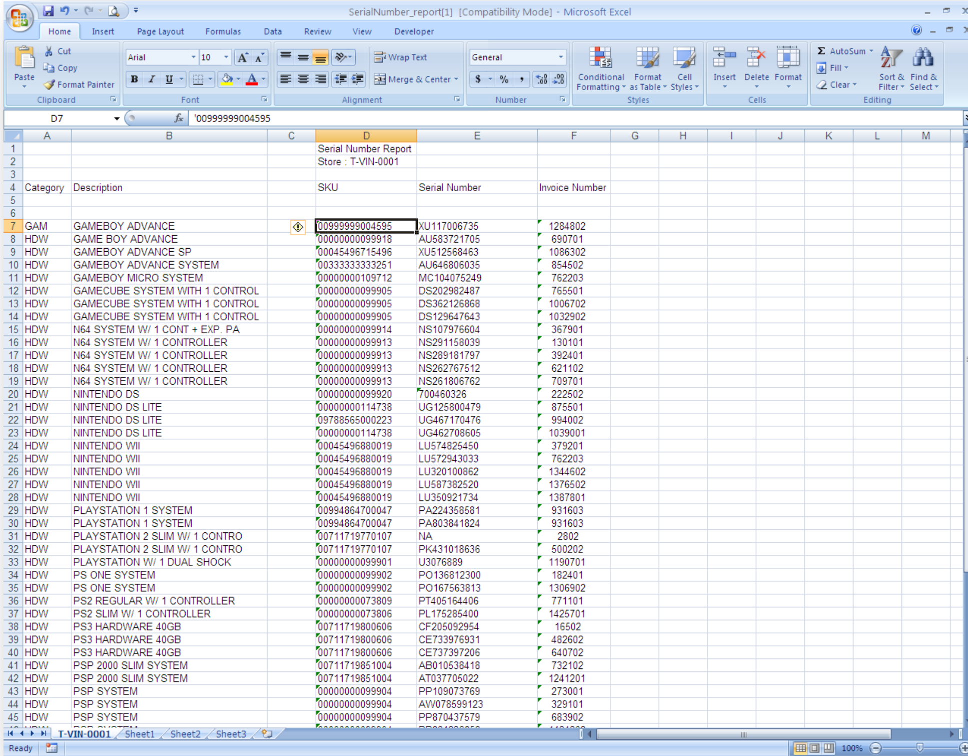
Tracking Serial Numbers

The user will select "Serial Numbers" from the Reports Menu. Once "Serial Numbers" has been selected, the user will select the output format (which should be Excel 97-2003) and select the store from which the report will come from. The user will then select "Submit". This screen shot can be seen on the next page.



Once the user has selected "Submit", the report will be in the bottom half of the main screen as it is being processed. The following screen shot demonstrates this.

When the report is finished, the user will then be able to open the report and view the items that were entered in TAMMS with a Serial Number by Category, Description 1, SKU, Serial Number, and Invoice Number. This can be seen on the next page.



Category	Description	SKU	Serial Number	Invoice Number
GAM	GAMEBOY ADVANCE	00999999004595	XU117006735	1284802
HDW	GAME BOY ADVANCE	00000000099918	AU583721705	690701
HDW	GAMEBOY ADVANCE SP	00045496715496	XU512568463	1086302
HDW	GAMEBOY ADVANCE SYSTEM	00333333333251	AU646806035	854502
HDW	GAMEBOY MICRO SYSTEM	00000000109712	MC104075249	762203
HDW	GAMECUBE SYSTEM WITH 1 CONTROL	00000000099905	DS202982487	765501
HDW	GAMECUBE SYSTEM WITH 1 CONTROL	00000000099905	DS362126868	1006702
HDW	GAMECUBE SYSTEM WITH 1 CONTROL	00000000099905	DS129647643	1032902
HDW	N64 SYSTEM W/ 1 CONT + EXP. PA	00000000099914	NS107976604	367901
HDW	N64 SYSTEM W/ 1 CONTROLLER	00000000099913	NS291158039	130101
HDW	N64 SYSTEM W/ 1 CONTROLLER	00000000099913	NS289181797	392401
HDW	N64 SYSTEM W/ 1 CONTROLLER	00000000099913	NS262767512	621102
HDW	N64 SYSTEM W/ 1 CONTROLLER	00000000099913	NS261806762	709701
HDW	NINTENDO DS	00000000099920	700460326	222502
HDW	NINTENDO DS LITE	00000000114738	UG125800479	875501
HDW	NINTENDO DS LITE	09788565000223	UG467170476	994002
HDW	NINTENDO DS LITE	00000000114738	UG462708605	1039001
HDW	NINTENDO WII	00045496880019	LU574825450	379201
HDW	NINTENDO WII	00045496880019	LU572943033	762203
HDW	NINTENDO WII	00045496880019	LU320100862	1344602
HDW	NINTENDO WII	00045496880019	LU587382520	1376502
HDW	NINTENDO WII	00045496880019	LU350921734	1387801
HDW	PLAYSTATION 1 SYSTEM	00994864700047	PA224358581	931603
HDW	PLAYSTATION 1 SYSTEM	00994864700047	PA803841824	931603
HDW	PLAYSTATION 2 SLIM W/ 1 CONTRO	00711719770107	NA	2802
HDW	PLAYSTATION 2 SLIM W/ 1 CONTRO	00711719770107	PK431018636	500202
HDW	PLAYSTATION W/ 1 DUAL SHOCK	00000000099901	U3076889	1190701
HDW	PS ONE SYSTEM	00000000099902	PO136812300	182401
HDW	PS ONE SYSTEM	00000000099902	PO167563813	1306902
HDW	PS2 REGULAR W/ 1 CONTROLLER	00000000073809	PT405164406	771101
HDW	PS2 SLIM W/ 1 CONTROLLER	00000000073806	PL175285400	1425701
HDW	PS3 HARDWARE 40GB	00711719800606	CF205092954	16502
HDW	PS3 HARDWARE 40GB	00711719800606	CE733976931	482602
HDW	PS3 HARDWARE 40GB	00711719800606	CE737397206	640702
HDW	PSP 2000 SLIM SYSTEM	00711719851004	AB010538418	732102
HDW	PSP 2000 SLIM SYSTEM	00711719851004	AT037705022	1241201
HDW	PSP SYSTEM	00000000099904	PP109073769	273001
HDW	PSP SYSTEM	00000000099904	AW078599123	329101
HDW	PSP SYSTEM	00000000099904	PP870437579	683902

With this, an employee can check to see the quantity of a particular item that has a serial number and which items need a serial number. In the example above, there are five (5) Nintendo Wii consoles with a serial number. Based on that information, if there were six (6) Nintendo Wii Consoles on the shelf, the employee would have to take the system that didn't have a serial number listed in TAMMS and transfer the system out and then proceed to batch the item back in using the same cost and "Serial Add" in the comment field. This system will then ask for the serial number and at this point the serial number will be added to TAMMS. When systems were brought in to TAMMS from Retail Pro during the initial PI the serial numbers were not recorded. Serial Numbers are only recorded when an item is batched in or bought from a customer.

Customer Buy Check Log

This report is similar to the Buy Check Log found in TAMMS. The Customer Buy Check Log is a detailed report that shows the information from the customers and the checks processed in a transaction for a specified date or date range.

Customer Buy Log

The Customer Buy Log shows the number buy/trade transaction, the total amount of the transactions, and the method of payment during a specified date range.

Inventory Summary

The Inventory Summary Report shows the value of new and used inventory and new and used "on-lease" value.

Daysheet Report

The Daysheet Report is similar to the Daysheet that is filled out by a store. This report utilizes the information that can be found in the different sales reports, which can be found Sales Menu, in order to show the daily business for a store in a given date range. This report contains the information on the stores opening and closing cash. This information also includes the methods of payment used in each transaction.

Product Sales History with Qty

The Product Sales History with Qty shows the sales history for a particular item in one of the designated category files. The user can select to pull the data for 1, 2, 3, 4, 6, 12, 26, or 52 weeks and select a specific store to pull the data from. Once the file has been created, the user will be able to see the quantity of a specific item (from one of the files for the category) that has been sold or purchased within the last week, four weeks, etc. For example, if the user is looking at a used copy of "No Country for Old Men" and wanted to see the quantity purchased or sold in the last week, the user would look under the columns "uweek1buy" or "uweek1sale" (if new, the same column headings would begin with an "n"). The column "uweek1delt" will show the net quantity (buys-sales) on hand. The "ubuyback" column will show what the store buys the item for, the "utcost" column will show the total buyback (if the buyback is $1 and there are three items, then this column would have a "3"), the "ucost" will display the cost of the item, and the "uretail" column will show the retail price per item. The columns with an "n" in front of them they will provide the same information as the used columns only for new product.

QuickBooks Data Import File Creation

The QuickBooks Data Import File Creation is a file that is created that will show the sales summary for the selected store and date range.

Gift Card Balance

This report provides information on the total amount, in dollars, that the store has issued in CTC Gift Cards

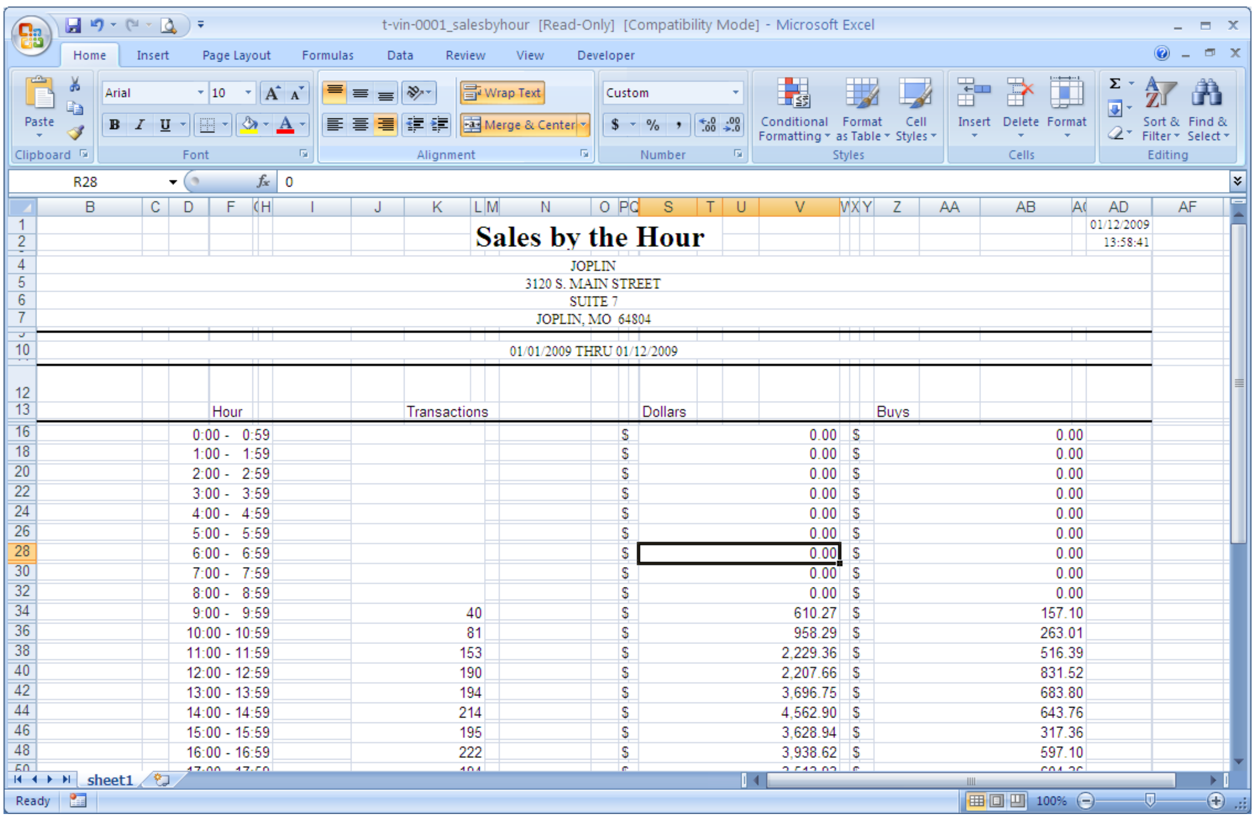
Sales Detail Report

The Sales Detail report provides sales information for the specified date range. This Sales Detail report will list all merchandise sales, rentals, and returns by title and artist. The report will also contain category, transaction type, merchandise condition (new/used), as well as the cost, price, margin, percent of profit, and invoice information. Total sales information will be reported at the beginning and end of the report, along with a separate total for new and used merchandise.

Sales by Hour

The Sales by Hour Report lists the number of transactions, total sales dollars, and the total dollar amounts for buys by each hour of business. The activity reported by net sale dollars does not include any purchases, and activity reported by net purchases does include trade-ins.

This report can be activated in the Back Office by selecting "Sales by Hour" from the reports menu. The user will then have the option to select the date range, store, and the output format (example: Word, Excel, PDF…).



t-vin-0001_salesbyhour [Read-Only] [Compatibility Mode] - Microsoft Excel

01/12/2009
13:58:41

Sales by the Hour

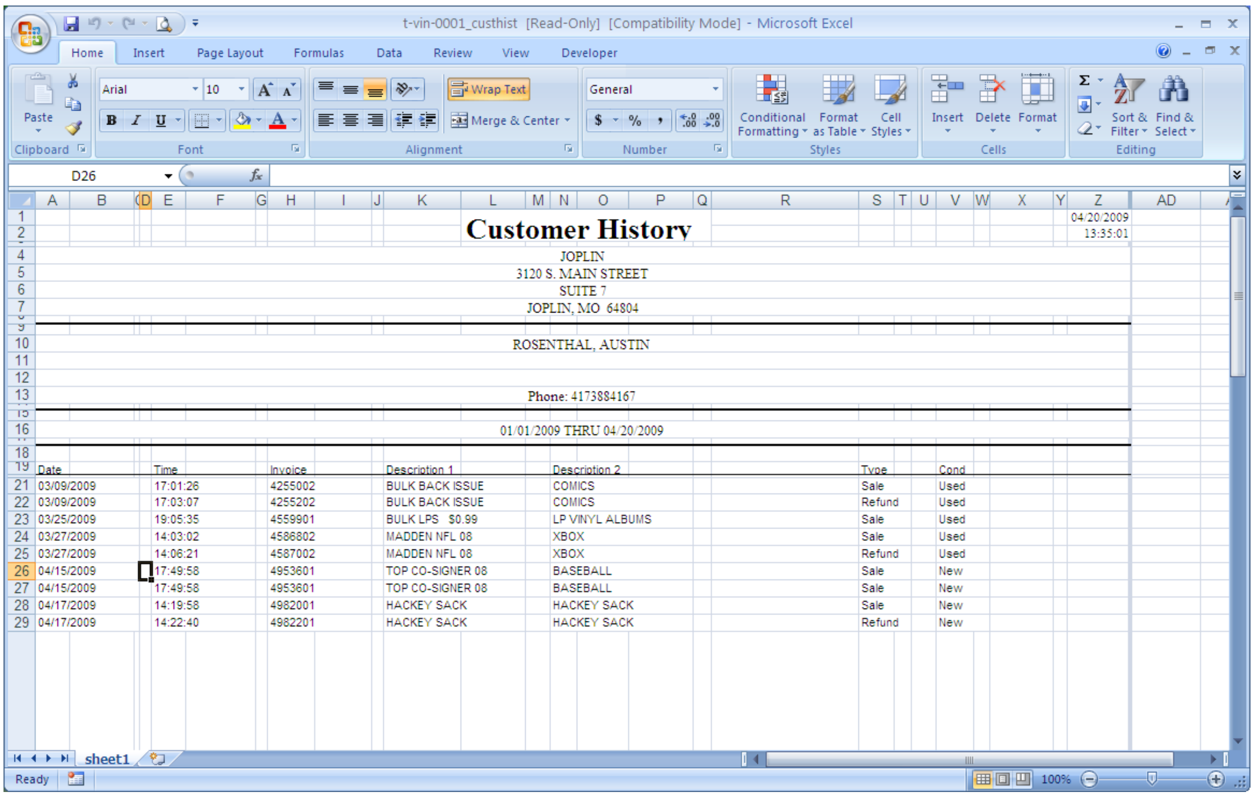
JOPLIN
3120 S. MAIN STREET
SUITE 7
JOPLIN, MO 64804

01/01/2009 THRU 01/12/2009

Hour	Transactions	Dollars	Buys
0:00 - 0:59		$ 0.00	$ 0.00
1:00 - 1:59		$ 0.00	$ 0.00
2:00 - 2:59		$ 0.00	$ 0.00
3:00 - 3:59		$ 0.00	$ 0.00
4:00 - 4:59		$ 0.00	$ 0.00
5:00 - 5:59		$ 0.00	$ 0.00
6:00 - 6:59		$ 0.00	$ 0.00
7:00 - 7:59		$ 0.00	$ 0.00
8:00 - 8:59		$ 0.00	$ 0.00
9:00 - 9:59	40	$ 610.27	$ 157.10
10:00 - 10:59	81	$ 958.29	$ 263.01
11:00 - 11:59	153	$ 2,229.36	$ 516.39
12:00 - 12:59	190	$ 2,207.66	$ 831.52
13:00 - 13:59	194	$ 3,696.75	$ 683.80
14:00 - 14:59	214	$ 4,562.90	$ 643.76
15:00 - 15:59	195	$ 3,628.94	$ 317.36
16:00 - 16:59	222	$ 3,938.62	$ 597.10

Customer History Report

The customer history report allows the user to view the transaction detail for a particular customer. The customer report will show the date of the transaction, the invoice number, time of the transaction, description 1, description 2, the type of transaction, and the condition of the item. The user will enter the date range, enter the customer's number, select the store, and select the format for the report. The screen shot below shows the Customer History Report in Excel:



Zipcode Report

The customer history report allows the user to view the zipcodes that have been entered and how many times they had been used. The Zipcode Report will show the total number of sales, buys, rentals, and refunds with that zipcode and the total dollar amount for that transaction type per zipcode.

BACK OFFICE FEATURES FOR OFFICE USE

Security

This option allows the user to view when existing users last logged on and to add users to the systems. **PLEASE NOTE, ONLY THE CORPORATE OFFICE CAN USE THIS FEATURE!!!!!!**

Utils

The Utils feature allows the user to edit the e-mail lists used in TAMMS and change a back office password, which the stores DO NOT have access to.

The Utils feature also allows the user to modify the message a user sees when they log into TAMMS. To modify the login message, the user will select this option. The system will then give the user the option to select when the message will appear, when it will expire, and, for the office only, what store will see the message. The user will then compose the message.

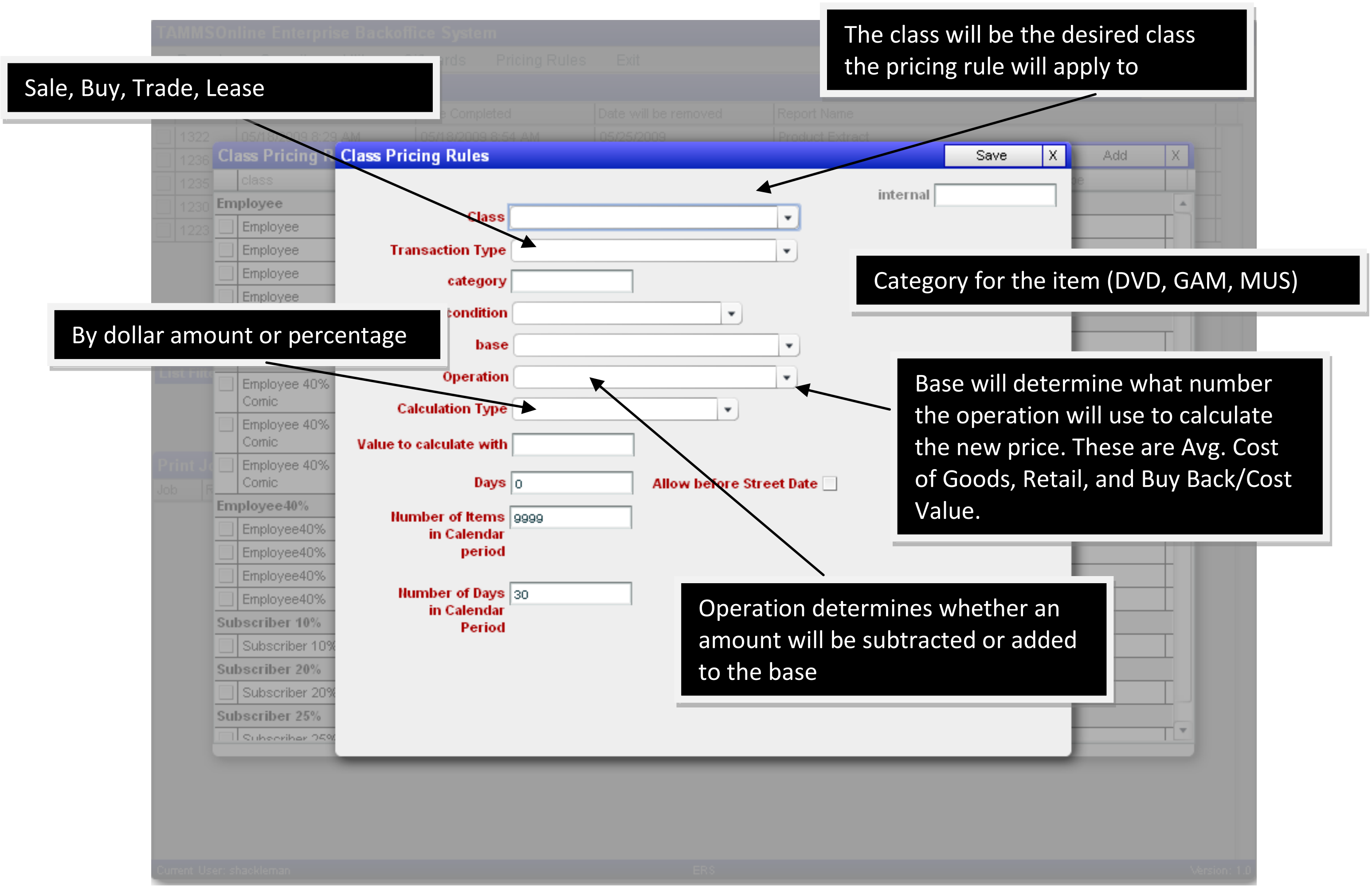
This also allows the user to add POS codes for use in TAMMS. POS Codes include Reason Codes and Vendor Codes. This can be done by selecting ADD within this feature. The user will then enter the code, name, and what process the code will be used on. These processes include vendors on batches and transfers, refund reasons, batch/transfer reasons, and Adjustment reasons. This is ONLY USED BY THE OFFICE.

PLEASE NOTE THAT THE STORES DO HAVE ACCESS TO MODIFY THE LOGIN MESSAGE, BUT DOES NOT HAVE ACCESS TO EDIT THE OTHER FEATURES.

Pricing Rules

From the Pricing Rules option, the user can create a class and then define pricing rule associated with that particular class. To create a class, the user will select Pricing Rules, then Class List, and Add. The user will then type in the name of the class and select save.

To create a pricing rule, select Pricing Rule, then price lists, and then Add. The user will then fill out the form according to the pricing rule they wish for the class to use, such as a discount. The diagram below will explain how this works:



Class

This field identifies the class that the user would like to set the new pricing rule for. If the pricing rule is to be set for a class named "Employee 40%", the user would select that class from the drop down menu.

Transaction Type

This field indicates what kind of transaction the pricing rule will be used on. If the pricing rule was to be a discount on sales, the user would select “sale”.

Category

This identifies the category of the item. If the user wants to set the pricing rule for comics, the user would enter “COM” in this field. If the user would like to set the pricing rule for all product types, the user would enter three (3) asterisks (***).

Condition

This indicates whether the pricing rule will be set for new, used, or both. If the user wants to set the rule for used product, they will select “USED” from the drop down menu.

Base

This will determine what number the operation will use to calculate the new price. These are Avg. Cost of Goods, Retail, and Buy Back/Cost Value. If the user wants to set the pricing rule to calculate the new price in a sales transaction for discount on retail price, the user would select “Retail” from the drop down menu.

Operation

This field indicates whether the amount calculated will be added or subtracted to the price.

Calculation Type

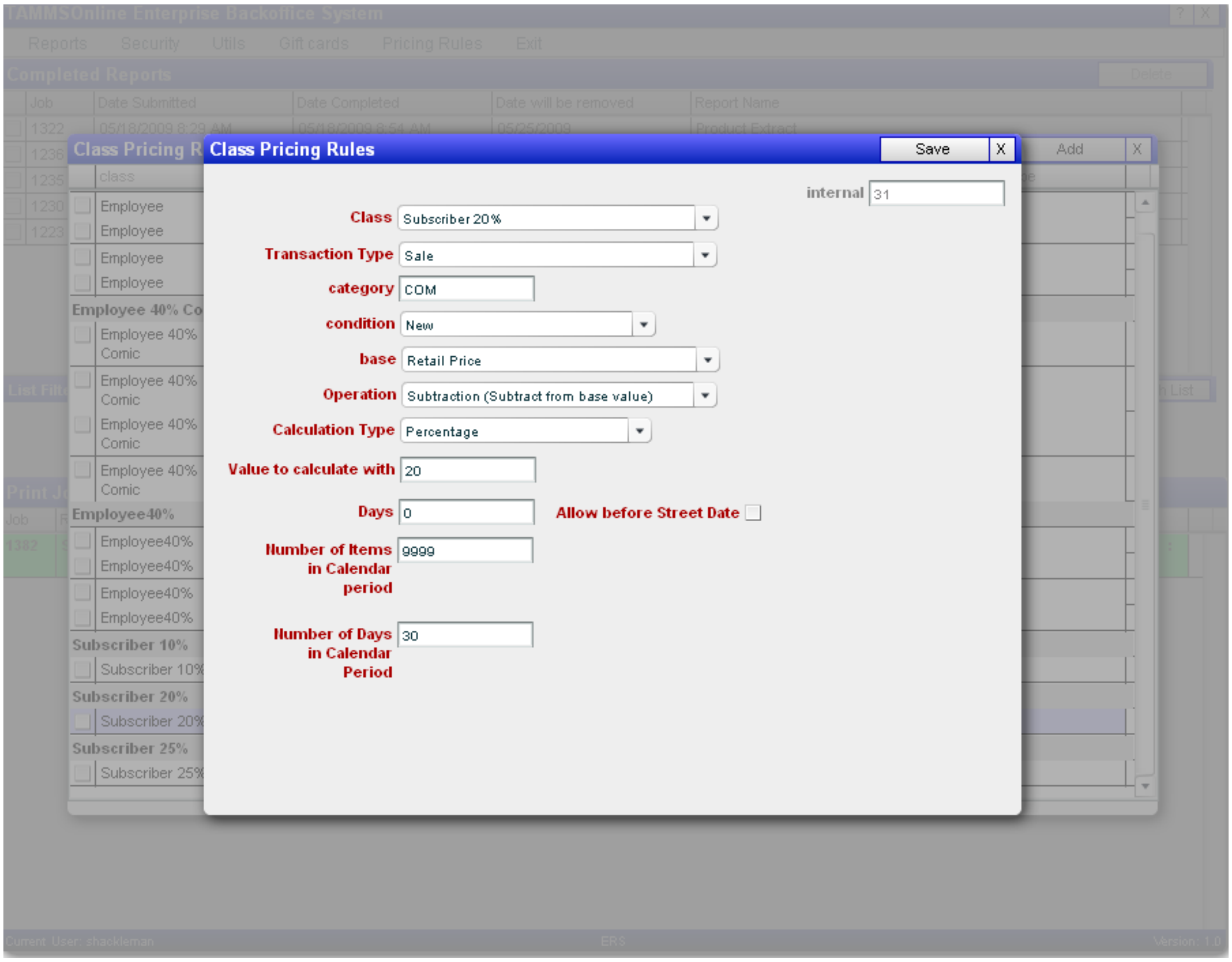
This field gives the user the option of calculating the pricing rule as a percentage of the desired price or as a dollar amount added or subtracted. If the user was to take 20% off of a specific CAT, they would select percentage.

Setting Limitations on the use of the Rule

From here, the user will enter the amount that the pricing rule will use to calculate the new price. If the user is taking take 20% off of a specific CAT, they would simply enter “20” (Do not enter any other symbols, just the number). The user will then select how many items the pricing rule can be used on in a specified time. If the user wanted to limit the number of times in 30 days (in this example 30) a rule could be used, the user would enter “30” in the Number of Items in Calendar Period field and 30 in the Number of Days in Calendar Period. If the user did not want to limit the number of items, they would enter 9999 (more than likely, a customer with a pricing rule attached to their account would not use it 9999 times)

Example

The next screen shot shows an example of a pricing rule. In this example, any customer account that the customer type is “Subscriber20%” will receive 20% off of the retail price of new comics in a sales transaction. The limit is set to 9999 so that the rule is virtually unlimited.

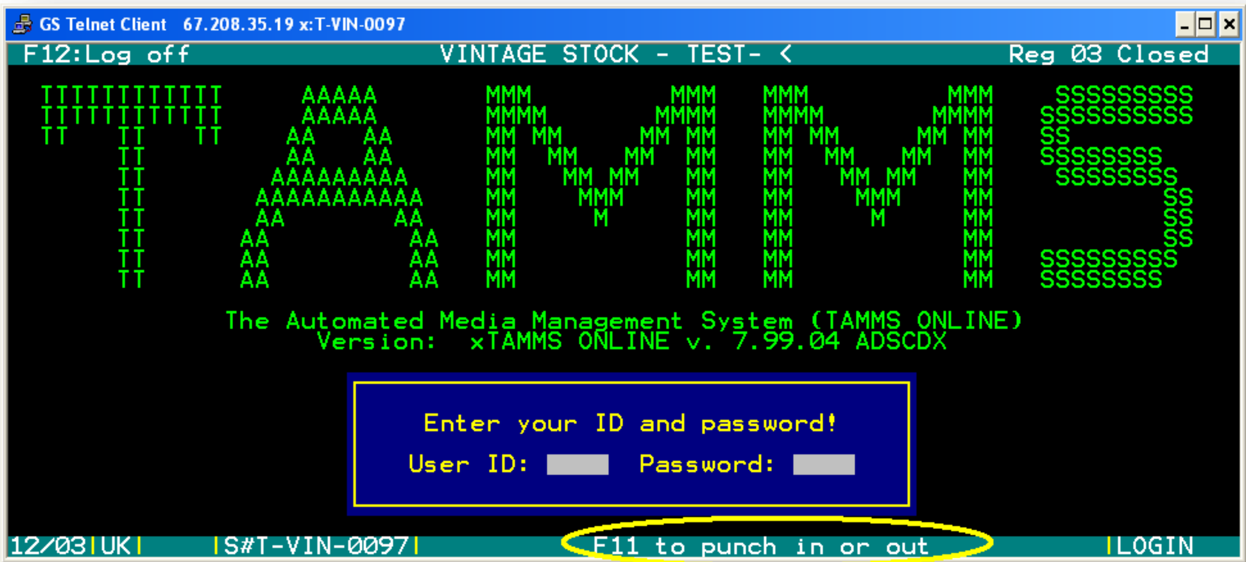


PLEASE NOTE: THE OFFICE TAKES CARE OF ALL CLASSES AND PRICING RULES

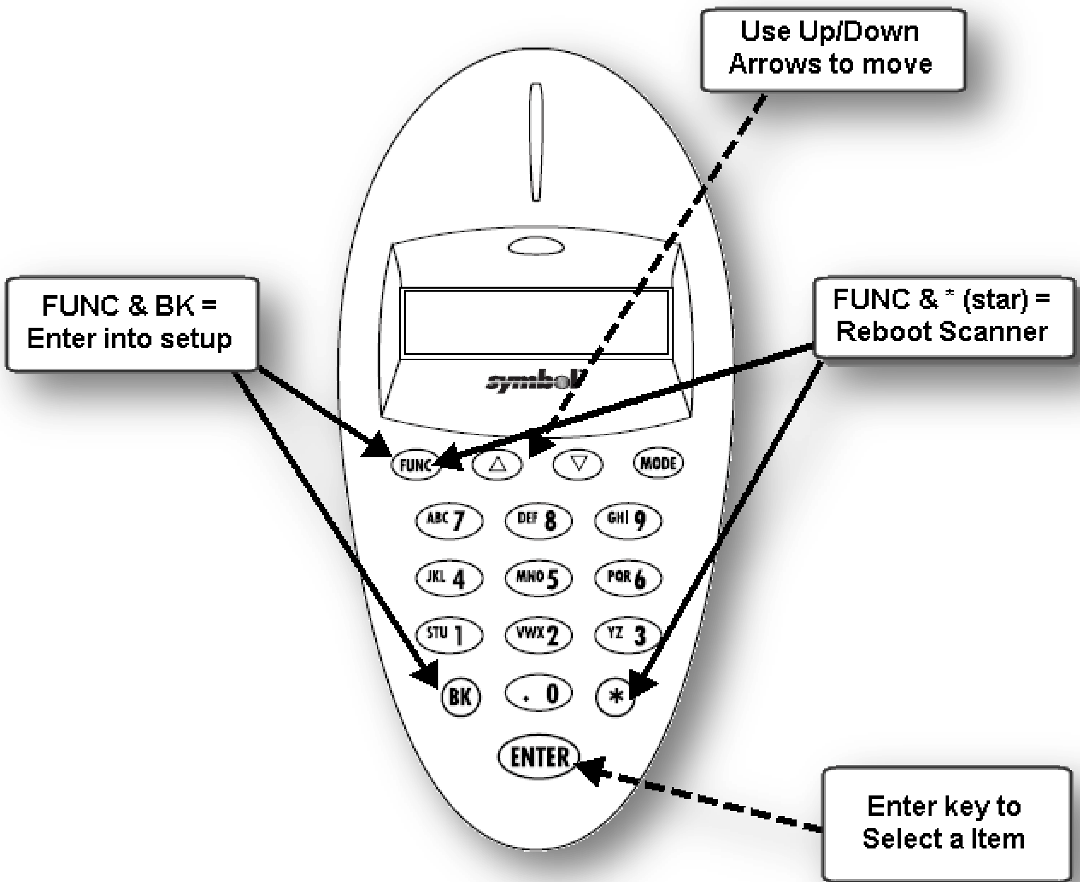
Log Off

The Log Off screen allows the user to log off of the system automatically when "enter" is pressed on this option.

User can also press the “F12” key from anywhere in the system or press the “Esc” key from the Login Menu for an immediate logoff. The user can also select F11 to clock out.



TAMMS Physical Inventory



ONLY PERFORM THE SETUP, PARAMETERS, AND I.D. FUNTIONS DURING THE INITIAL SET UP OF A SCAN GUN, SKIP TO STEP #1 FOR NORMAL INVENTORY PROCEDURES.

To Program your scanner press the following keys to access the setup screen.

FUNC and * at the same time

When you hear the tone and see the Symbol screen you will want to press:

Scanner Functions

Func 1	Prompts you to connect gun to cradle for inventory load		
Func 2	Shows you the last item you scanned (Hit Enter to exit)		
	BK	Prompts you to delete the last item scanned	
	^ or v	Scrolls through the scans	
Func * then Func BK	Takes you into the set-up menu		
	4	Prompts you to erase a scan	
		*	Erases all scans on gun
	9	Prompts you to exit this menu (Hit Enter)	
*	Prompts you to enter a quantity for an item		
	Scan item to enter the quantity you chose (After scan, it defaults back to Qty 1)		
Trigger	Makes gun ready to scan or use other keys		
Mode	Changes the keys to alphabet instead of numbers (Press it again to change it back)		

ACCESS SETUP MENU

FUNC and BK at the same time

The first operation reboots the scanner and then second tells the system to access the setup screen. The FUNC and BK operation will only work when the scanner has the Symbol screen on the scanner. If you missed this then reboot the scanner again by following the same steps above.

One in the setup screen you will see "Phaser Setup" in the LCD screen on the scanner. You move in this screen by using the up and down arrows and then using the ENTER key to select a option.

SET THE COMMUNICATION PARAMETERS
To Setup the Communication Parameters do the following:

Select 0 – System Setup and press ENTER
Select 0 – Set Comm Protocol and press ENTER
Select 0 – Scan & Transmit and press ENTER
Using the Up and Down Arrows until you find "RS232/Synapse" and press ENTER

Once this is done you are returned to the Phaser Setup screen.

Next you need to do the following:
Select 0 – System Setup and press ENTER
Select 0 – Set Comm Protocol and press ENTER
Using the Up and Down Arrows until you find 1 – Batch/Inventory and press ENTER
Using the Up and Down Arrows until you find "MCL-Net" and press ENTER

Again you are returned to the Phaser Setup screen.
Now the last thing to do it to set your scanner ID number.

SET THE SCANNER ID

To Setup the Scanner ID do the following:
Function *
Function back
Select 0 – System Setup and press ENTER
Using the Up and Down Arrows until you find 4 – Set Scanner ID and press ENTER
Key in 001 or 002 and press the ENTER key.

Now your scanner is ready to be used and to upload data to the MCL Link lite software program.

EXIT SETUP MENU

To exit the setup program from the System Setup Menu use your arrow keys until you find 9 – Return to App. Select this option and press ENTER and you will be ready to proceed.

To do a Physical Inventory:

Basic Items to know before you begin

- o Clear all previous scans from gun
- You MUST do your inventory while the store is closed and a register must be open. This works best if PI is done before the store is open, but if it is done at night after the store is closed , the store must remain open in TAMMS to do it.(***<u>The store must be open in TAMMS for PI</u>***)
- An entire category must be done in a TAMMS PI. You cannot specify between new and used. Also if you select a category you are doing a PI on and then don't scan anything in that category, all your inventory will go to zero, just as it does in Retail Pro.
- Manually enter in intend to buy and checkout lists to be able to reconcile these
- Always cradle guns when you're done.
- Cradle the guns correctly otherwise they will not charge and you will have dead scanners

Clearing scan guns:

To erase all files from the gun:

1. Press FUNC
2. Press *
3. Press FUNC

4. Press BK. The following will be displayed:
   "**Phaser Setup**"
   "**0. System Setup**"
5. Press the **down arrow**, until "**Erase Files**" is displayed:
6. Press **enter** you will be prompted to erase a file (A-H)
7. Press **" * " All files will be erased**

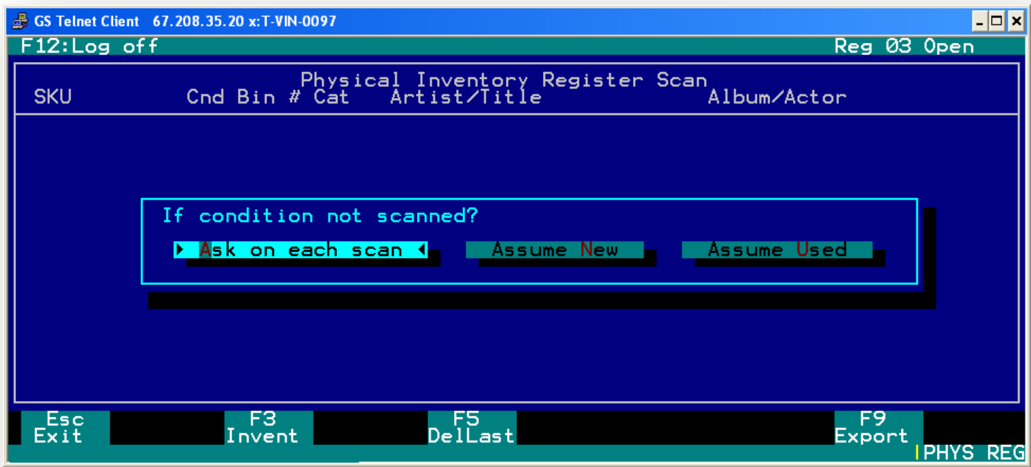
Before beginning to scan make sure no existing scan numbers are showing.
The first scan should show 1

1) Take the scanners and begin scanning product. All products must have TAMMS stickers to differentiate between new and used product.
2) Make sure to keep track of what has and has not been scanned
3) Scanners will only need to be downloaded once at the end of scanning
4) Scanning creates a report that is a 47 character line of data per item (like a baby Notepad document.) The first 16 characters are SKU; the rest is other data about the item.
5) If you press F9 and finish the inventory before you are actually done scanning all products, you will zero out the quantities in TAMMS of items that were not scanned for the category you chose.
6) The user will then need to open MCL Link 2.60
7) Press the FUNCTION button and then press the 1 button. This will put the scanner in download mode.
8) Put scanner in cradle
9) Sometimes the gun will not seat properly in the cradle, reseat gun until you see that it has made contact.
10) PC will read info from scanner and create an Excel file in the desk top icon link 2.60 named 001.dat (If the scanner # is 1)
    a. You cannot have scanners with the same #, otherwise they will overwrite each other and your PI will not be valid.
11) Go to the TAMMS Terminal to Upload this information
12) The user will then:
    a. Select the Uploader button
    b. Find the appropriate folder containing the scanners (C: > MCL>Terminal>Link2.60>Data)
    c. The user will then select the appropriate scanner and select transfer
13) In TAMMS, go to Physical Inventory under Inventory menu. This will show you the batches that are available to be loaded into your inventory
14) Press the F4 key, which will give you a list of files available to import
15) Choose your file
16) Enter
17) Pressing F8 will allow you to put in the correct category (DVD, etc)
18) Batch report will show New/Used/Scanned/On Hand/Over and Under

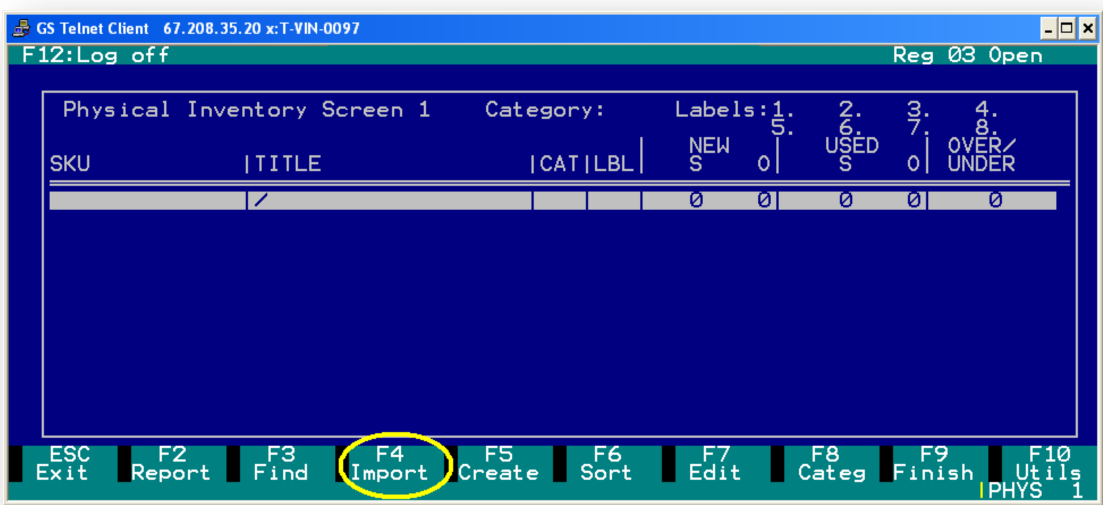
19) Press escape, then F2 and choose Over/Under report to view this report
20) The format information on products will be added to this report soon
21) Nonexistent SKU's are on their own report – need to determine where this report is
22) Scanned order report – need to determine where this report is
23) F7 allows you to change quantities
24) F6 allows you to sort
    a. Sort by scan does not seem to work at this point
    b. Using f6 will help you run down errors by allowing you to sort data by different means
25) Different symbols tell you what the problem is with an item you have scanned or haven't scanned and have in inventory
    a. # symbol shows on incorrect category scans
        i. You **cannot** finish a PI with # symbol errors
    b. & symbol shows on items you have in inventory and you didn't scan
        i. You **can** finish a PI with & symbol errors
    c. * means there is no title listed
    d. B = Inventory item is bin-ned -- Item is set up as a bin-ned item
    e. / unknown sku
26) The user will then select F9 to finish.
27) You can delete an entire PI batch by doing a delete when you are working on a batch
28) The file you upload on tammsonline.com will be renamed after you pull it into TAMMS so you won't use it twice
29) If an item is not stickered and you scan it in Physical Inventory, the average cost information will be pulled from the used information in the system.
30) There is a limit of 255 guns that can be hooked into the system to do Physical Inventory at one time
31) On the Physical Inventory Adjustment report that is under view invoices:
    a. A = Add
    b. D = Delete

Physical Inventory from the register:

1) Go to Inventory in the TAMMS system
2) Select Physical Inventory
3) Select Register Scan
4) 3 options available, to scan all items as new, all as used, or to choose on each item scanned.

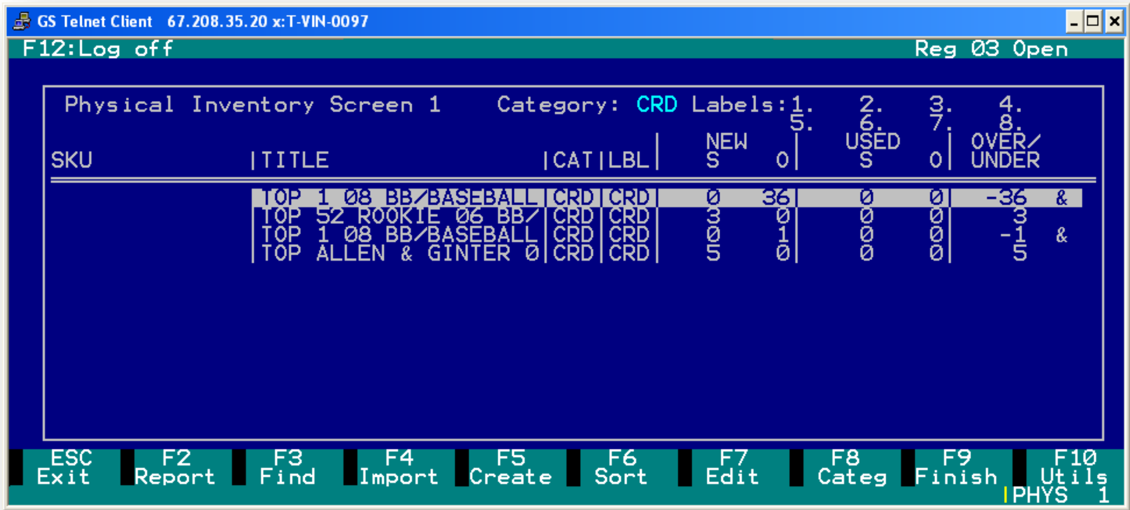


5) Scan all items
6) Do an F9 export, and it will create the scan file that you would have automatically created with the yellow scanners.
7) Hit enter
8) Go to Physical Inventory under the Inventory menu in TAMMS and select a Physical Inventory Batch
9) Select F4 Import



10) Load the file you just created

11) This will show all the adjustments you just made to inventories, with symbols next to items you should have in inventory but didn't scan



12) Select edit to change quantities of any item you scanned

Cash Reconciliation

A Daysheet utilizes the different sales reports that can be found Sales Menu in order to show the daily business for a store in a given month. An example of this can be seen below:

Store Name Daily Cash Worksheet

MONTH: January 2008

Date	Start Cash	Total Sales	Sales Tax	Total Other Income	Certificates Sold	Paid Outs	Credit Cards & E Checks	Bank Deposit	Certificates Redeemed	Cash By Record	Actual Cash	Long/ Short	NOTES
1/1/08					$ 0.00				$0.00	0.00		$0.00	
1/2/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/3/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/4/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/5/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/6/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/7/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/8/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/9/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/10/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/11/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/12/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/13/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/14/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/15/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/16/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/17/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/18/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/19/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/20/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/21/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/22/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/23/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/24/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/25/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/26/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/27/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/28/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/29/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/30/08	0.00				$ 0.00				$0.00	0.00		0.00	
1/31/08	0.00				$ 0.00				$0.00	0.00		0.00	
Totals		$0.00	$0.00	$ 0.00	$ 0.00	$0.00	$ 0.00	$ 0.00	$0.00		$0.00	$0.00	

The numbers that the user will eventually insert into the daysheet come from the cash reconciliation. An example of the Excel sheet used to formulate the cash reconciliation can be seen below. The Blue and Green sections on this spreadsheet are formulated to automatically compute the information based on the information entered into the grey sections.

DATE:	
STORE #:	
INITIAL CASH:	$2,000

DAYSHEET	
TOTAL SALES:	$0.00
SALES TAX	$0.00
OTHER INCOME:	$0.00
NET GIFT CERTIFICATES:	$0.00
BUYS:	$0.00
CREDIT CARDS & E CHECKS	$0.00
BANK DEPOSIT:	$0.00
ACTUAL CASH	$0.00

TAMMS CASH RECON	
TOTAL CASH:	$0.00
VISA:	$0.00
MASTERCARD:	$0.00
DISCOVER:	$0.00
AMERICAN EXPRESS:	$0.00
DEBIT:	$0.00
OTHER	$0.00
CHECKS:	$0.00
MISC PAYOUTS:	$0.00
AMAZON ORDERS:	$0.00
GIFT CARDS:	$0.00

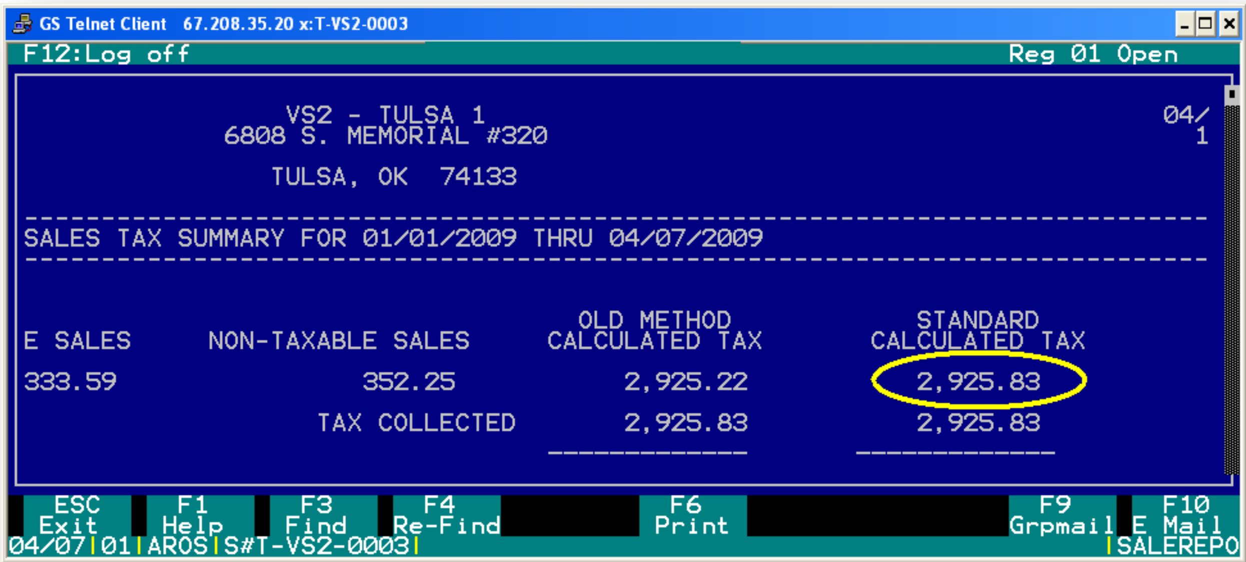
CASH ON HAND	REG 1	REG 2	SAFE
HUNDREDS			
FIFTIES			
TWENTIES			
TENS			
FIVES			
ONES			
QUARTERS			
DIMES			
NICKELS			
PENNIES			
TOTAL	$0.00	$0.00	$0.00

FROM TAMMS		
SALES:		
TAX COLLECTED:		
BUYS:		
PAYMENT REPORT (1-3-A-H, DETAILS "N")		
CHECKS *(NET)* :		
GIFT CARDS *(NET)* :		
	DEBITS	CREDITS
AMERICAN EXPRESS:		
DISCOVER:		
MASTERCARD:		
OTHER:		
VISA:		

PAPER CHECKS *(TOTAL BY HAND)* :	
MISC PAYOUTS:	

Sales and Tax Collected

The Sales and Tax Collected information can be retrieved by using the Sales Tax Report. The user will set the parameters to view the day from which the information is desired. Since the user will only be obtaining the information from one day, the user will set the parameters to view the specific day. After the report is generated, the user will then be able to obtain the numbers for the day sheet based on this report. The Sales number will come from the number under the title "Total Sales". The Tax Collected number will come from the "Tax Collected" column, indicated by the yellow circle.



After this information is obtained, the Cash Reconciliation Excel Worksheet should look like the following screen shot.

DATE:	
STORE #:	
INITIAL CASH:	$2,000

CASH ON HAND

	REG 1	REG 2	SAFE
HUNDREDS			
FIFTIES			
TWENTIES			
TENS			
FIVES			
ONES			
QUARTERS			
DIMES			
NICKELS			
PENNIES			
TOTAL	$0.00	$0.00	$0.00

DAYSHEET

TOTAL SALES:	$2,422.05
SALES TAX	$188.77
OTHER INCOME:	$0.00
NET GIFT CERTIFICATES:	$0.00
BUYS:	$0.00
CREDIT CARDS & E CHECKS	$0.00
BANK DEPOSIT:	$0.00
ACTUAL CASH	$0.00

TAMMS CASH RECON

TOTAL CASH:	$0.00
VISA:	$0.00
MASTERCARD:	$0.00
DISCOVER:	$0.00
AMERICAN EXPRESS:	$0.00
DEBIT:	$0.00
OTHER	$0.00
CHECKS:	$0.00
MISC PAYOUTS:	$0.00
AMAZON ORDERS:	$0.00
GIFT CARDS:	$0.00

FROM TAMMS

SALES:	$2,422.05
TAX COLLECTED:	$188.77
BUYS:	

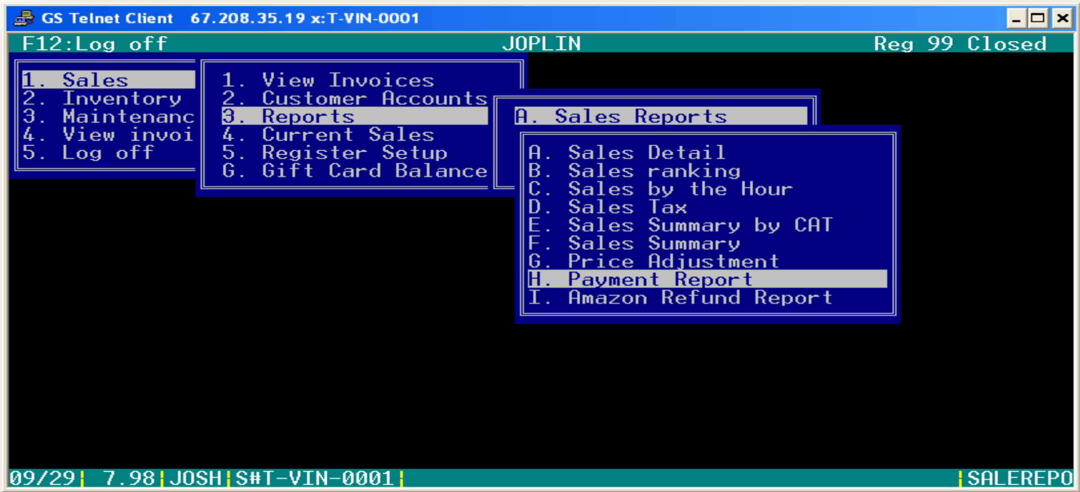
PAYMENT REPORT (1-3-A-H, DETAILS "N")

CHECKS *(NET)* :	
GIFT CARDS *(NET)* :	

	DEBITS	CREDITS
AMERICAN EXPRESS:		
DISCOVER:		
MASTERCARD:		
OTHER:		
VISA:		

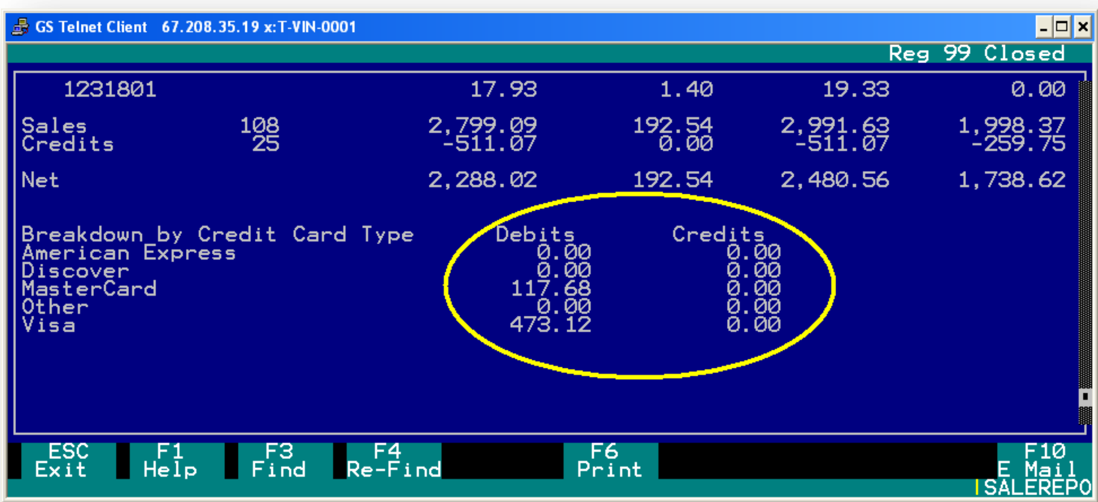
PAPER CHECKS *(TOTAL BY HAND)* :	
MISC PAYOUTS:	

Payment Report



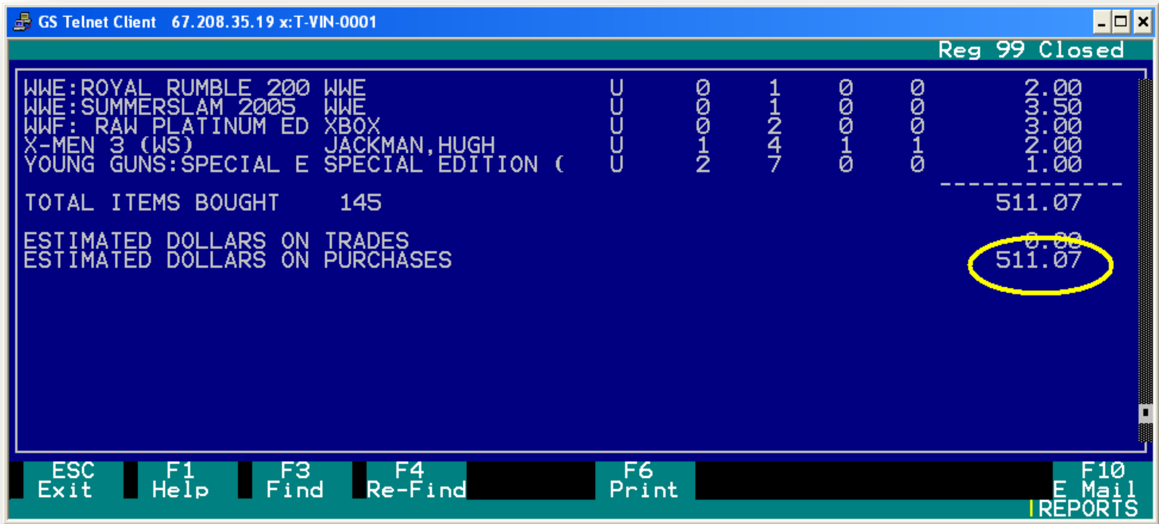
To access the payment information, the user will utilize the Payment Report. The user will open the Sales Menu, select Reports, and select Payment Report (1>3>A>H). The above screen displays where to access the Payment Report.

Credit and Debit Card



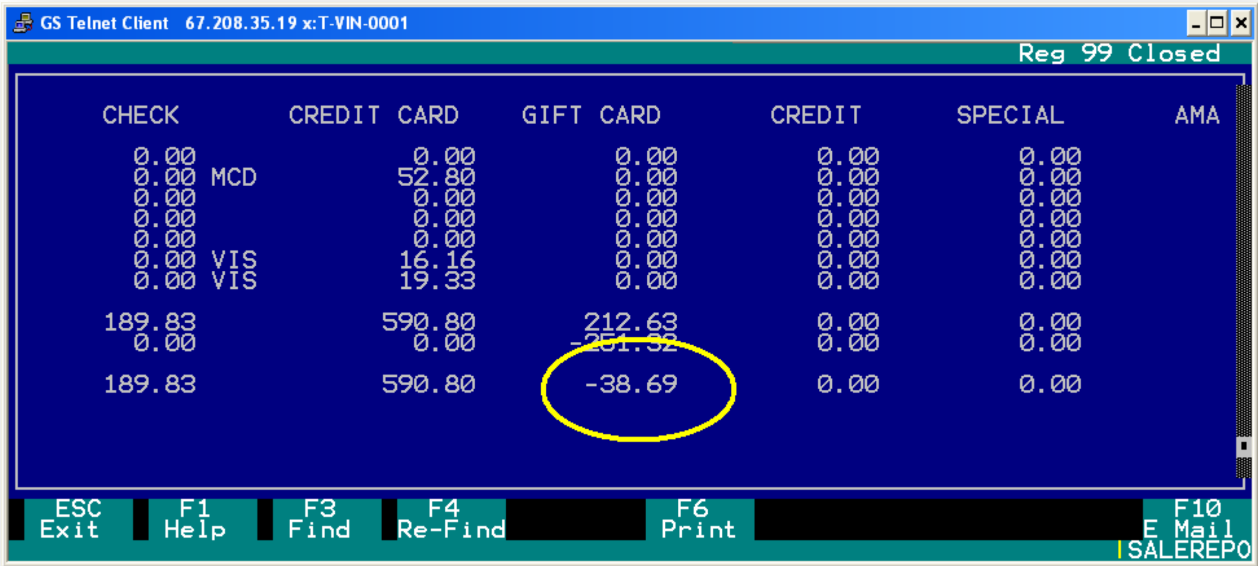
On the Daily TAMMS worksheet, there will be a place to enter the information from transaction that used credit cards and debit cards. The circled information is what will be entered onto the day sheet. It will be the same information as the information that is entered on the daily cash worksheet. Notice here that there is a section for credit entry. On the Day Sheet there is an independent column where this information will be entered. Enter any credits from the day.

Buys (Purchases)



To calculate this number, the user will utilize the “Purchase Detail” Report. The user will enter the date range for the desired period. From the generated report, the user will use the total for the cost column to enter on the Cash Reconciliation Excel Sheet. The circled information, which comes from the total of the cost column, will be entered on the day sheet. It will be the same information that is entered on the daily cash worksheet.

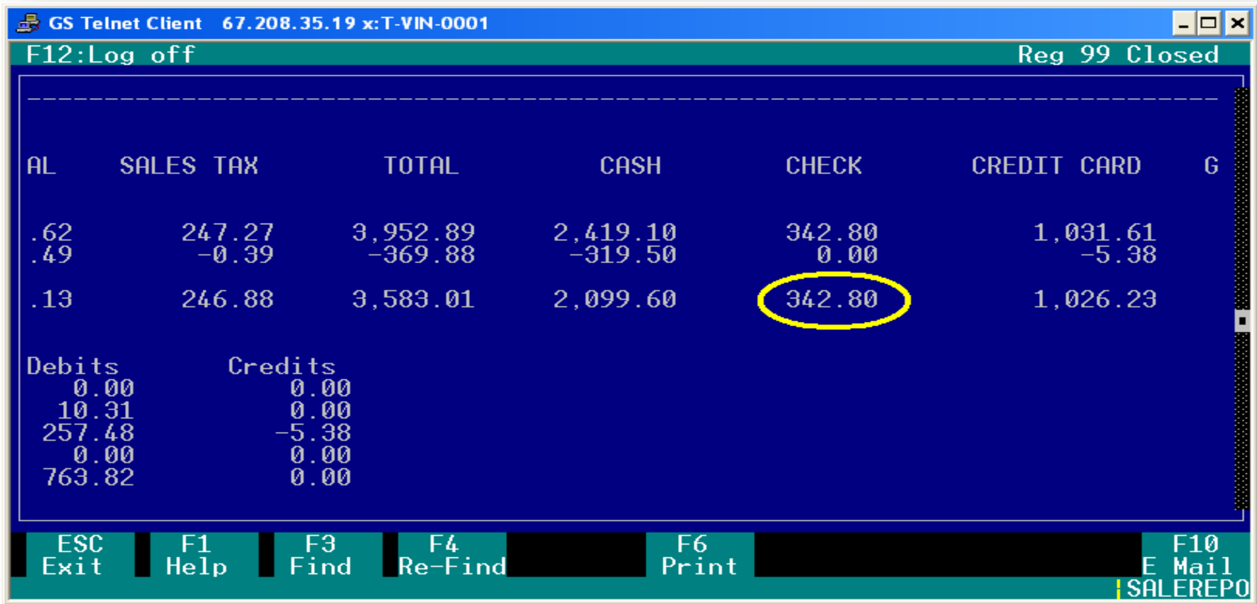
Gift Card



The circled information will be entered onto the day sheet. It will be the same information as is entered on your daily cash worksheet.

After this number is entered into the Cash Reconciliation Excel sheet, the Excel sheet should look like the following picture.

Checks



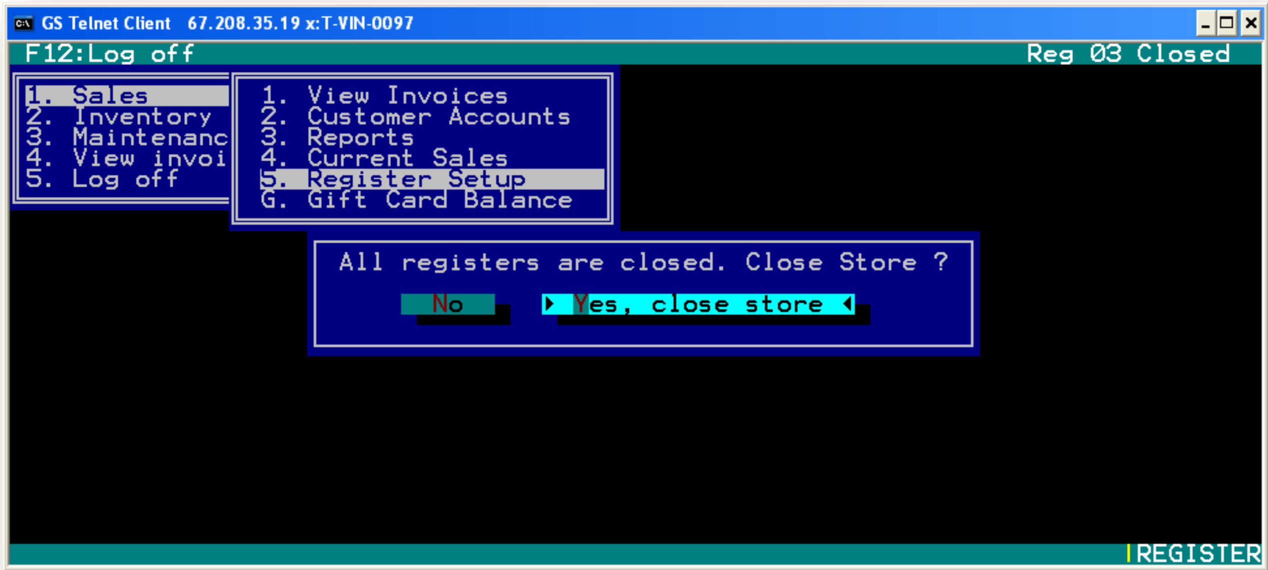
This portion of the TAMMS Daily Worksheet also utilizes the "Payment Detail Report". The user will take the circled information and will enter that number in the day sheet. It will be the same information as is entered on your daily cash worksheet.

End of the Month

							TOTAL
ACC: Accessories New							0.00
ACC: Accessories Used							0.00
BOK: Books/Posters New							0.00
BOK: Books/Posters Used							0.00
COM: Comic New							0.00
COM: Comic Back Issue							0.00
CON: Concession / Trend / Other Sales							0.00
CRD: Cards New							0.00
CRD: Game & Sports Used							0.00
CUP: Coupon							0.00
DVD: Movie New							0.00
DVD: Movie Used							0.00
GAM: Video Games New							0.00
GAM: Video Games Used							0.00
GFT: Gift Certificates							0.00
HDW: VG Hardware New							0.00
HDW: VG Hardware Used							0.00
MEM: Memorabilia							0.00
MUS: Music New							0.00
MUS: Music Used							0.00
SUP: Supplies							0.00
TOYS: Toy New							0.00
TOYS: Toy Used							0.00
VHS: VHS New							0.00
VHS: VHS Used							0.00
Trade Credit							0.00
Inventory Buys							0.00
	$ 0.00	$ 0.00	$ 0.00	$ 0.00	$ 0.00	$ 0.00	$ 0.00
Retail Sales	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Paid Outs	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Sales Per Day Sheet		$ 9,648.21					
Total Per Recap		$ 0.00					
Difference		$ 9,648.21		**Should always be 0.**			
Total Paid Out per Day Sheet		$ 1,442.43					
Total Per Recap		$ 0.00					
Difference		$ 1,442.43		**Should always be 0.**			

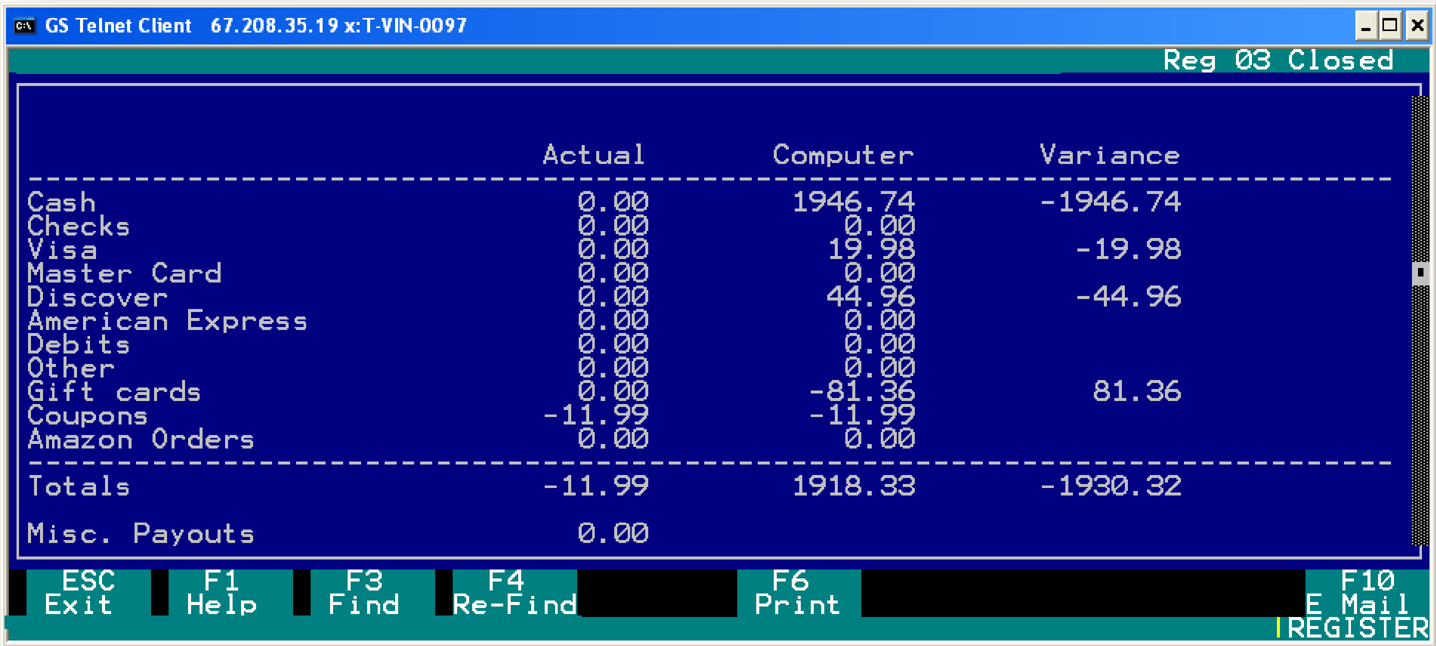
At the end of the month, the employee will enter the totals for that month. The first column is reserved for sales and the second column is reserved for refunds. This information comes from utilizing the "Sales Summary by CAT" (1>3>A>E). The employee will enter in the amount in each box for each category. The user will not need to add amounts together. Refunds are entered as (-) negatives. The Inventory Buys will come from the Purchase by Cat Report and Trade Credit will come from the Inventory Tracking Report searching for "Additional Store Credit". These numbers will be negative.

Closing the Store



After the registers have been closed and the other users have been clocked out. The current user will have the ability to close the store. Upon closing the store, the user will be prompted by a dialogue box to enter the final numbers for that day, which is figured by using the cash reconciliation worksheet. An example of this can be seen below.

After the information is entered into this dialogue box, a report will be generated that will reflect the information the user entered and what the system lists. A variance column shows the difference between the computer information and the entered information. This screen can be seen on the next page.


GS Telnet Client 67.208.35.19 x:T-VIN-0097

Reg 03 Closed

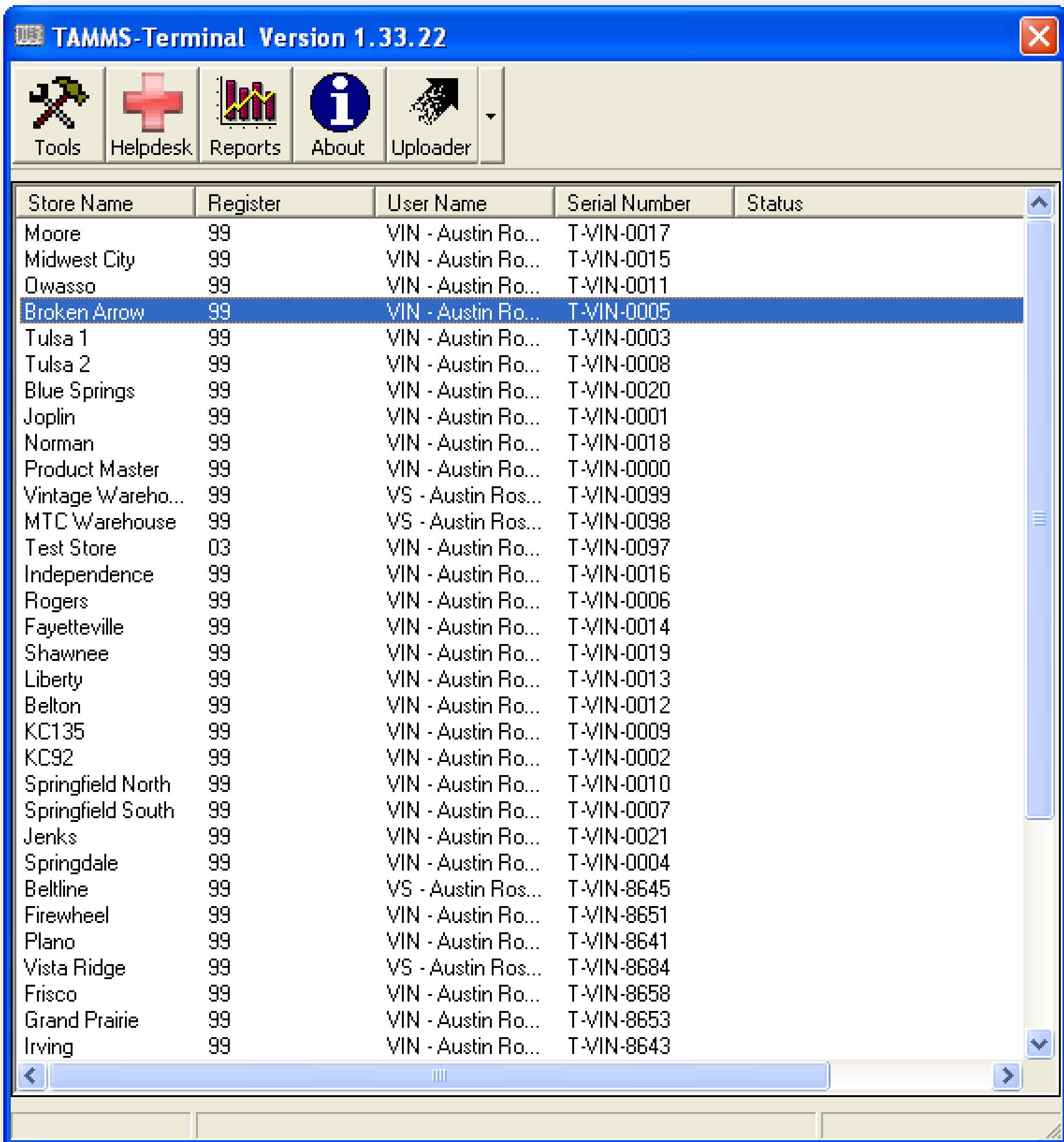
	Actual	Computer	Variance
Cash	0.00	1946.74	-1946.74
Checks	0.00	0.00	
Visa	0.00	19.98	-19.98
Master Card	0.00	0.00	
Discover	0.00	44.96	-44.96
American Express	0.00	0.00	
Debits	0.00	0.00	
Other	0.00	0.00	
Gift cards	0.00	-81.36	81.36
Coupons	-11.99	-11.99	
Amazon Orders	0.00	0.00	
Totals	-11.99	1918.33	-1930.32
Misc. Payouts	0.00		

ESC Exit | F1 Help | F3 Find | F4 Re-Find | F6 Print | F10 E Mail

REGISTER

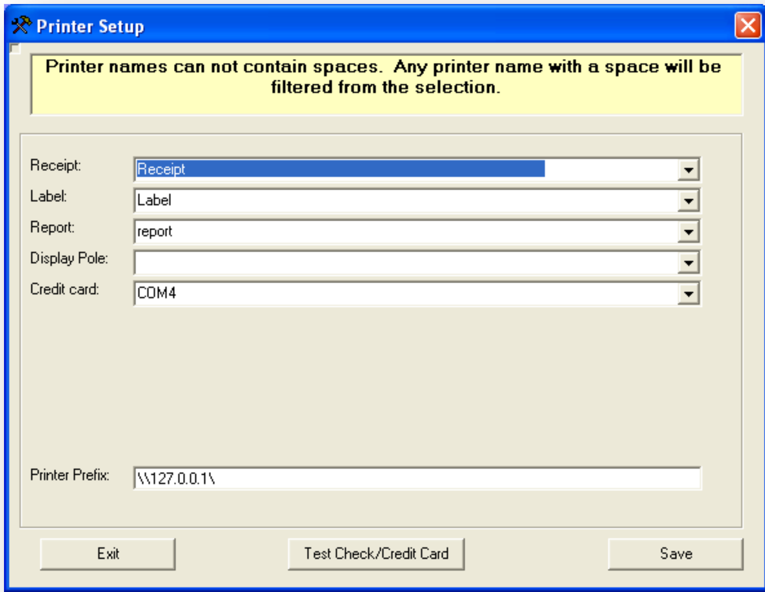
TAMMS Terminal

The TAMMS terminal is a gateway to the TAMMS POS. From here, the user will have a series of options including opening the POS, printer setup, submitting a Helpdesk ticket, accessing the Back Office, and uploading physical inventory.



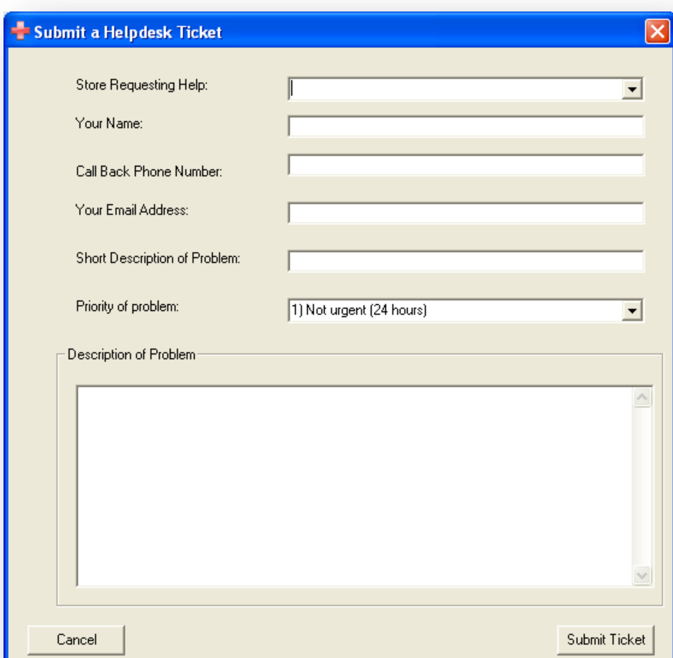
Tools

The tools option allows the user to select which printer will perform which tasks and allow the user to identify which machine will scan credit or debit cards and checks.



Helpdesk

The Helpdesk button allows the user to submit a Helpdesk ticket in the event that an error has occurred with the TAMMS POS.

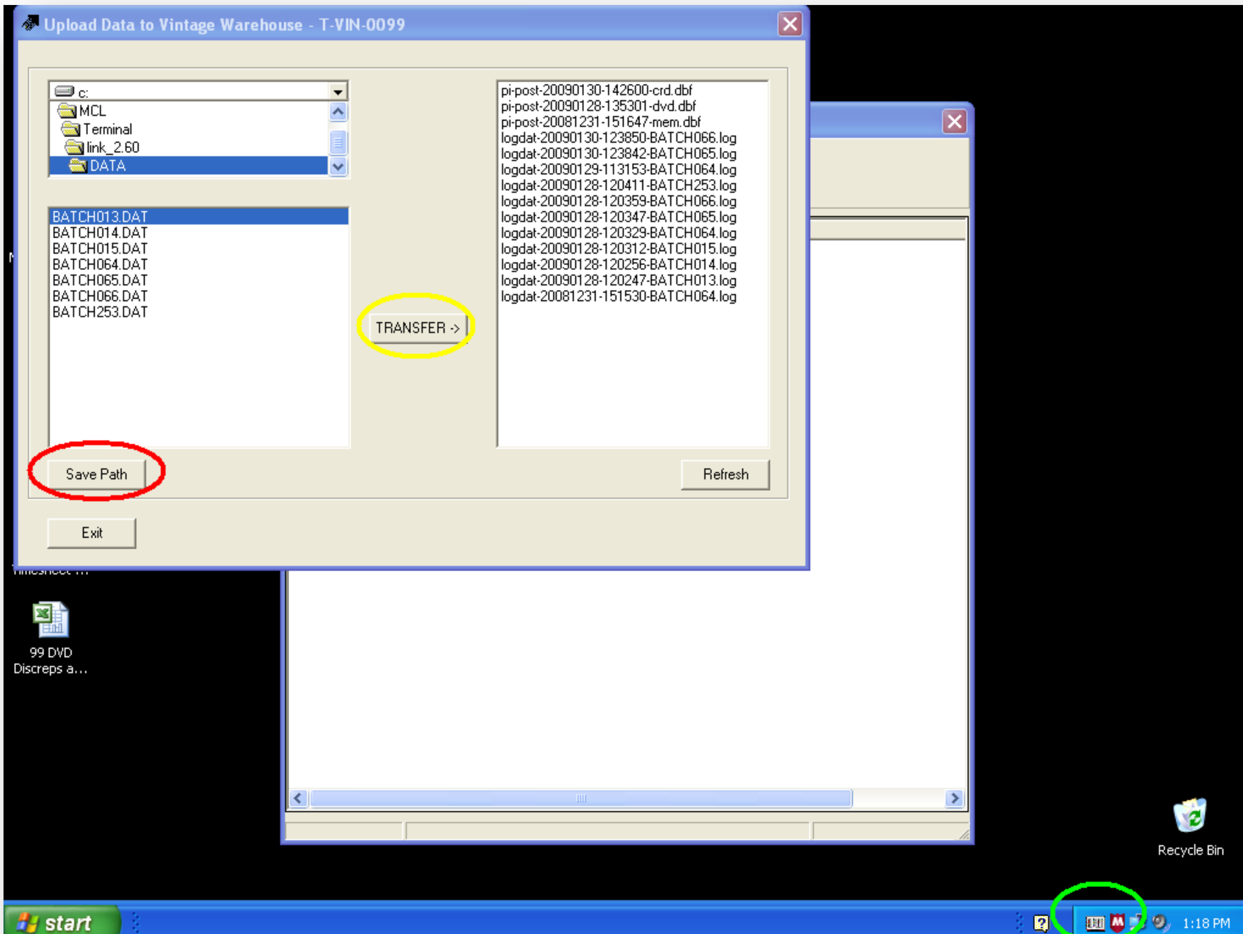


Reports

The Reports button will allow the user to access the TAMMS Back Office. Please see "TAMMS Back Office" for more details on the Back Office feature.

Uploader

The Uploader button will allow the user to enter the scanned information from Physical Inventory, bypassing the website.



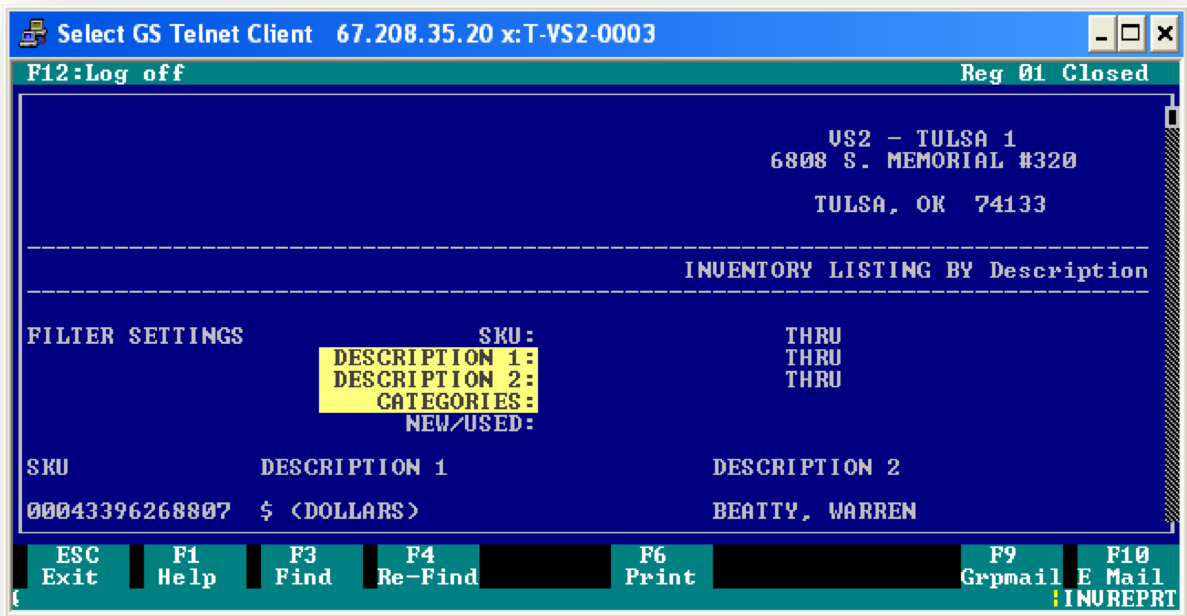
The user will now access the folder that they would pull the information from for the website through the window seen above. The user can save the path to the folder containing the information from the guns by selecting "Save Path", as indicated by the red circle. Once the user has found the appropriate folder (usually data), they will select the physical inventory gun that they choose to upload the scanned inventory from and select the transfer button as indicated by the yellow circle.

Minimized

When the TAMMS Terminal is minimized, the user can select the logo, indicated by the green circle, to reopen the terminal.

Copy and Paste

The user can copy and paste in TAMMS by right clicking (with mouse) the top off the TAMMS window. A drop down menu will appear and the user will select the edit option. The first item on the edit menu will be “Mark”. The user will select this option and then select the text they wish to copy and press enter. An example of highlighted text is below:



The user can paste into TAMMS by right clicking (with mouse) the top off the TAMMS window. A drop down menu will appear and the user will select the edit option. The first item on the edit menu will be “Paste”. The user will be able to paste into a field that requires input.