EXECUTIVE JEWELLER

User Manual

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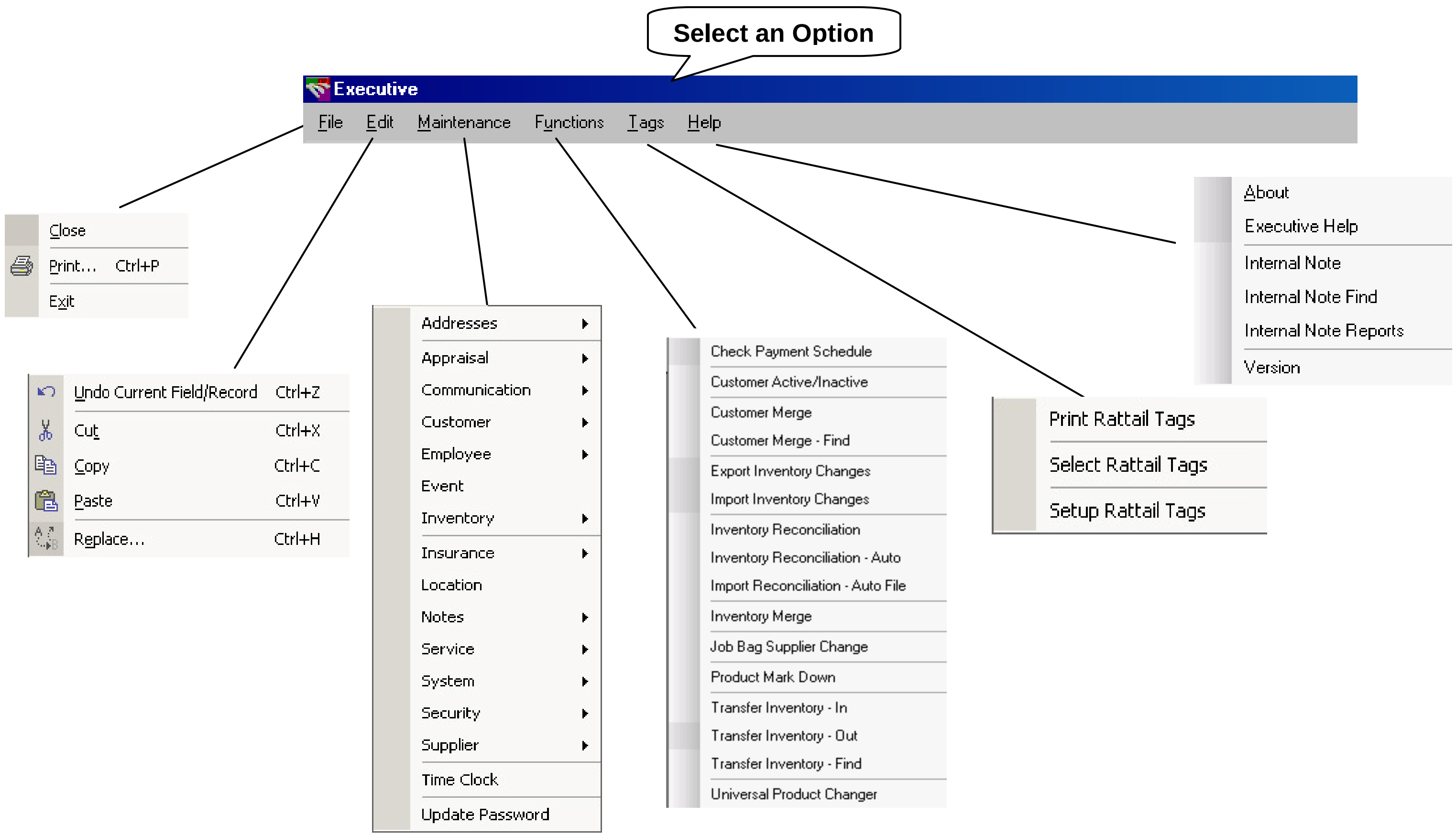
Navigating the Main Menu

The **Main Menu** is located at the top of the **Executive** window. It contains many of the advanced features that are not included on the **Main Switchboard**.



Navigating the Main Switchboard

The Main Switchboard is a menu that contains buttons that are linked to the most common tasks in Executive.

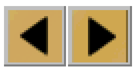
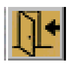
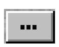
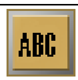
TIP

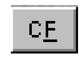
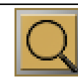
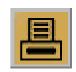
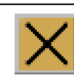
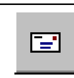
Position the mouse over each button to see its alternative keyboard shortcut.

Shortcut

You may also navigate the buttons on the **Main Switchboard** using the **Tab** and **Arrow Directional** buttons on the Keyboard.

Buttons

	Close window and return to the Main Switchboard
	Advance forward or backward to next window
	Close window
	View or add image of item
	View a customer's sales summary
	Add a new customer or supplier, or view this record
	Spell Check

	Find Customer
	Find Job Bag
	View Job Bag
	Print Preview
	Print
	Delete this Record
	E-mail this Record

Setting Up Executive Maintenance

Creating an Executive Maintenance Compact Icon

1. Navigate to the C: on your computer, find the Program Files folder, double click on it, look for the Executive folder, and double click on it. In this folder look for the file called ExecutiveMaintenance.mdb, right click on it and choose copy of the list.

2. Go to your computer's desktop, right click anywhere (not on another icon), and left click on paste in the menu. You should now have a copy of ExecutiveMaintenance on your desktop.

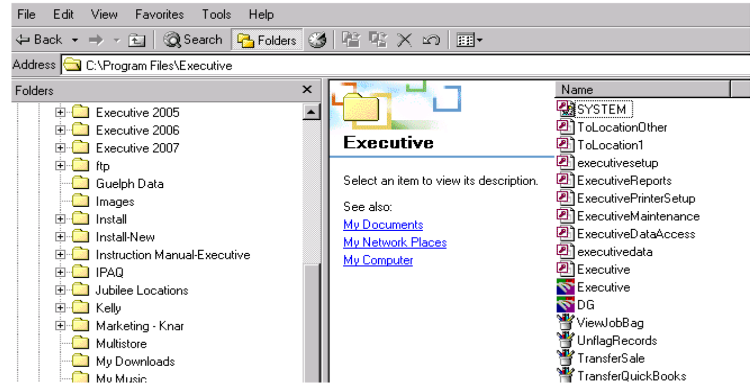
3. To open ExecutiveMaintenance, double click on the icon, and Press **OK**.

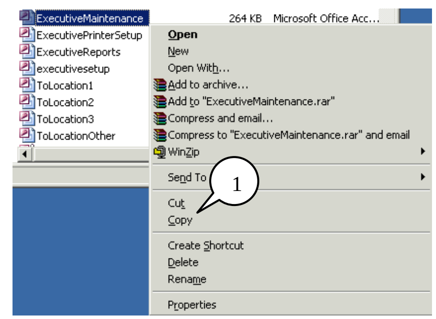
4. Click on the File Location button, and change the pathways for the information. The executivesetup.mdb and system.mdw should always read:
   - C:\Program Files\Executive\Executivesetup.mdb
   - C:\Program Files\Executive\System.mdw

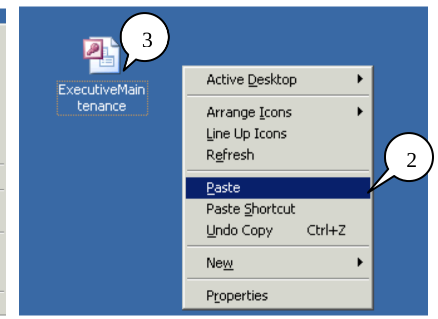
5. The data pathway is always different and you must ensure that the executivedata.mdb is pointed to the correct location of your data file. For example your data drive (server drive) is X:, and your data is saved in the Executive folder on your X:, then the pathway would be as follows:
   - X:\Executive\Executivedata.mdb

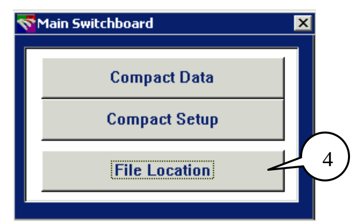
6. Exit the file location by clicking on the X in the top right hand corner.

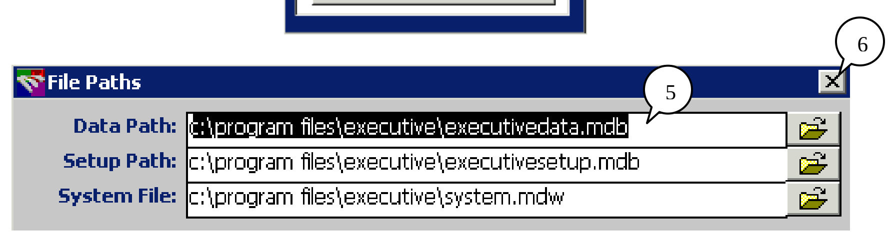
Note: To reduce the risk of data corruption, it is important that you compact your data on a daily basis











Compacting Data and Setup

Compacting your Data File

Your data file needs to be compacted daily to reduce the risk of corrupted data.

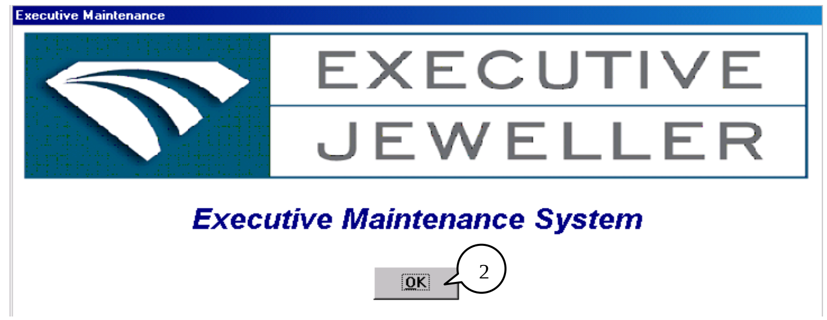
1. Double click on the **ExecutiveMaintenance.mdb**

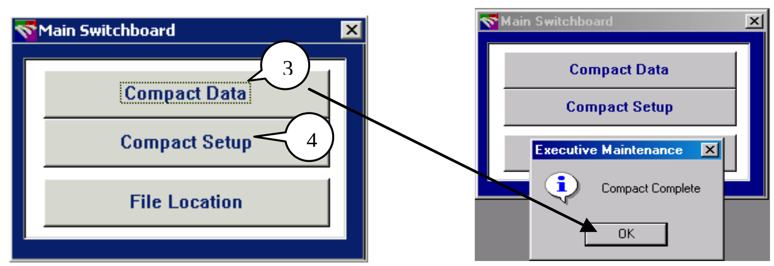
2. To open ExecutiveMaintenance, double click on the icon, Press **OK.**

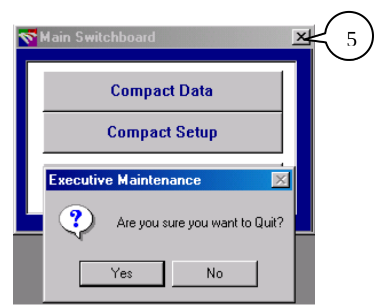
3. Click on the **Compact Data** button. Keep the program open until you see a message pop up saying Compact Complete. Press OK on the message.

4. Click on the **Compact Setup** button. Keep the program open until you see a message pop up saying Compact Complete. Press OK on the message.

5. Exit the Executive Maintenance program by clicking on the X in the top right corner. A message will pop up asking "Are you sure you want to Quit?" Click **Yes** to exit or No to continue using the program.







Chapter 1: Maintenance Menu

Adding Address Codes to Address Menus

Adding Cities

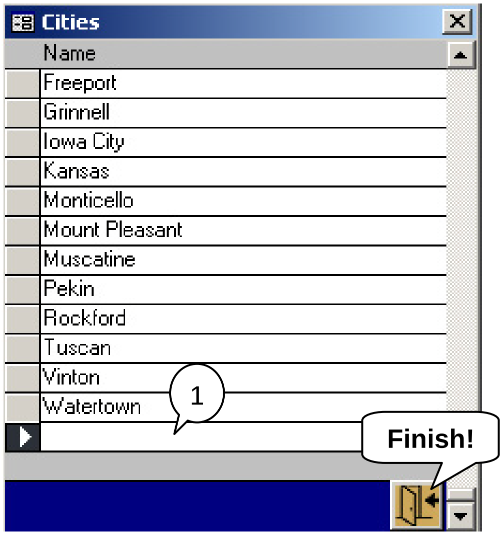
To open the **Cities** window, select **City** from the **Addresses** option on the **Maintenance** menu.

Note: Scroll down to the bottom of list and click in next available field

1. Type the name of the city you wish to add in the text-box

Repeat step 1 to enter additional cities. To edit the cities, click on the text-box containing the city that you wish to change, and then enter in the new information.

When you have finished, click on the button to save your changes and close the window.



Adding Countries

Executive is preloaded with some countries. However, you may add additional countries for them to appear in the drop-down lists.

To open the **Countries** window, select **Country** from the **Addresses** option on the **Maintenance** menu.

Note: Scroll down to the bottom of list and click in next available field

1. Type the name of the country you wish to add in the text-box

Repeat step 1 to enter additional countries. To edit the countries, click on the text-box containing the country that you wish to change, and then enter in the new information.

When you have finished, click on the  button to save your changes and close the window.

Adding States

Executive is preloaded with most states. However, you may add additional locations and codes for them to appear in the drop-down lists.

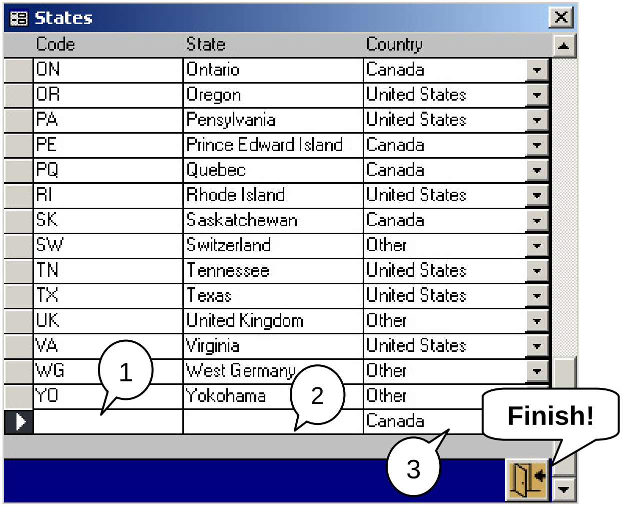
To open the **States** window, select **State** from the **Addresses** option on the **Maintenance** menu.

Note: Scroll down to the bottom of list and click in next available field

1. Enter the two-letter code for the State you wish to add in the **Code** text-box.

2. Enter the name of the State in the **State** text-box.

3. Select the Country you wish to add the State for, from the **Country** drop-down list.



Repeat steps 1-3 to enter additional states. To edit the states, click on the text-box containing the state that you wish to change, and then enter in the new information.

When you have finished, click on the button to save your changes and close the window.

Modifying Appraisals

Adding Appraisal Descriptions

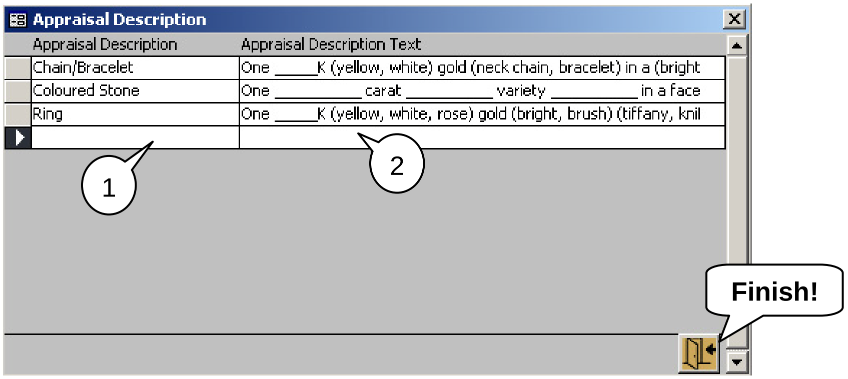
Select **Appraisal Description** from the **Appraisal** option on the **Maintenance** menu to open the **Appraisal Description** window.

1. Type the code name of the Appraisal Description you wish to add in the **Appraisal Description** text-box.

2. Enter the description of the Appraisal Description in the **Appraisal Description Text** text-box.

Repeat steps 1-2 to enter additional appraisal descriptions. To edit the descriptions, click on the text-box containing the type that you wish to change, and then enter in the new information.

When you are finished, click on the button to save the information and close the window.



TIP

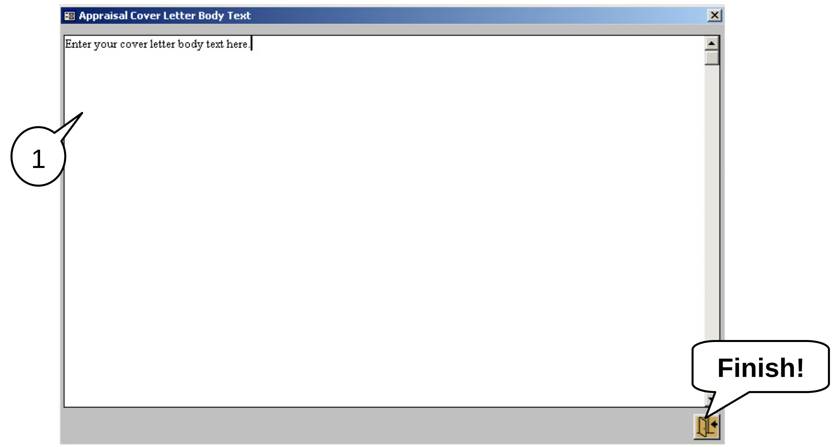
Double clicking on the Appraisal Description text field will enlarge the field and show the spell check option.

Creating a Cover Letter Body

Select **Cover Letter Body** from the **Appraisal** option on the **Maintenance** menu to open the **Appraisal Cover Letter Body Text** window.

1. Enter the body of the Cover Letter in the blank area.

When you are finished, click on the button to save the information and close the window.



Adding Diamond Certificates

Select **Diamond Certificates** from the **Appraisal** option on the **Maintenance** menu to open the **Diamond Certificates** window.

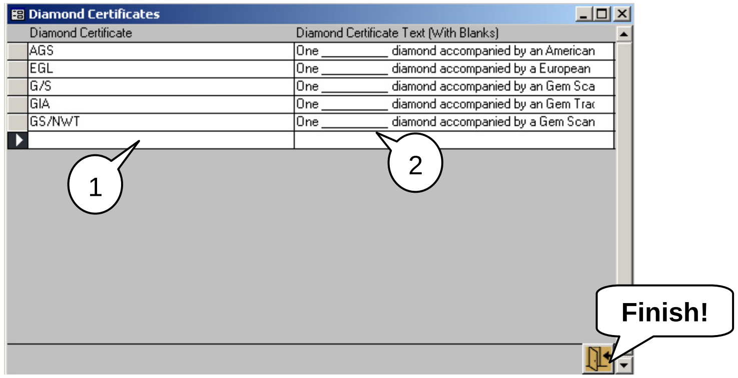
Note: Scroll down to the bottom of list and click in next available field.

1. Type the name of the Diamond Certificate you wish to add in the **Diamond Certificate** text-box.

2. Enter the template of the Diamond Certificate in the **Diamond Certificates Text** text-box.

Repeat steps 1-2 to enter additional diamond certificates. To edit the templates, click on the text-box containing the type that you wish to change, and then enter in the new information.

When you are finished, click on the button to save the information and close the window.



Double clicking on the Diamond Certificate text field will enlarge the field and show the spell check option.

Adding Disclosures

Select **Disclosure** from the **Appraisal** option on the **Maintenance** menu to open the **Disclosure** window.

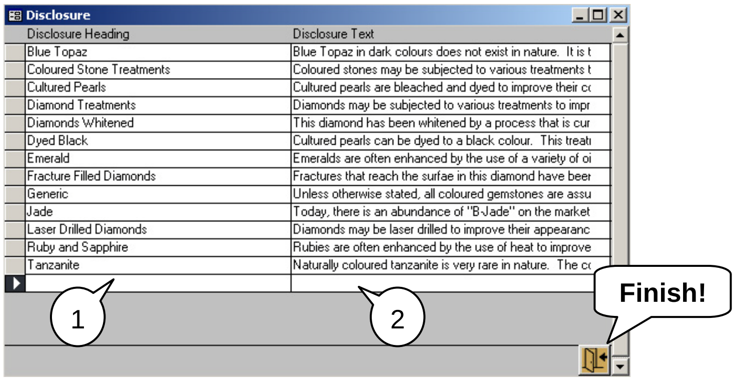
Note: Scroll down to the bottom of list and click in next available field.

1. Type the heading of the Disclosure you wish to add in the **Disclosure Heading** text-box.

2. Enter the text of the Disclosure in the **Disclosure Text** text-box.

Repeat steps 1-2 to enter additional disclosures. To edit the disclosures, click on the text-box containing the type that you wish to change, and then enter in the new information.

When you are finished, click on the button to save the information and close the window.



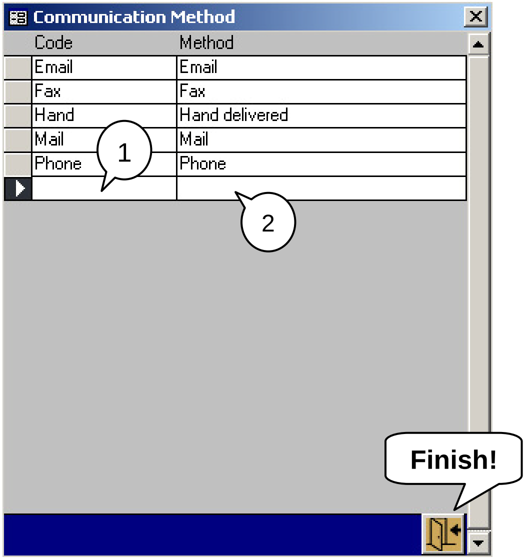
Tip

Double clicking on the Disclosure text field will enlarge the field and show the spell check option.

Modifying the Communication Menu

Adding Communication Methods

You may add or change items listed on the **Communication Method** drop-down list that appears on the **Correspondence** tab of the **Customer** window.



To open the **Communication Method** window, select **Communication Method** from the **Communication** option on the **Maintenance** menu.

Note: Scroll down to the bottom of list and click in next available field

1. Type the code name of the Communication Method you wish to add in the **Code** text-box.

2. Enter the name of the Communication Method in the **Method** text-box.

Repeat steps 1-2 to enter additional communication methods. To edit the methods, click on the text-box containing the type that you wish to change, and then enter in the new information.

When you have finished, click on the  button to save your changes and close the window.

Adding Response Methods

You may add a response method to the **Response Method** drop-down list that appears in the **Customer** window.

To open the **Response Method** window, select **Response Method** from the **Communication** option on the **Maintenance** menu.

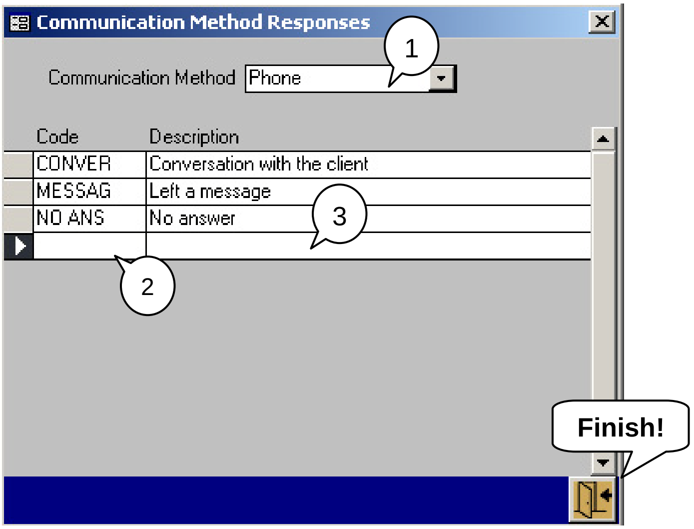
1. Select the Communication Method Code you wish to add a Response Method to, from the **Communication Method** drop-down list.

2. Type the code name of the Response Method you wish to add in the next available **Code** text-box.

3. Enter the description of the Response Method in the **Description** text-box.

Repeat steps 1-3 to enter additional response methods. To edit the methods, click on the description text-box containing the type that you wish to change, and then enter in the new information.

When you have finished, click on the  button to save your changes and close the window.



Modifying the Customer Menus

Composing Correspondence Templates

You may compose several Correspondence Templates that will appear in the **Correspondence Type** drop-down list in the **Correspondence** section of the **Customers** window.

To open the **Correspondence Type** window, select **Correspondence Type** from the **Customer** option on the **Maintenance** menu.

To compose a correspondence template:

1. Enter a name for your correspondence in the first available **Type** text-box.

2. Double-click in the corresponding text-box to compose the note in the **Correspondence Note** window.

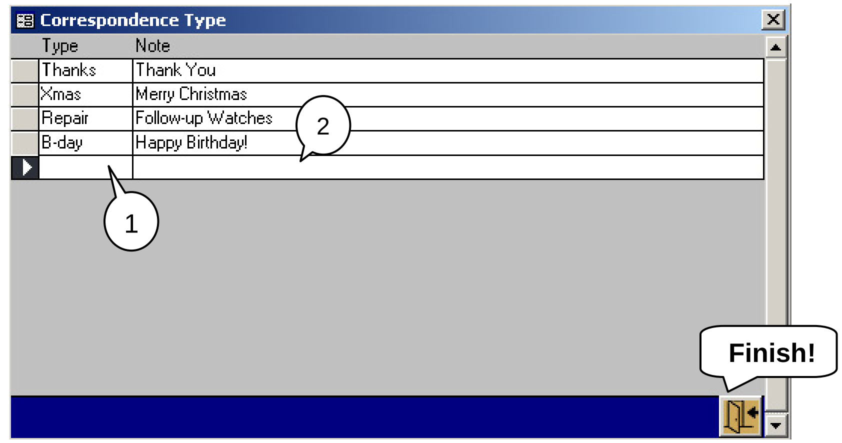
3. Compose and format your correspondence note, as you want it to appear when it is printed or emailed. When you have finished, click on the button to save your note and return to the **Correspondence Type** window.

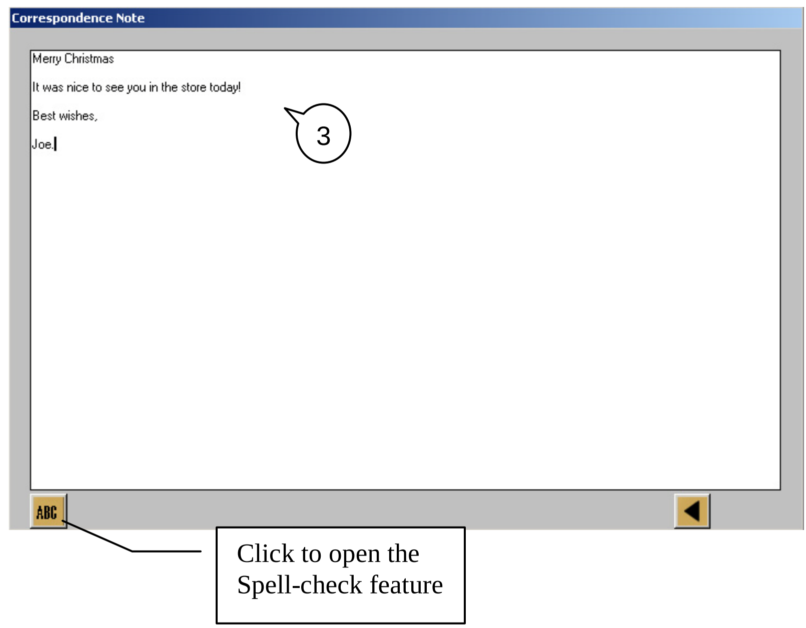
You may add as many Correspondence Notes as you wish, by following steps 1-3. To edit a note, double-click in the note's text-box and then edit it in the **Correspondence** window.

When you are finished composing and editing your correspondence, click on the button to save your changes and close the window.

Related Task

When you make changes to the note, from the **Customer** window, the template remains unchanged.



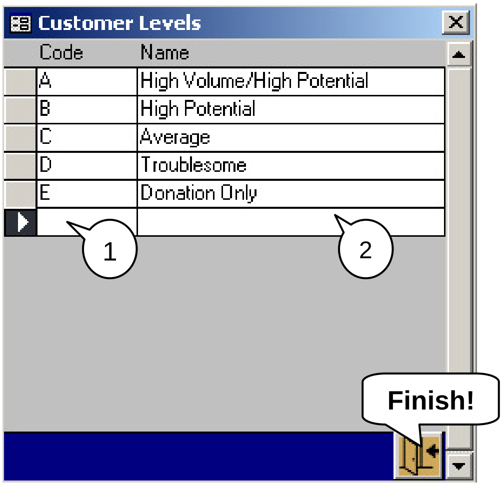


Adding Customer Levels

Purpose

Use this feature to determine and track the buying and referral potential of each client.

You may add a level to the **Levels** drop-down list that appears in the **Customers** window. To open the **Customer Levels** window, select **Customer Level** from the **Customer** option on the **Maintenance** menu.



Note: Scroll down to the bottom of list and click in next available field

1. Enter a Code for the Level into the **Code** text-box.

2. Type a Name for the Level in the corresponding **Name** text-box.

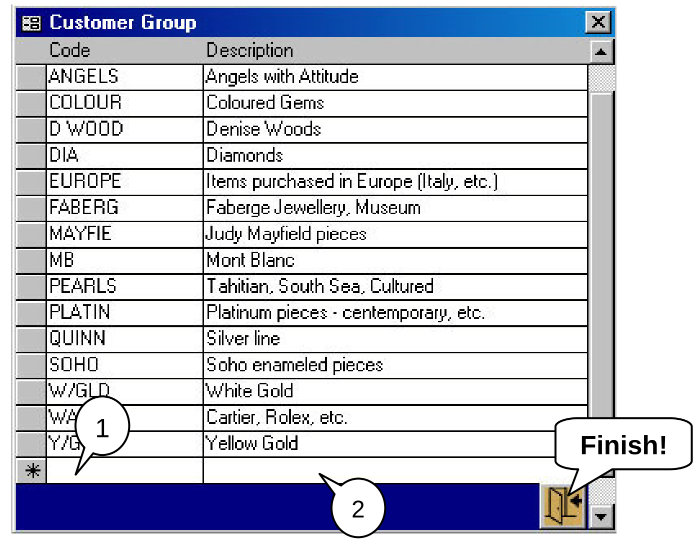
Repeat steps 1-2 to enter additional Levels. To edit your Levels, click on the text-box of the Level you wish to change, and then enter in the new information.

When you have finished, click on the button to save your information and close the window.

Adding Customer Groups

Purpose

Use this feature to keep track of particular clients who share common preferences. For example, sending Direct Mailers to groups of people who love a good sale, or invitations to groups that only buy platinum pieces.



You may add groups to the **Group** drop-down list that appears in the **Group** section of the **Customers** window.

To open the **Customer Group** window, select **Customer Group** from the **Customer** option on the **Maintenance** menu.

Note: Scroll down to the bottom of list and click in next available field

1. Type the name of the code that will represent the new Customer Group in the **Code** text-box.

2. Enter the name of the new Customer Group into the **Description** text-box.

Repeat steps 1-2 to enter additional Customer Groups. To edit your Customer Groups, click on the text-box of the group you wish to change and then enter in the new information.

When you have finished, click on the button to save your information and close the window.

Clients may belong to as many groups as you wish. This is an excellent way to view your client's profiles in larger numbers, which can help in identifying buying and selling patterns.

Adding Dates

You may add to the **Dates** drop-down list that appears in the **Dates** section of the **Customers** window.

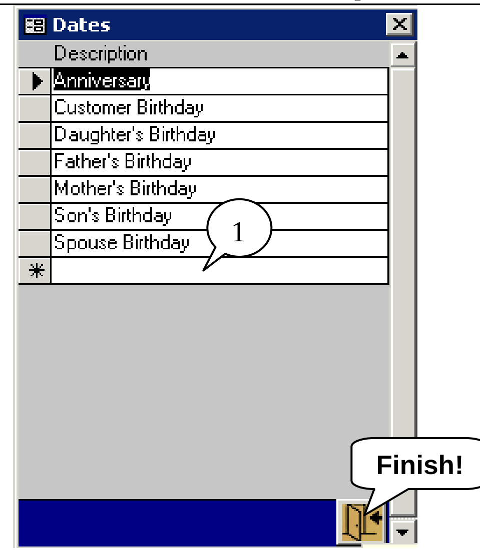
To open the **Dates** window, select **Dates** form the customer option on the **Maintenance** menu.

Note: Scroll down to the bottom of the list and click in the next available field

1. Type the description of the date in the blank field.

Repeat steps above to enter additional dates. To edit your dates, click on the text-box containing the date that you wish to change and then enter in the new information.

When you have finished, click on the button to save and close the window.



Adding Events

You may add events to the **Events** drop-down list that appears in the **Events** section of the **Customers** window.

To open the **Events** window, select **Events** from the customer option on the **Maintenance** menu.

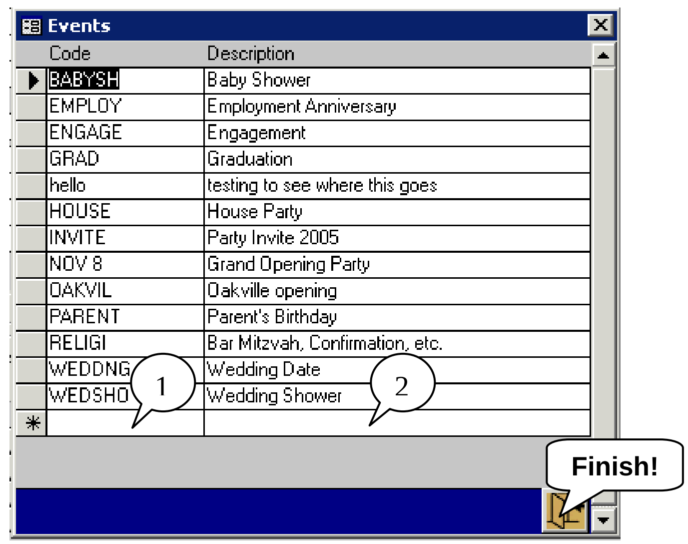
Note: Scroll down to the bottom of list and click in next available field

1. Type the name of the code (that will represent the new event) in the next available **Code** text-box.

2. Enter the name of the new event into the **Description** text-box.

Repeat steps above to enter additional events. To edit your events, click on the text-box containing the event that you wish to change and then enter in the new information.

When you have finished, click on the button to save and close the window.



Adding Languages

Purpose

Use this feature to keep track of what language your client prefers to be corresponded in.

You may add a language to the **Languages** drop-down list that appears in the **Customers** window. To open the **Customer Languages** window, select **Customer Language** from the **Customer** option on the **Maintenance** menu.

1. Type a language in the next available text-box.

Repeat step 1 to enter additional Languages. To edit your Languages, click on the text-box of the Language you wish to change, and then enter in the new information.When you have finished, click on the button to save your information and close the window.

Adding Occupations

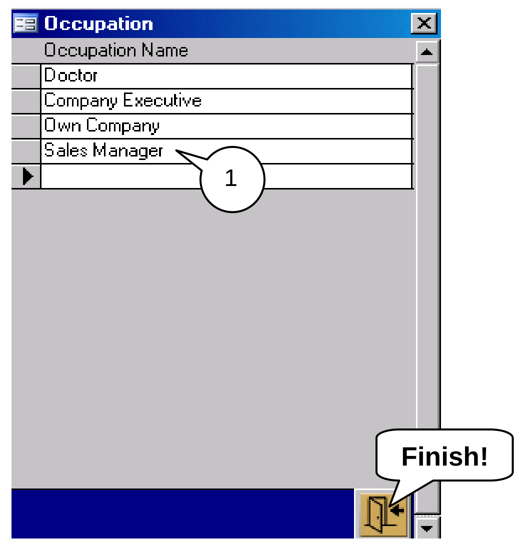
Purpose

Use this feature to keep track of what occupation your client is in.

You may add a language to the **Occupation** drop-down list that appears in the **Customers** window. To open the **Occupation** window, select **Occupation** from the **Customer** option on the **Maintenance** menu.

1. Type an occupation in the next available text-box.

Repeat step 1 to enter additional Occupations. To edit your Occupations, click on the text-box of the Occupation you wish to change, and then enter in the new information. When you have finished, click on the button to save your information and close the window.



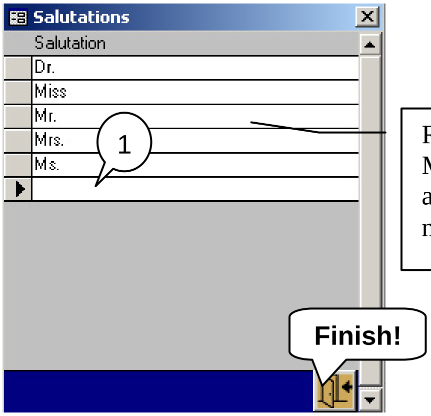
Adding Salutations

You may add a new Salutation to the **Title** drop-down list that appears in the **Customers** window. To open the **Salutations** window, select **Salutation** from the **Customer** option on the **Maintenance** menu.

Note: Scroll down to the bottom of list and click in next available field

1. Enter the Salutation in the next available **Salutation** text-box.

When you have finished, click on the button to save your information and close the window.

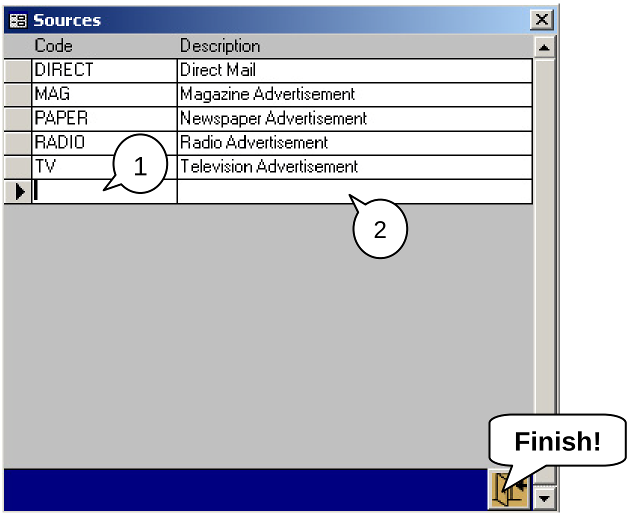


Refrain from using Mr. & Mrs. in the same salutation, as it will cause inconsistent mailing labels.

Adding a Source

Purpose

Use this feature to track which type of marketing strategy is bringing customers to your store.



You may add sources to the **Source** drop-down list that appears in the **Customer** window.

To open the **Sources** window, select **Source** from the **Customer** option on the **Maintenance** menu.

Note: Scroll down to the bottom of list and click in next available field

1. Type the name of the code that will represent the new Source.

2. Enter the name of the Source in the **Description** text-box.

Repeat steps 1-2 to enter additional Sources. To edit your Sources, click on the text-box of the Source you wish to change and then enter in the new information.

When you have finished, click on the button to save your information and close the window.

Adding a Source Description

Purpose

Use this feature to help identify which magazine publication is attracting the most customers (e.g. Time, InStore, etc.)

You may add source descriptions to the **Source Description** drop-down list that appears in the **Customer** window.

To open the **Source Description** window, select **Source Description** from the **Customer** option on the **Maintenance** menu.

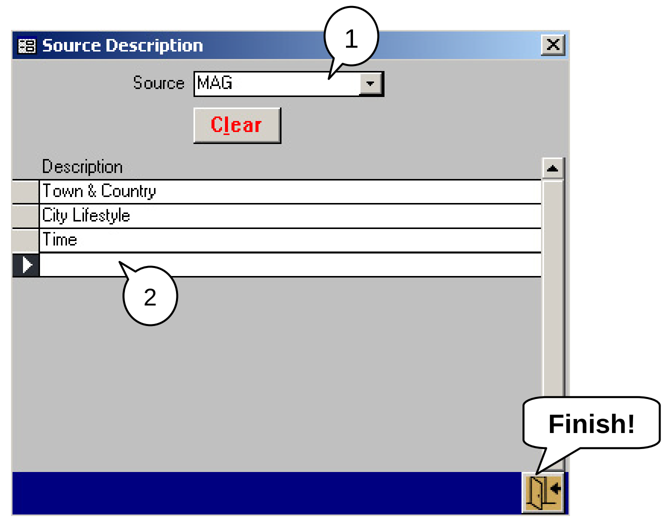
Note: Scroll down to the bottom of list and click in next available field

1. Select the Source Code you wish to add a description to, from the **Source** drop-down list.

2. Add a new description into the **Description** text-box.

Repeat steps 1-2 to enter additional Source Descriptions. To edit your Source Descriptions, click on the text-box of the description your wish to change, and then enter in the new information.

When you have finished, click on the button to save your information and close the window.

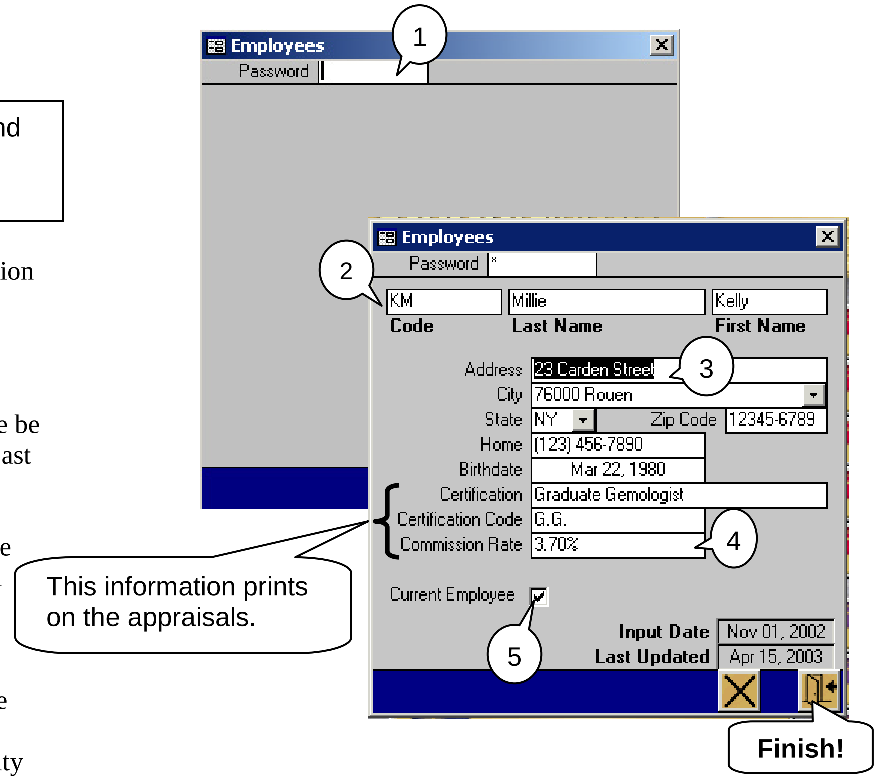


Managing Employees

Adding Employees

Purpose

All employees should have their own Employee Code and Password to use when accessing Executive. Additional information on employees is also recommended.



To open the **Employees** window, select **Employee** from the **Employee** option on the **Maintenance** menu.

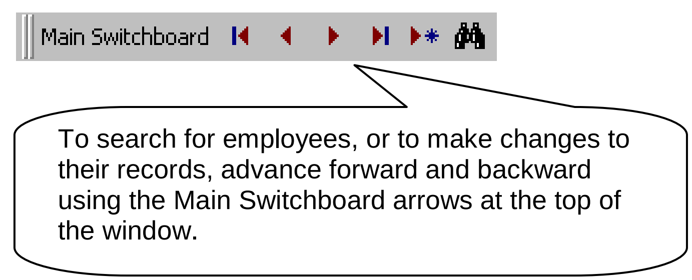
1. Type your Administrator Password into the **Password** text-box.

2. Type in a Code for the employee (it is recommended that the Code be the initials of the employee's name). Next enter the employee's Last Name and First Name into the corresponding text-boxes.

3. Type the employee's address and telephone number with area code into the corresponding text-boxes. You may also enter in optional information about the employee's birthday and certification level.

4. Enter in a decimal value (.03 for 3%) to set the employee's Commission Rate. Then have the employee enter in an Employee Password into the **Employee Password** text-box.
   Note: You will see the password field only if your database security feature is turned on. For more information see section called Security.

5. Click on the **Current Employee** check box to select the person as a current employee. If the person ends his/her employment with your organization at some future date, uncheck the employee to remove his/her from the active employees list.



To change information about an existing employee, select that employee from the list and then click on the text-box containing the information you wish to change. Enter the information in the same way as the steps above.

When you have finished, click on the button to save and close the window.

Setting Employee Profiles

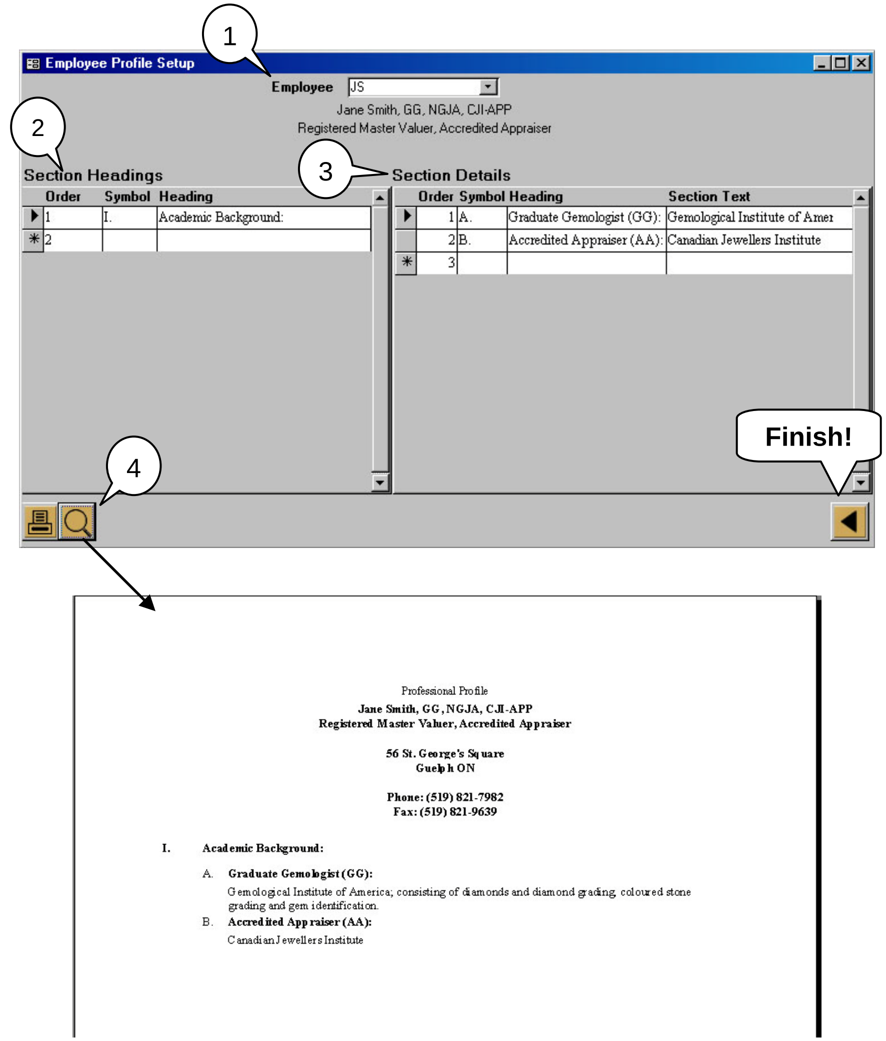
To open the **Employee Profile Setup** window, select **Employee Profile Setup** from the **Employee** option on the **Maintenance** menu.

1. Select the Employee Code you wish to add a Profile to, from the **Employee** drop-down list.

2. The Section Headings are the titles that will appear in the profile.
   Order: This is the order in which they will appear, 1 being the top.
   Symbol: This is what will characterize the heading. (IE: I,II,III or 1,2,3,)
   Heading: The Title that will display on the heading sections.

3. The Section Details are set up in the same manner.
   Note: you must have the section heading selected to make section detail changes.
   Order: This is the order in which they will appear, 1 being the top.
   Symbol: This is what will characterize the heading. (IE: A,B,C)
   Heading: The Title that will display on the heading sections.
   Section Text: The body of the profile is inserted here

4. Select the **Preview** icon to view the profile at any time and make changes, if necessary.



To change information about an existing employee, select that employee from the list and then click on the text-box containing the information you wish to change. Enter the information in the same way as the steps above.

When you have finished, click on the  button to save and close the window.

Printing Employee List

To print an **Employee List**, select **Print Employee List** from the **Employee** option on the **Maintenance** menu.

You will see a preview of a list of your employees. Click on the icon to print the list or the Close button to close out of the list.

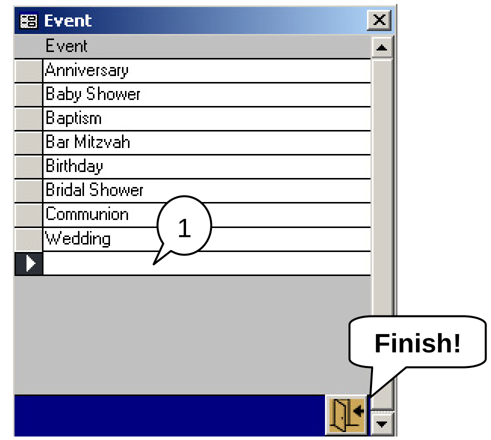
Employee List

Code	Employee	Address	Home	Birthdate	Com Rate	Input Date
AD	Anna Dobbs	111 Wyndham Ave. Guelph, ON	(519) 852-9521	Oct 01, 1965	1.00%	Nov 01, 2002
AP	Adam Pop	245 Speedvale Ave. Guelph, ON	(519) 571-5522	May 25, 1979	0.00%	May 13, 2003
AT	Alissa Toombs	55 Quebec Street Guelph, ON	(519) 548-5456	Mar 14, 1967	2.00%	Jun 16, 1998
BB	Babette Bob	19348 Hight Blvd. Guelph, ON	(519) 545-8320	Jun 23, 1968	3.00%	Aug 04, 1995
CL	Cindi Lauper	1034 King Street Waterloo, ON	(519) 548-2580	Jul 30, 1967	0.00%	Apr 05, 2002
CS	Carl Sammons	789 Dasani Court Guelp, ON	(519) 788-4546	Apr 04, 1972	0.00%	Apr 15, 2003
DM	Dean Mott	34 Maple Ave. Kitchener, ON	(519) 231-5689	Sep 16, 1975	4.00%	Feb 11, 2000
ER	Earl Rose	983 Denis Blvd. Guelph, ON	(519) 778-9000	Dec 19, 1974	6.00%	Apr 30, 2001
GB	George Bob	899 Spree Street Guelph, ON	(519) 489-4984	May 05, 1973	8.00%	Jun 28, 1989
JB	Julia Beez	25 Greens Road Guelph, ON	(519) 808-4060	Aug 11, 1977	10.00%	Jun 28, 1989
JD	James Dobbs	71 Mitchell Ave. Guelph, ON	(519) 201-6870	Nov 25, 1978	10.00%	Mar 30, 1998
JM	Jules Means	29 Woodhall Road Guelph, ON	(519) 080-0098	Jul 28, 1981	0.00%	Apr 15, 2003
JS	Jane Smith	649 Middlefield Road Guelph, ON	(519) 065-4080	Oct 06, 1979	2.00%	Oct 13, 2004
JV	John ValKilmer	19 BridleTowne Circle Kitchener, ON	(519) 879-0840	May 09, 1980	12.00%	Apr 06, 1995
KD	Kim Dobbs	190 Finch Ave. Waterloo, ON	(519) 798-0591	Nov 16, 1975	13.00%	Aug 27, 2001
KW	Kate Winn	821 Strawberry Hills Ave. Guelph, ON	(519) 789-2016	Dec 23, 1979	0.00%	Jul 30, 2002
LG	Lois George	287 Britton Ave. Guelph, ON	(519) 789-7005	Jan 07, 1975	0.00%	Apr 15, 2003
LMG	Lime Muggins	22 Joyce Street Guelph, ON	(519) 870-8405	Aug 26, 1974	15.00%	Aug 17, 1999
MB	Mana Barbs	103 Phospors Road Guelph, ON	(519) 087-5554	Feb 15, 1970	16.00%	Sep 14, 1995
PG	Peter George	987 Swing Street Kitchener, ON	(519) 789-7980	Mar 24, 1964	18.00%	Dec 01, 1997
PS	Paul Sampson	1239 Trevor Road Cambridge, ON	(519) 789-0505	Sep 09, 1970	19.00%	Feb 12, 2003
SK	Sandy Kane	2838 Lightning Blvd. Guelph, ON	(519) 789-2135	May 25, 1972	0.00%	Apr 11, 2003
TK	Teresa Kane	257 College Court Guelph, ON	(519) 798-0521	Mar 21, 1973	21.00%	Mar 04, 1999
VB	Vicki Bob	28 Ones Ave. Guelph, ON	(519) 789-5125	Aug 14, 1962	22.00%	Nov 13, 1999
VN	Vanessa Nine	57 Empty Street Guelph, ON	(519) 784-0152	Sep 11, 1972	0.00%	Dec 08, 2003
XX	Trent Kain	388 Ican Circle Guelph, ON	(519) 784-1058	Sep 05, 1955	0.00%	Aug 23, 2000

Modifying the Event Menu

Purpose

This feature allows you to associate an event with a gift registry.



You may add or change items listed on the **Event** drop-down list that appears in the **Gift Registry** window.

To open the **Event** window, select **Event** from the **Maintenance** menu.

To add an Event:

Note: Scroll down to the bottom of list and click in next available field.

1. Type the name or description of the Event you wish to add in the **Event** text-box.

Repeat step 1 to enter additional events. To edit the events, click on the text-box containing the event that you wish to change, and then enter in the new information.

When you have finished, click on the button to save and close the window.

Modifying the Inventory Menu

Purpose

Inventory is categorized in order of Department, Category and Group. Organizing the store's inventory in this way will help you prepare meaningful reports. In addition, this makes searching by Department, Category and Group easier.

Adding Department Types

Select **Department Type** from the **Inventory** option on the **Maintenance** menu.

Note: Scroll down to the bottom of list and click in next available field.

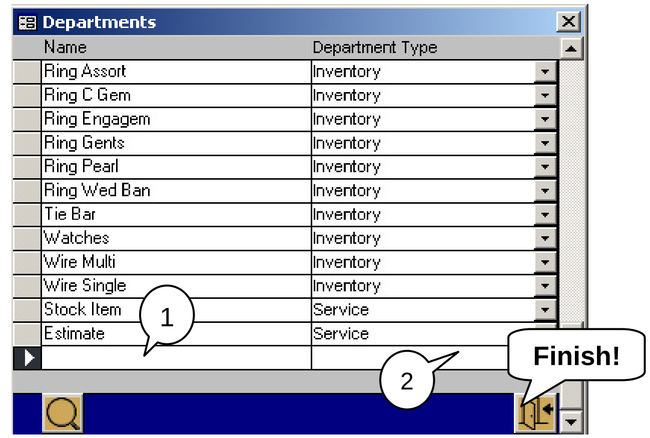
1. Type the name of the new Department Type you are creating into the corresponding **Name** text-box.

To make changes to existing Department Types names, click on the **Name** text-box that contains the name you wish to change, and then type your changes. To delete a Department Type, select the Department Type and press the **Delete** key.

When you are finished, click on the  button to save the information and close the window.

Adding Departments

Select **Department** from the **Inventory** option on the **Maintenance** menu.



Note: Scroll down to the bottom of list and click in next available field.

1. Click on the **Name** text-box, and enter a Name for the new inventory department you are creating.

2. Select the type of Department from the **Department Type** drop-down list.

To make changes to existing Department names, click on the **Name** text-box that contains the Department name, and then type your changes. To delete a Department, select the Department and then press the **Delete** key.

When you are finished, click on the button to save the information and close the window.

Related Task

To delete a Department, you must first delete the Groups contained in the Categories for that Department. Then delete the Categories themselves. Next, click on the button to select the Department, and press the **Delete** key.

Adding Categories

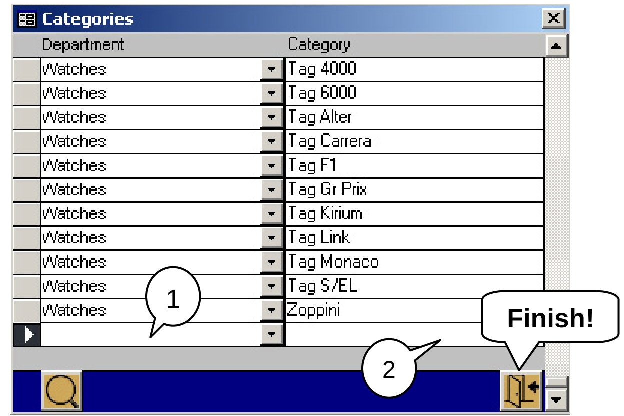
Select **Category** from the **Inventory** option on the **Maintenance** menu.

1. Then select the Department that the new Category will be added to, from the first available empty **Department** drop-down list.

2. Type the name of the new Category you are creating into the corresponding **Category** text-box.

To make changes to existing Category names, click on the **Category** text-box that contains the name you wish to change, and then type your changes. To delete a Category, select the Category and press the **Delete** key.

When you are finished, click on the button to save the information and close the window.



Related Task

To delete a Category, you must first delete the Groups contained in that Category. Then click on the button to select the Category, and press the **Delete** key.

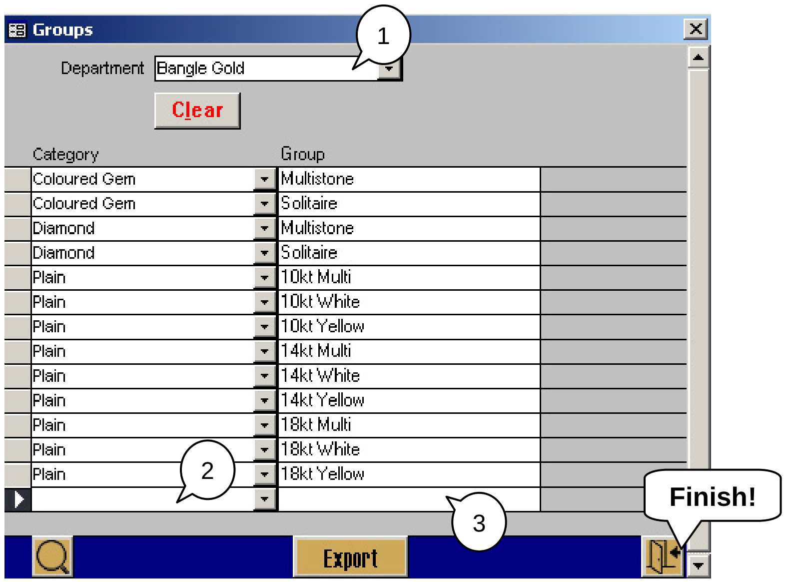
Adding Groups

Select **Group** from the **Inventory** option on the **Maintenance** menu to open the **Groups** window

1. Then select the department that the group will belong to from the **Department** drop-down list.

2. The Categories for the selected Department will now be visible. Select the Category you want the Group to belong to, from the first available **Category** drop-down list.

3. Type the name of the new Group into the corresponding **Group** text-box.



To make changes to existing Group names, click on the **Group** text-box that contains the name you wish to change, and then type your changes. To delete a Group, select the Group and press the **Delete** key.

When you are finished, click on the button to save the information and close the window.

Related Task

The following is an example of how you would set up a Repair:

Category: Ring Sizing
Group: Up 1 size

Then assign a Retail Price for the repair.

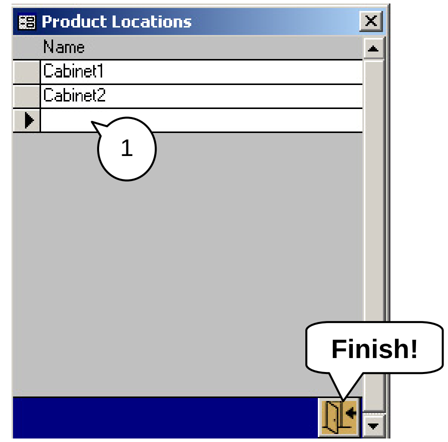
Tip

The Export button will create a text file for Departments, Category and Groups, which can be viewed and printed using Excel.

Adding Product Locations

Purpose

This feature allows you to group inventory by location within the store. This will help increase the speed and efficiency of case counts.



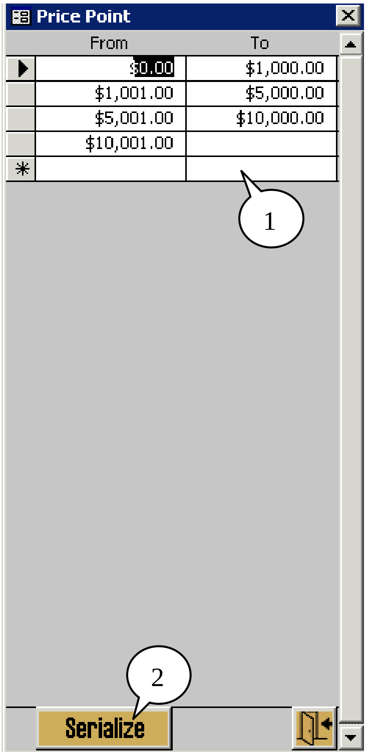
Select **Product Location** from the **Inventory** option on the **Maintenance** menu to open the **Product Locations** window.

1. Type the name of the location into the next available **Name** text-box.

To make changes to existing locations, click on the **Name** text-box that contains the name you wish to change, and then type your changes.

When you are finished, click on the button to the information and close the window.

Adding Product Price Points



Purpose

This feature allows you to group inventory by price point which is used to form a GMROI report made by price point. Please note that when you generate your average on hand in the GMROI screen it will also update any new inventory entered into the correct price point.

Select **Price Point** from the **Inventory** option on the **Maintenance** Menu to open the **Price Point** window.

1. Type the range of price points you want your inventory grouped by. For example, $0-$1000, can be used for the first grouping. Continue that pattern for all the price points that you would like to add.

2. Press the **Serialize** button to apply the above price points to the corresponding reports. All of the inventory will be updated and put into these specified price point groups and will take a few minutes to update the inventory.

Note

The final price point does not need an ending price point. Therefore anything over the first amount specified in your final price point will be included in that grouping.

Adding Inventory Details

Select **Inventory Details** from the **Inventory** option on the **Maintenance** menu.

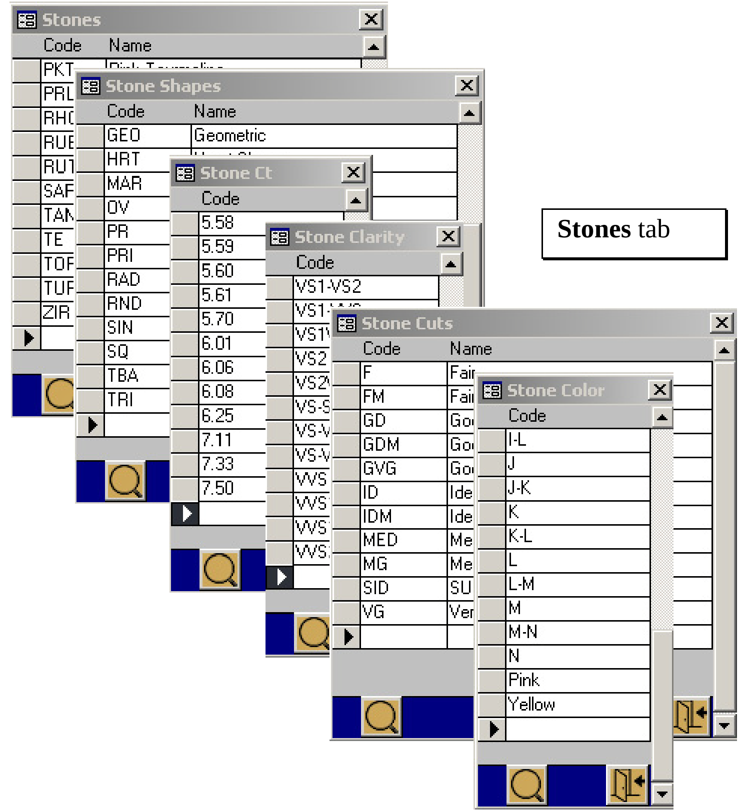
The following appear as drop-down lists in the **Metals** tab and **Stones** tab on the **Inventory** menu. You may edit them as you would other drop-down lists.

Stones tab

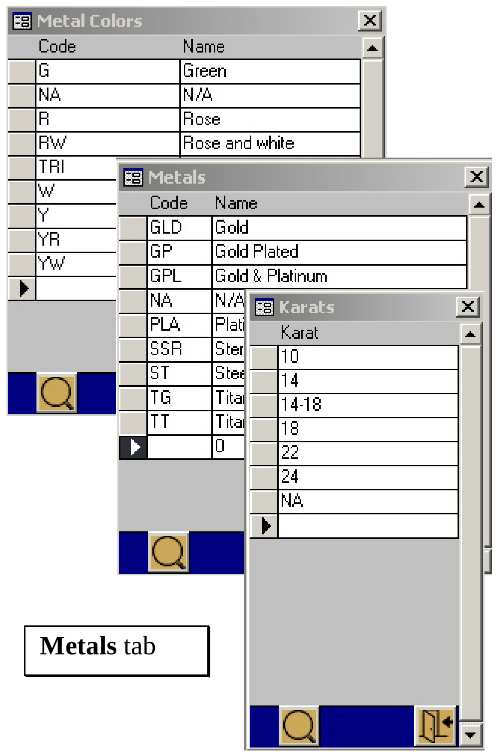
Stones
Stone Shapes
Stone Ct
Stone Clarity
Stone Cut
Stone Color

Metals tab

Metal Colors
Metals
Karats



Stones tab



Metals tab

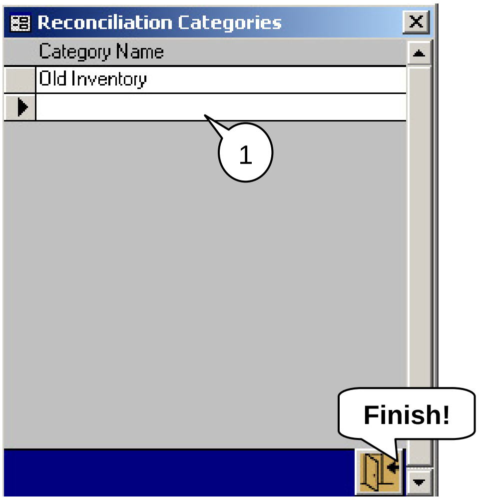
Adding Reconciliation Categories

Select **Reconciliation Category** from the **Inventory** option on the **Maintenance** menu.

1. Type the name of the category in the first available **Category Name** text-box.

To make changes to existing Reconciliation Category names, click on the **Category Name** text-box that contains the Category name, and then type your changes. To delete a Reconciliation Category, select the Reconciliation Category and then press the **Delete** key.

When you are finished, click on the  button to save the information and close the window.



Managing Insurance Information

Adding Claim Status to the Status drop-down list

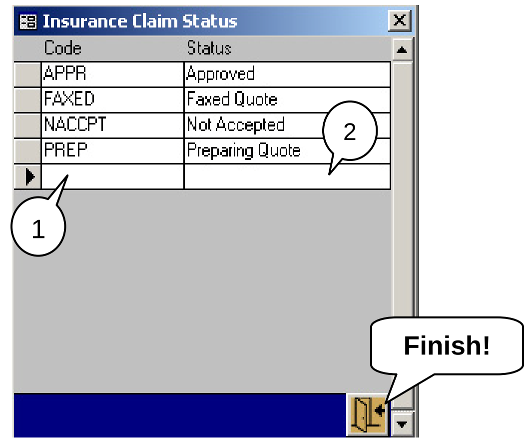
To open the **Insurance Claim Status** window, select **Insurance Claim Status** from the **Insurance** option on the **Maintenance** menu.

1. Click on the **Code** text-box that you wish to add the Code to, and then type the name of the Code into the box.

2. Next, click on the corresponding **Status** text-box and enter in the Status description for the code.

To, make changes to existing list options, follow steps 1-2 for the text-box that contains the option you wish to change.

When you are finished, click on the button to save the information and close the window.



Adding Note Subjects to the Subject drop-down list

To add notes to the **Subject** drop-down list in the **Notes** section of the **Insurance Quote** window, see the **Section 1J-1 Modifying Notes Subjects** in **Chapter 1: Maintenance Menu**.

Entering in a New Insurance Company

To open the **Insurance Companies** window, select **Insurance Company** from the **Insurance** option of the **Maintenance** menu.

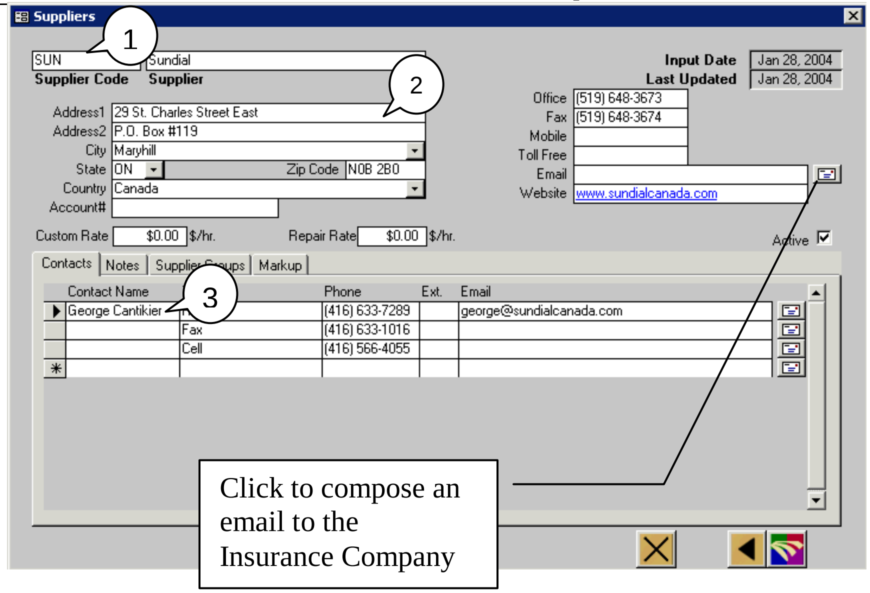
1. Type in a 2 or 3 character code for the Insurance Company into the **Code** text-box (it is recommended that the initials of the company be used). Then type in the name of the Insurance Company into the **Insurance Company** text-box.

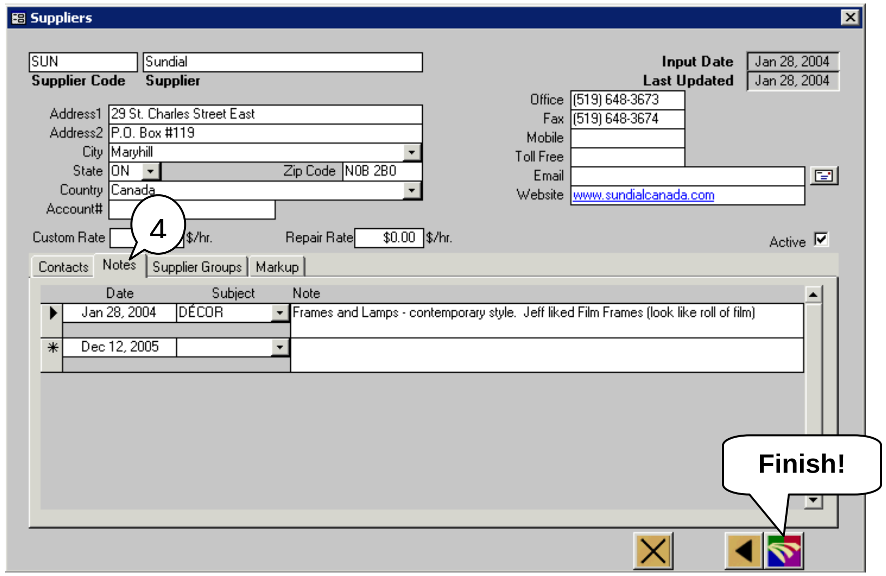
2. Type in the address of the Insurance Company into the corresponding address text-boxes. You may select the City and State from the drop-down lists. Then enter in the Telephone, Fax and Mobile numbers with area codes into the corresponding text-boxes. Next, enter in the company's Email address into the **Email** text-box.

3. Enter the name of the Contact Person into the **Contact Name** text-box. Then enter the title of the person into the **Title** text-box. If the person's phone number differs from that of the company, enter the telephone and extension number into the corresponding text-boxes. Then enter the email address into the **Email** text-box.

4. You may wish to enter a note about the Insurance Company. Click on the **Notes** tab to reveal the notes section, and then select the subject from the **Subject** drop-down menu. Then type your note into the **Notes** text-box.

When you have finished, click on the button to save the information and close the window.



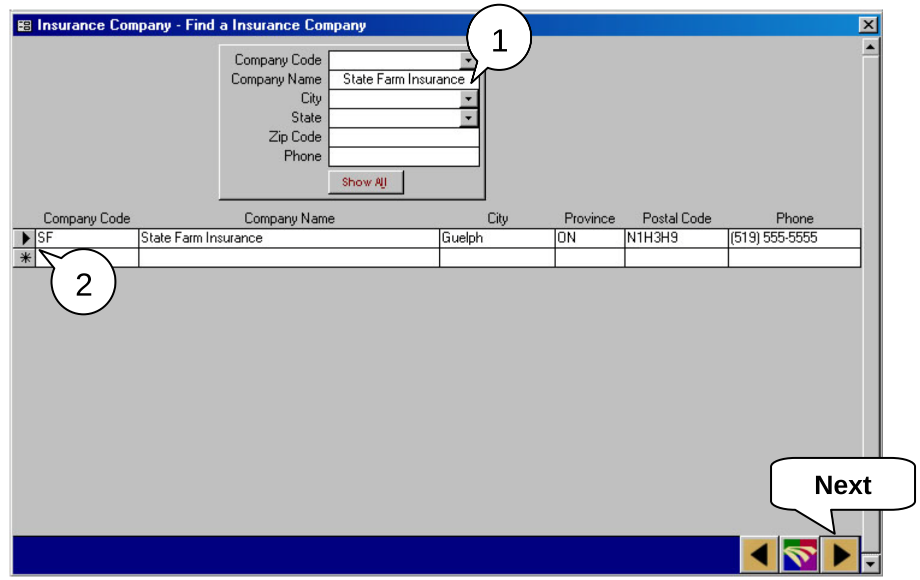


Finding an Insurance Company

To open the **Find an Insurance Company** window, select **Insurance Company - Find** from the **Insurance** option on the **Maintenance** menu.

1. Type what you remember of the insurance company's name into the **Company Name** text-box. Then press the **Enter** key to view the search results below.

2. Select the insurance company from the list, and then click on the button to open the **Insurance Companies** window.



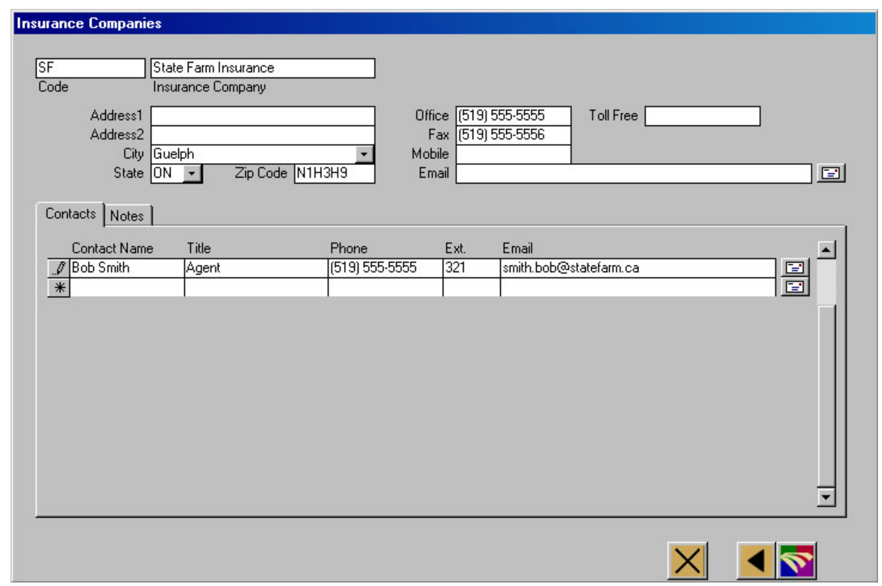
Search Options:

- To search by the Company Code, select it from the Company Code drop-down list.

- To search by the City or State, select it from the corresponding drop-down list.

- To search by the Insurance Company's Zip Code, enter it into the **Zip Code** text-box.

- To search by the company's telephone number, enter the number with the area code into the **Phone** text-box.



Shortcut

Try double-clicking on the name of the insurance company to view its details.

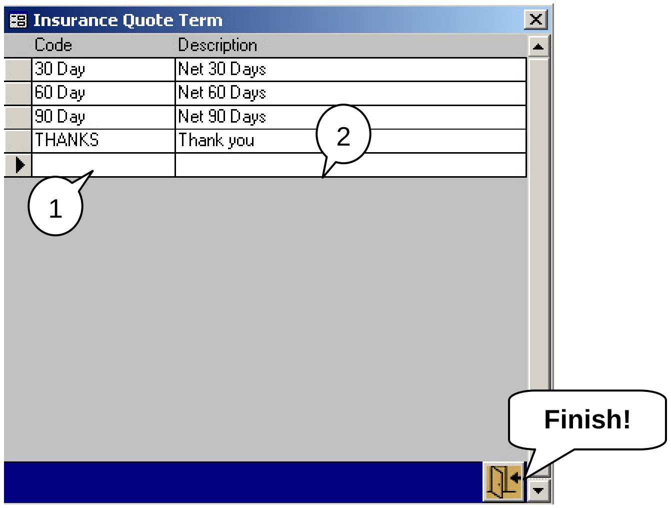
Adding Insurance Quote Terms to the Terms drop-down list

To open the **Insurance Quote Term** window, select **Insurance Quote Terms** from the **Insurance** option on the **Maintenance** menu.

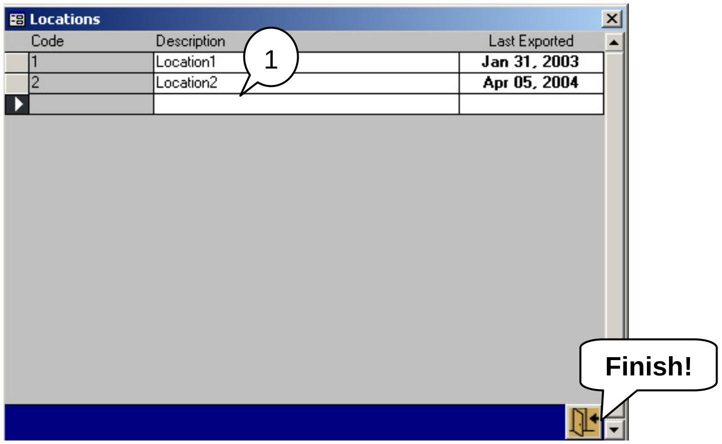
1. Click on the **Code** text-box that you wish to add the Code to, and then type name of the Code into the box.

2. Next, click on the corresponding **Description** text-box and enter in the description for the Code.

To make changes to existing list options, follow steps 1-2 for the text-box that contains the option you wish to change. When you are finished, click on the  button to save the information and close the window.



Modifying Locations



Purpose

This is a useful feature for companies with multiple store locations.

You may add a location listed in the **Location** drop-down list that appears in various screens throughout the program.

To open the **Locations** window, select **Location** from the **Maintenance** menu.

1. Type the name or description of the Location you wish to add in the **Description** text-box.

2. The **Last Exported** date is automatically updated with the date of the most recent export of inventory to another location.

Repeat step 1 to enter additional locations. To edit the locations, click on the text-box containing the location that you wish to change, and then enter in the new information.

When you have finished, click on the button to save and close the window.

Note

Once you have entered a location name in the **Description** text-box, you CANNOT delete the location.

Modifying Note Subjects

There are four kinds of note subjects:

Customer Note Subjects: The items in this list appear as the subject in the **Notes** section of the **Customers** window, and are accessible from the **Subject** drop-down list.

Internal Notes Subjects: The items in this list appear as the subject in the **Internal Notes** window, and are accessible from the **Subjec**t drop-down list.

Insurance Company Note Subjects: The items in this list appear as the subject in the **Notes** section of the **Insurance Companies** window, and are accessible from the **Subject** drop-down list.

Supplier Note Subjects: The items in this list appear as the subject in the **Notes** section of the **Suppliers** window, and are accessible from the **Subject** drop-down list.

To open the **Notes** window, select the **Notes** option of your choice from the **Maintenance** menu.

To add a subject to the list:

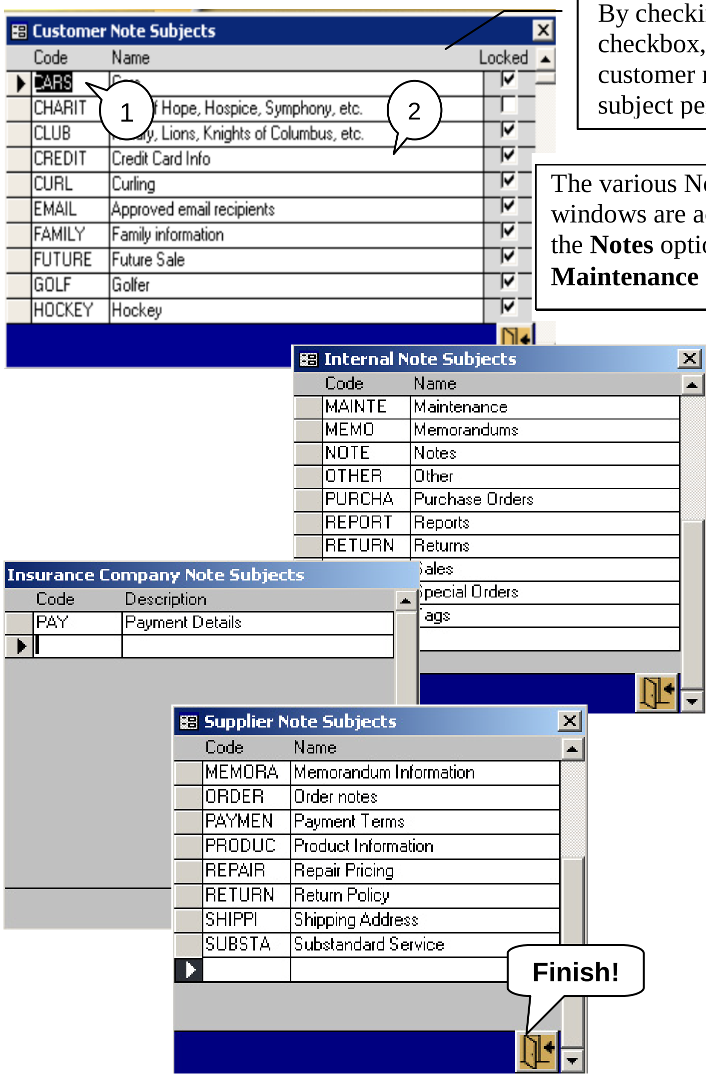
1. Click on the next available **Code** text-box, and type in the Code that will represent the subject. The Code can be a number, a single word, or an abbreviation of a phrase.

2. Click on the next available **Name** (or **Description**) text-box, and then type in the content that you want to appear in the **Subject** drop-down list. When you are finished, click on the button to save the information and close the window.

Modify existing subjects:

Click on an existing subject and then type your change. When you are finished making your changes, click on the to save the information and close the window.

By checking the **Locked** checkbox, it makes the customer notes under that subject permanent.



The various Note Subjects windows are accessible through the **Notes** option on the **Maintenance** menu.

Modifying Service Menus

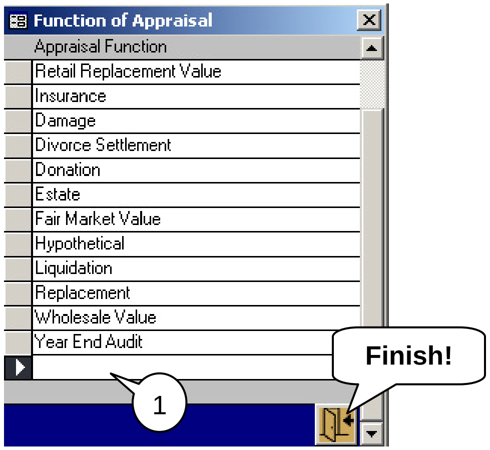
Adding options to the Function drop-down list that appears in the Appraisals window

Select **Function** from the **Appraisal** sub-option on the **Service** option under the **Maintenance** menu to open the **Function of Appraisal** window.

1. Click on the next available **Appraisal Function** text-box and enter the new option.

To edit existing options, click on the text-box that contains the option, and type the changes.

When you are finished, click on the button to save the information and close the window.



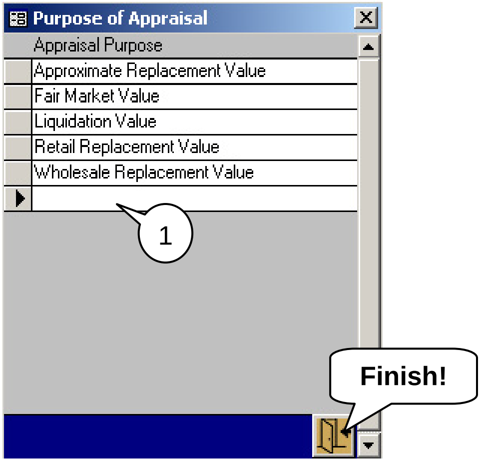
Adding options to the Purpose drop-down list that appears in the Appraisals window

Select **Purpose** from the **Appraisal** sub-option on the **Service** option under the **Maintenance** menu to open the **Purpose of Appraisal** window.

1. Click on the next available **Appraisal Purpose** text-box, and enter the new option.

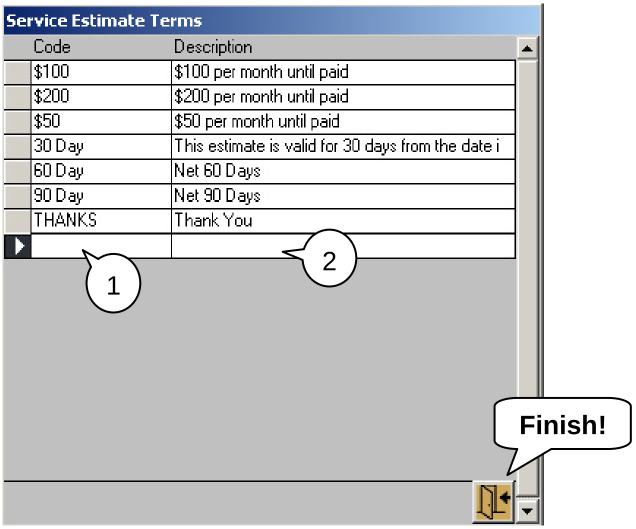
To edit existing options, click on the text-box that contains the option, and type the changes.

When you are finished, click on the button to save the information and close the window.



Adding options to the Estimate Terms drop-down list that appears in the Service Estimates window

Select **Estimate Terms** from the **Service** option on the **Maintenance** menu to open the **Service Estimate Terms** window.



1. Click on the next available **Code** text-box, and then enter the code for the new item.

2. Enter the description for the code into the corresponding **Description** text-box.

To edit existing options, click on the text-box that contains the option, and type the changes.

When you are finished, click on the button to save the information and close the window.

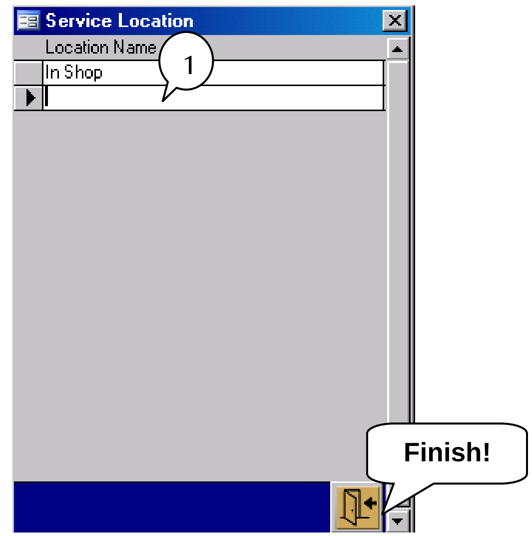
Adding options to the Service Location drop-down list that appears in the Service windows

Select **Service Location** from the **Service** option on the **Maintenance** menu to open the **Service Location** window.

1. Click on the next available **Location Name** text-box, and then enter the location for the new item.

To edit existing options, click on the text-box that contains the option, and type the changes.

When you are finished, click on the button to save the information and close the window.



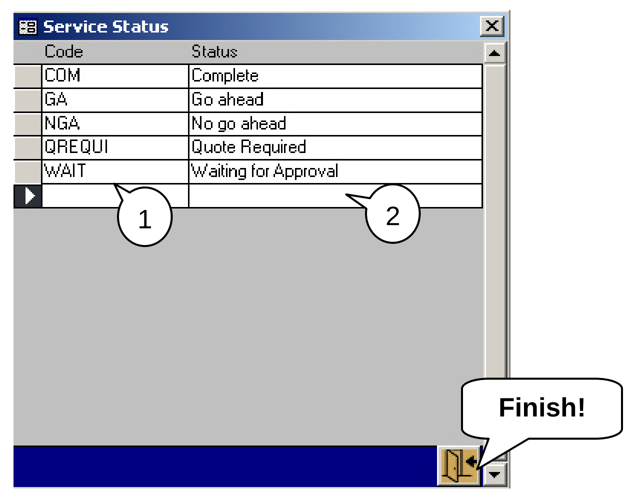
Adding options to the Service Status drop-down list that appears in the Service windows

Select **Service Status** from the **Service** option on the **Maintenance** menu to open the **Service Status** window.

1. Click on the next available **Code** text-box, and then enter the code for the new item.
2. Enter the description for the code into the corresponding **Status** text-box.

To edit existing options, click on the text-box that contains the option, and type the changes.

When you are finished, click on the button to save the information and close the window.



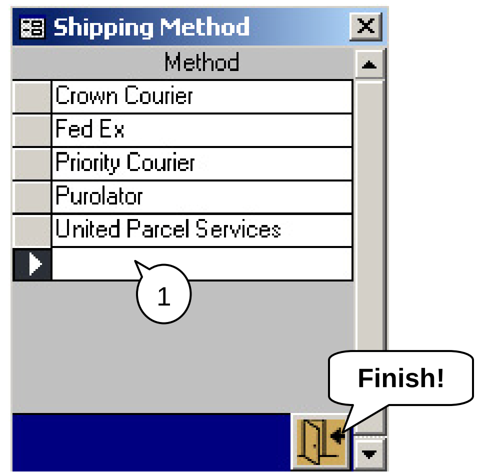
Adding options to the Shipping Method drop-down list that appears in the Service windows

Select **Shipping Method** from the **Service** option on the **Maintenance** menu to open the **Shipping Method** window.

1. Click on the next available **Method** text-box, and enter the new item.

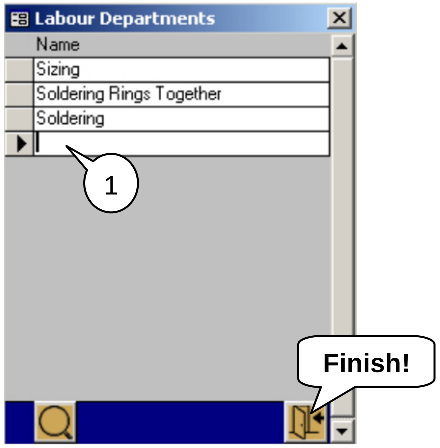
To edit existing options, click on the text-box that contains the option, and type the changes.

When you are finished, click on the button to save the information and close the window.



Adding options to the Labour Department drop-down list that appears in the Service windows

Select **Task Department** from the **Service Tasks - Labour** sub-option on the **Service** option under the **Maintenance** menu to open the **Labour Departments** window.



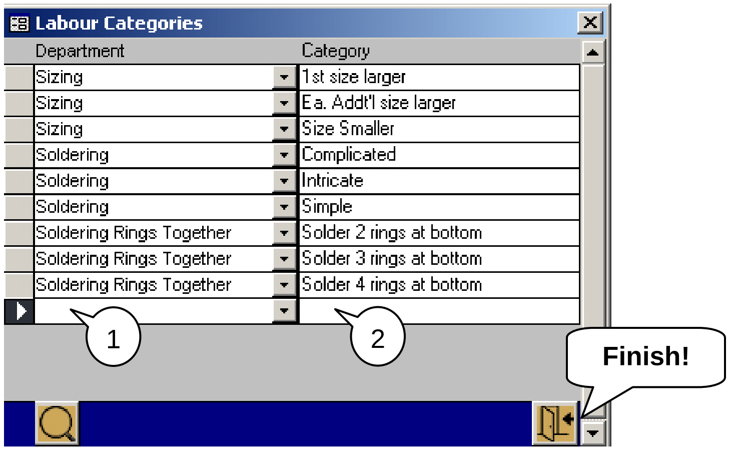
1. Type the name of the new Labour Department you are creating into the corresponding **Name** text-box.

To make changes to existing Labour Department names, click on the **Name** text-box that contains the name you wish to change, and then type your changes. To delete a Labour Department, select the Labour Department by clicking the button and then press the **Delete** key.

When you are finished, click on the button to save the information and close the window.

Adding options to the Labour Category drop-down list that appears in the Service windows

Select **Task Category** from the **Service Tasks - Labour** sub-option on the **Service** option under the **Maintenance** menu to open the **Labour Categories** window.



1. Select the type of Department from the **Department** drop-down list.

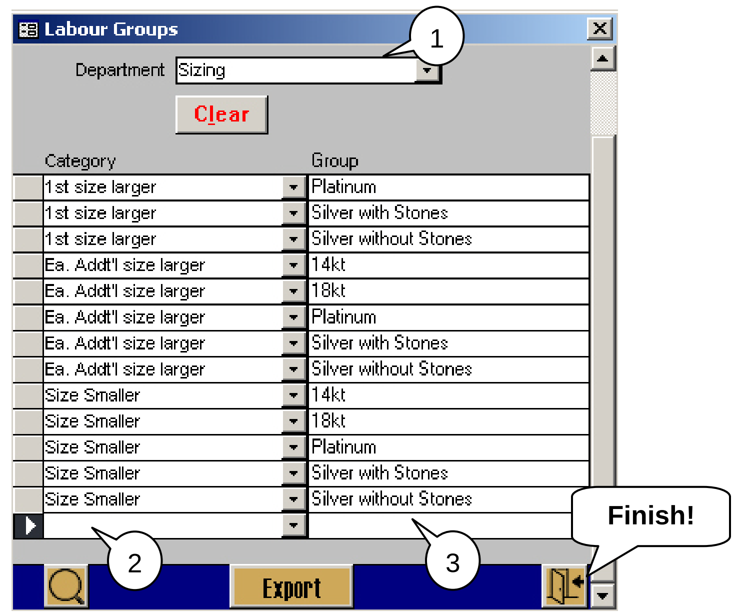
2. Type the name of the new Labour Category you are creating into the next available **Category** text-box.

To make changes to existing Labour Category names, click on the **Category** text-box that contains the name you wish to change, and then type your changes. To delete a Labour Category, select the Labour Category by clicking the button and then press the **Delete** key.

When you are finished, click on the button to save the information and close the window.

Adding options to the Labour Group drop-down list that appears in the Service windows

Select **Task Group** from the **Service Tasks - Labour** sub-option on the **Service** option under the **Maintenance** menu to open the **Labour Groups** window.



1. Select the type of Department from the **Department** drop-down list.

2. Then select the Category from the **Category** drop-down list.

3. Type the name of the new Labour Group you are creating into the corresponding **Group** text-box.

To make changes to existing Labour Group names, click on the **Group** text-box that contains the name you wish to change, and then type your changes. To delete a Labour Group by clicking the button and then press the **Delete** key.

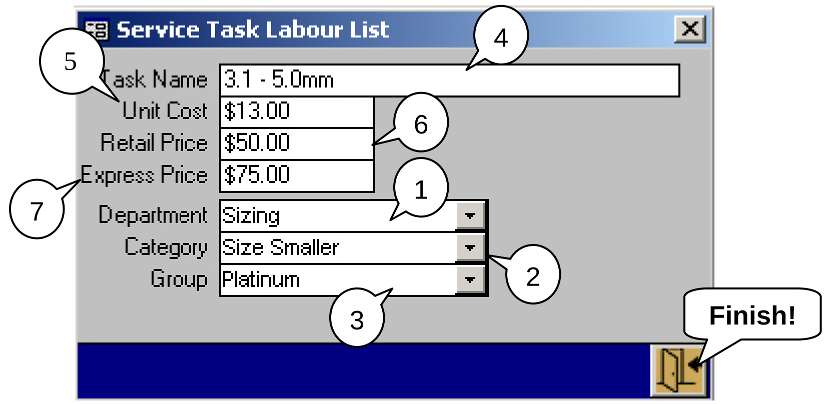
When you are finished, click on the button to save the information and close the window.

Tip

The Export button will create a text file for Departments, Category and Groups, which can be viewed and printed using Excel.

Adding options to the Labour Task drop-down list that appears in the Service windows

Select **Task** from the **Service Tasks - Labour** sub-option on the **Service** option under the **Maintenance** menu to open the **Service Task Labour List** window.



1. Select the type of Department from the **Department** drop-down list.

2. Then select the Category from the **Category** drop-down list.

3. Then select the Group from the **Group** drop-down list.

4. Type the name of the Labour Task you are creating into the corresponding **Task Name** text-box.

5. Enter the Cost of the task into the corresponding **Unit Cost** text-box.

6. Enter the Retail Price of the task into the corresponding **Retail Price** text-box.

7. Enter the Express Price of the task into the corresponding **Express Price** text-box.

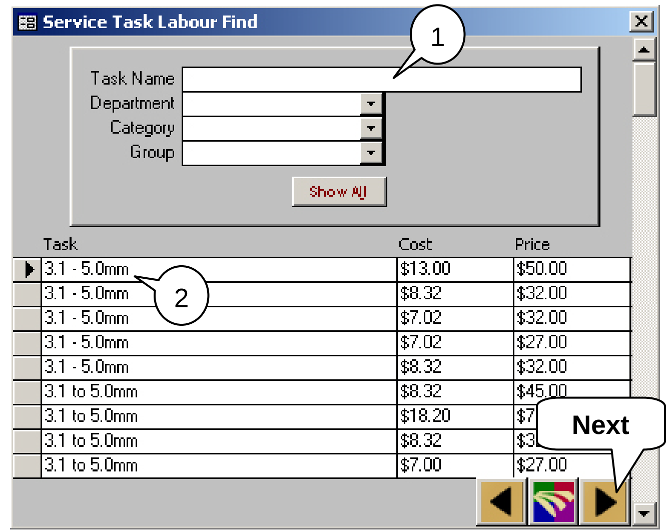
When you are finished, click on the  button to save the information and close the window.

Finding a Labour Task

Select **Task Find** from the **Service Tasks - Labour** sub-option on the **Service** option under the **Maintenance** menu to open the **Service Task Labour Find** window.

1. Type what you remember of the Labour Task name into the **Task Name** text-box. Then press the **Enter** key to view the search results below.

2. Select the Labour Task from the list, and then click on the button to open the **Service Task Labour List** window.



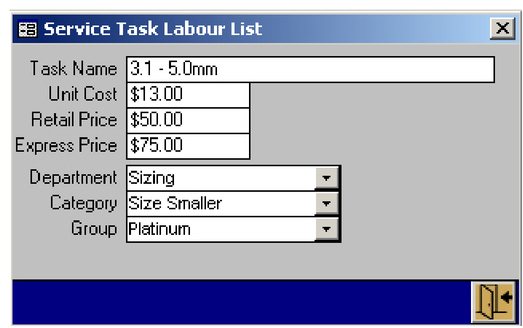
Search Options:

- To search by the Labour Task Department, select it from the Department drop-down list.

- To search by the Labour Task Category, select it from the Category drop-down list.

- To search by the Labour Task Group, select it from the Group drop-down list.

When you are finished, click on the button to save the information and close the window.



Shortcut

Try double-clicking on the name of the task to view its details.

Adding options to the Material\Findings Department drop-down list that appears in the Service windows

Select **Task Department** from the **Service Tasks – Material\Findings** sub-option on the **Service** option under the **Maintenance** menu to open the **Materials Departments** window.

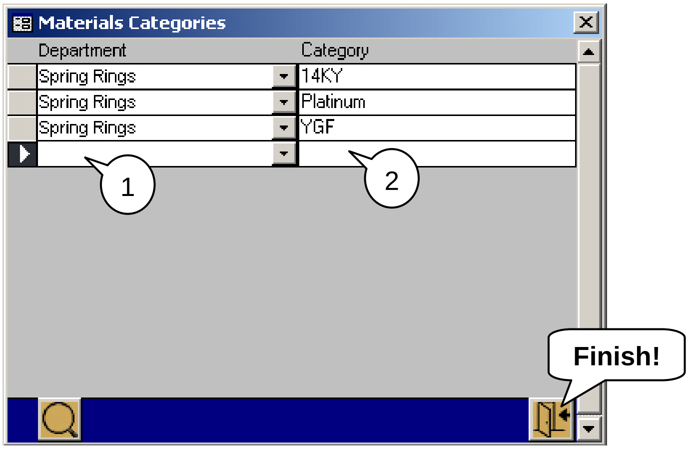
1. Type the name of the new Material\Findings Department you are creating into the next available **Name** text-box.

To make changes to existing Material\Findings Department names, click on the **Name** text-box that contains the name you wish to change, and then type your changes. To delete a Material\Findings Department, select the Material\Findings Department by clicking the button and then press the **Delete** key.

When you are finished, click on the button to save the information and close the window.

Adding options to the Material\Findings Category drop-down list that appears in the Service windows

Select **Task Category** from the **Service Tasks – Material\Findings** sub-option on the **Service** option under the **Maintenance** menu to open the **Materials Categories** window.



1. Select the type of Department from the **Department** drop-down list.

2. Type the name of the new Material\Findings Category you are creating into the corresponding **Category** text-box.

To make changes to existing Material\Findings Category names, click on the **Category** text-box that contains the name you wish to change, and then type your changes. To delete a Material\Findings Category, select the Material\Findings Category by clicking the button and then press the **Delete** key.

When you are finished, click on the button to save the information and close the window.

Adding options to the Material\Findings Group drop-down list that appears in the Service windows

Select **Task Group** from the **Service Tasks - Material\Findings** sub-option on the **Service** option under the **Maintenance** menu to open the **Materials Groups** window.

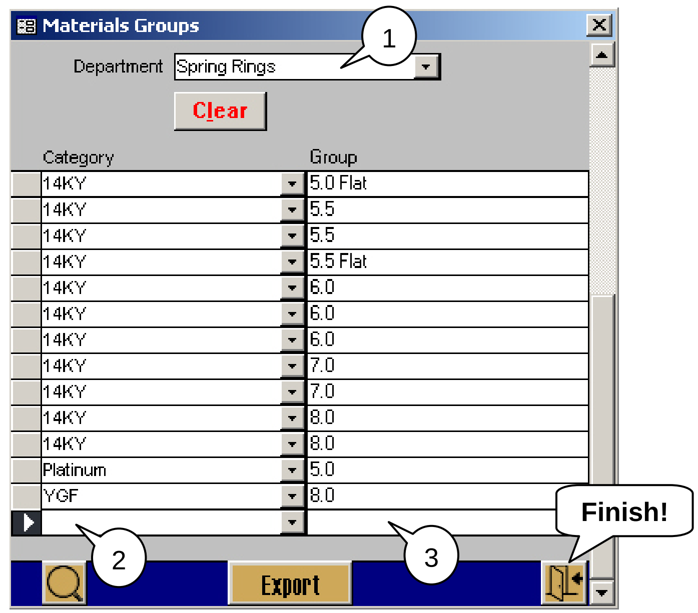
1. Select the type of Department from the **Department** drop-down list.

2. Then select the Category from the **Category** drop-down list.

3. Type the name of the new Material\Findings Group you are creating into the corresponding **Group** text-box.

To make changes to existing Material\Findings Group names, click on the **Group** text-box that contains the name you wish to change, and then type your changes. To delete a Material\Findings Group, select the Material\Findings Group by clicking the button and then press the **Delete** key.

When you are finished, click on the button to save the information and close the window.

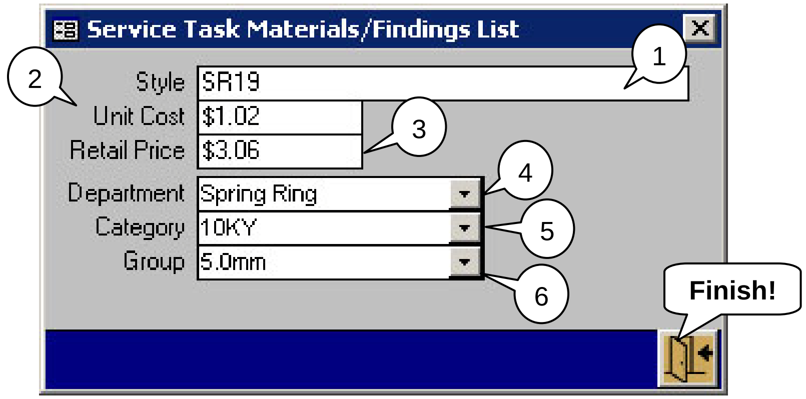


Tip

The Export button will create a text file for Departments, Category and Groups, which can be viewed and printed using Excel.

Adding options to the Material\Findings Task drop-down list that appears in the Service windows

Select **Task** from the **Service Tasks - Material\Findings** sub-option on the **Service** option under the **Maintenance** menu to open the **Service Task Materials\Findings List** window.



1. Type the Style Number of the Material\Findings you are creating into the corresponding **Style** text-box.

2. Enter the Cost of the task in the corresponding **Unit Cost** text-box.

3. Enter the Price of the task in the corresponding **Retail Price** text-box.

4. Select the type of Department from the **Department** drop-down list.

5. Then select the Category from the **Category** drop-down list.

6. Then select the Group from the **Group** drop-down list.

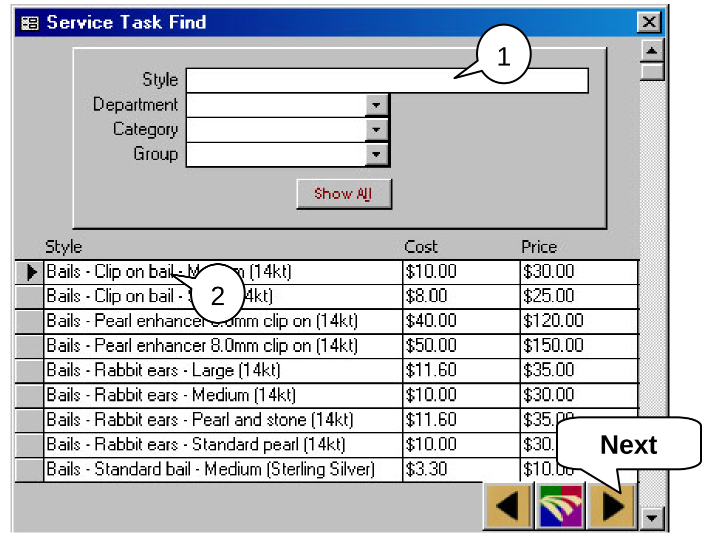
When you are finished, click on the  button to save the information and close the window.

Finding a Material\Findings Task

Select **Task Find** from the **Service Tasks - Material\Findings** sub-option on the **Service** option under the **Maintenance** menu to open the **Service Task Find** window.

1. Type what you remember of the Material\Findings style number into the **Style** text-box. Then press the **Enter** key to view the search results below.

2. Select the Material\Findings style from the list, and then click on the button to open the **Service Task Materials\Findings List** window.



Search Options:

- To search by the Material\Findings Task Department, select it from the Department drop-down list.

- To search by the Material\Findings Task Category, select it from the Category drop-down list.

- To search by the Material\Findings Task Group, select it from the Group drop-down list.

When you are finished, click on the button to save the information and close the window.

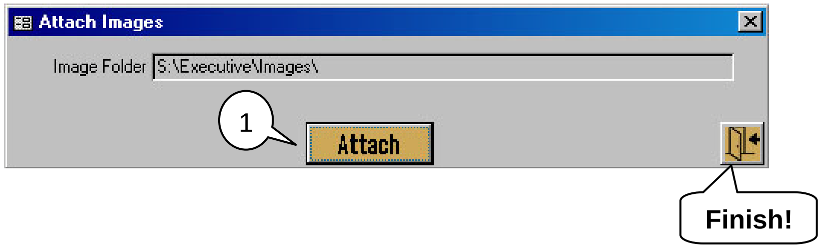
Shortcut

Try double-clicking on the style number to view its details.

Changing System Options

Attaching images to items

Select **Attach Pictures** from the **System** option on the **Maintenance** menu to open the **Attach Images** window.



Note: Images must be named with their corresponding SKU#.

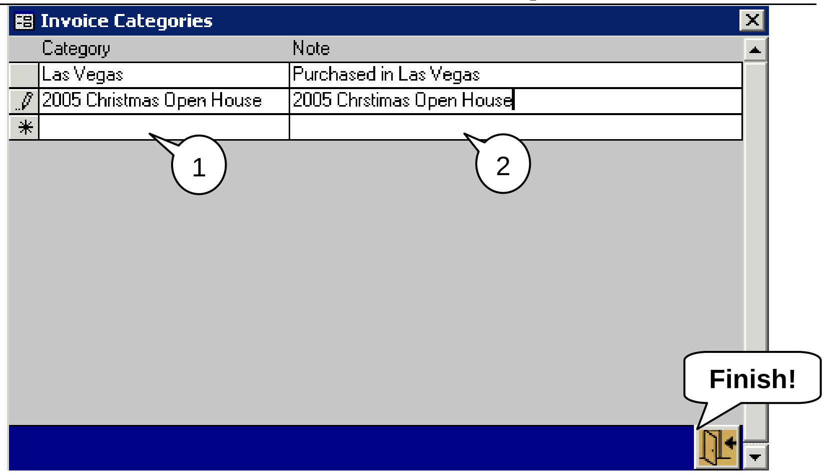
1. Click on the **Attach** button to attach all the items to their corresponding images.

When you are finished, click on the button to save the information and close the window.

Tip: The Image Folder path is determined from Store Setup. See section 1L-6 on how to change your image path.

Note: Images must be named their corresponding SKU.

Adding in Invoice Categories to the drop-down list in the 2nd screen of the Invoice window.



Select **Invoice Categories** from the **System** option on the **Maintenance** menu to open the **Invoice Categories** window.

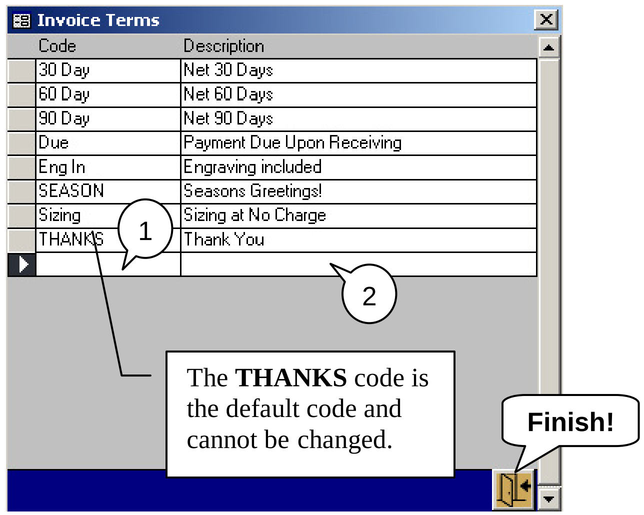
1. Click on the next available Category text-box and enter in the category for the new option.

2. Enter the option's description into the corresponding **Description** text-box.

To edit existing options, click on the text-box that contains the option, and type the changes. This is to block sales from certain events or tradeshows, so you can see how much you have sold from that particular event or tradeshow.

When you are finished, click on the button to save the information and close the window.

Adding options to the Invoice Terms drop-down list located on the Complete Invoice window.



Select **Invoice Terms** from the **System** option on the **Maintenance** menu to open the **Invoice Terms** window.

1. Click on the next available **Code** text-box and enter in the code for the new option.

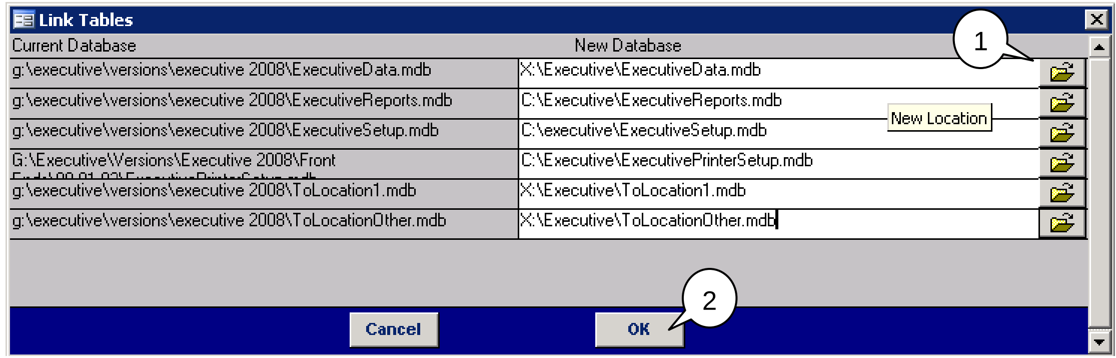
2. Enter the option's description into the corresponding **Description** text-box.

To edit existing options, click on the text-box that contains the option, and type the changes.

When you are finished, click on the button to save the information and close the window.

Linking the data file to Executive

Select **Link Data** from the **System** option on the **Maintenance** menu to open the **Link Tables** window.



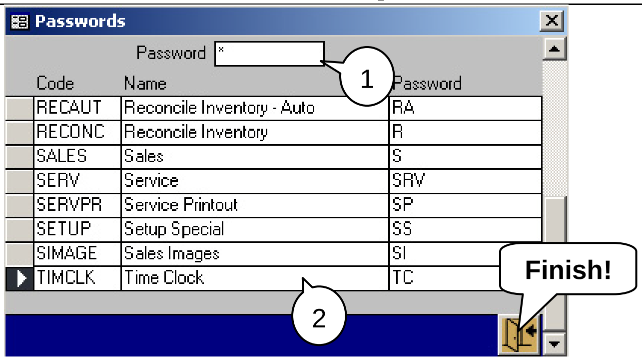
1. Click on the yellow folder to browse to the corresponding data file or type in the pathway to your files.

2. Click on OK when you have selected all your data files.

Allow a few minutes for it to link your data files. You should see the tables linking in the bottom left hand corner of the screen.

TIP

ExecutiveSetup.mdb, Executive.mdb and Executivereports.mdb and ExecutivePrinterSetup must always be linking to the local drive (i.e.C:\Executive\ExecutiveSetup.mdb). The other three files including Executivedata.mdb, ToLocation1, and ToLocationOther.mdb should be linked to the shared network drive, represented by X: in the above picture.



Changing passwords for Executive
Select Password from the System option on the Maintenance menu to open the Passwords window.

1. To view the Password List, enter your Administrator Password into the **Password** text-box.

2. Click on the **Password** text-box that contains the password you wish to change, and then type the new password.

When you are finished, click on the  button to save the information and close the window.

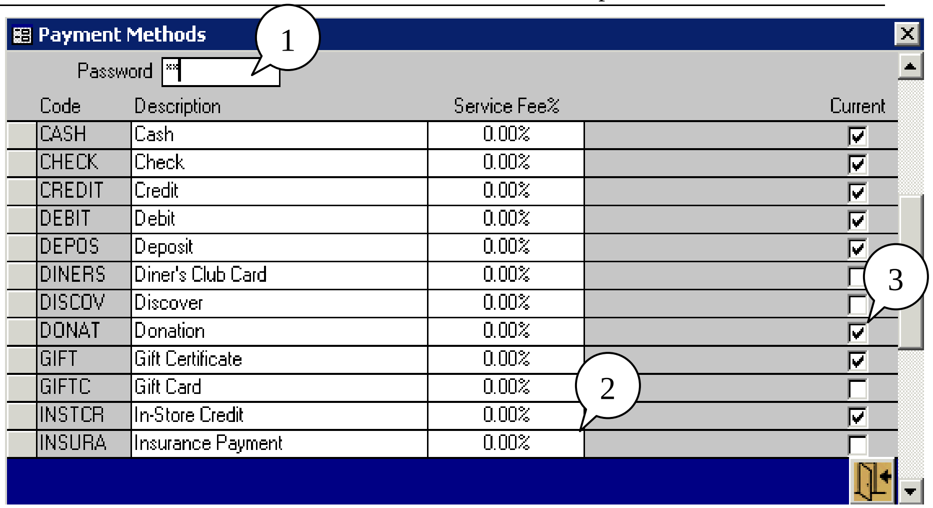
Tip

Each Password must be different. Try adding to the existing password.

i.e. P = Pcode
PM = PMcode

The password affiliated with the code INVFLD is used to override the maximum discount in a sales transaction.

Code	Name	Default Passwords
COMM2	Commission	C2
COMMIS	Commission	C
CSTFLD	Customer Fields	Password
DAILY	Daily	D
EMPLOY	Employees	E
INVAC	Inventory Average Cost	IA
INVFLD	Invoice Fields	INV
INVCO	Invoice Complete	IC
INVTRY	Inventory Costs	I
ONACCT	On Account	Password
OVERRD	Manager Override	OVR
PASSWD	Password	Password
PAYMEN	Payment Methods	PM
PO	Purchase Order	Password
PRDFLD	Product Fields	Password
RCACLR	Reconcile Inventroy - Clear	Password
RECAUT	Reconcile Inventory - Auto	ReconcileA
RECONC	Reconcile Inventory	Reconcile
SALES	Sales	S
SERV	Service	SRV
SERVPR	Service Printout	SP
SERVSI	Service Stock Item Unlock	Password
SETUP	Setup Special	SS
SIMAGE	Sales Images	SI
TIMCLK	Time Clock	CT
TRNRPT	Transfer Report	Password



Modifying the descriptions of the options on the Payment Method drop-down list that appears on the Payments window

Select **Payment Method** from the **System** option on the **Maintenance** menu to open the **Payment Methods** window.

1. Enter your Administrator Password into the **Password** text-box to view the list of Payment Methods.

2. Enter the Service Fee percentage into the corresponding **Service Fee** text-box.

3. Click on the corresponding **Current** check-box to mark this Payment Method for current use.

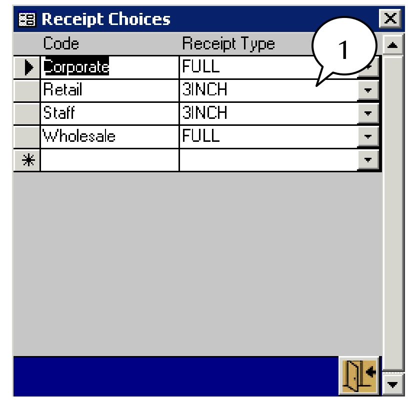
When you are finished, click on the  button to save the information and close the window.

Choosing Receipt Choices

You may modify the type of receipt that is printed for sales to varying customer types. Select **Customer Receipt Choices** from the **Receipt** option under **System** in the Maintenance Menu.

1. Select the Receipt type for the type of sale. For example, select 3INCH for the Retail sale type.

When you are finished, click on the button to save the information and close the window.



NOTE: **FOR PRINTER SETUP PLEASE REVIEW PAGE 1L-8 IN THE MANUAL**

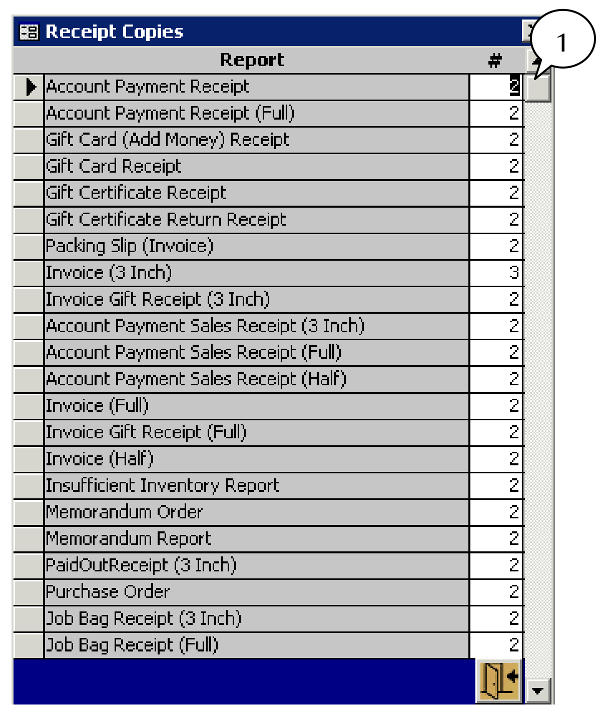
Modifying the Number of Receipt Copies that Print for all Processes.

Select **Receipt Copies** from the **System** option on the **Maintenance** menu to open the **Receipt Copies** window.

1. Enter your desired Amount of Receipt Copies desired in the **#** box the corresponding receipt.

If you do not see the receipt that you are looking for it is defaulted to printing off one copy only.

When you are finished, click on the button to save the information and close the window.

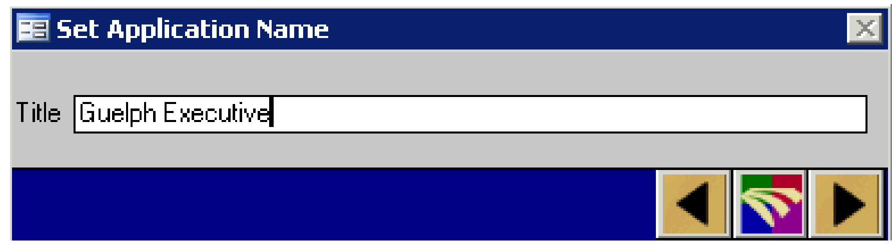


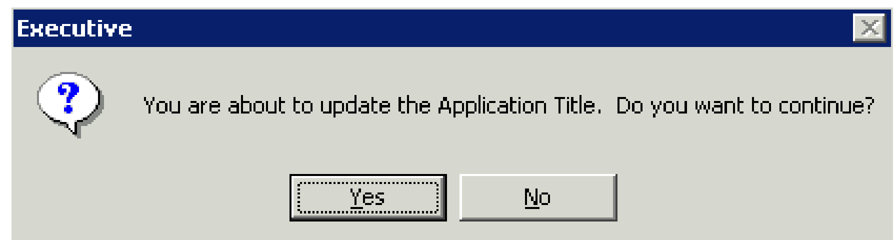
Setting the Application Title

You may modify the name that shows on the application when it is open, by changing the application title. The default name is Executive. Select **Set Application Title** under **System** in the Maintenance Menu.

1. In the dialog box that opens, type the Title that you would like to see on the application.
2. Hit the forward arrow and this will pop up a message, answer **Yes** to the message if you want to change the application title.

Sometimes you will have to restart the application to see these changes take effect. You will have to perform this operation separately on each computer to change the application title.





Changing Store information that appears on the sales and service invoices

Select **Store Setup** from the **System** option on the **Maintenance** menu to open the **Store Setup** window.

1. Select the Store Location from the **Location** drop-down list. Executive may store multiple different Store Locations for use.

2. Enter the address for the store in the corresponding address text-boxes. Next, enter the Telephone, Fax and Email information for the store. If there is a Business Number that should appear on the invoice, enter it into the **Business #** text-box.

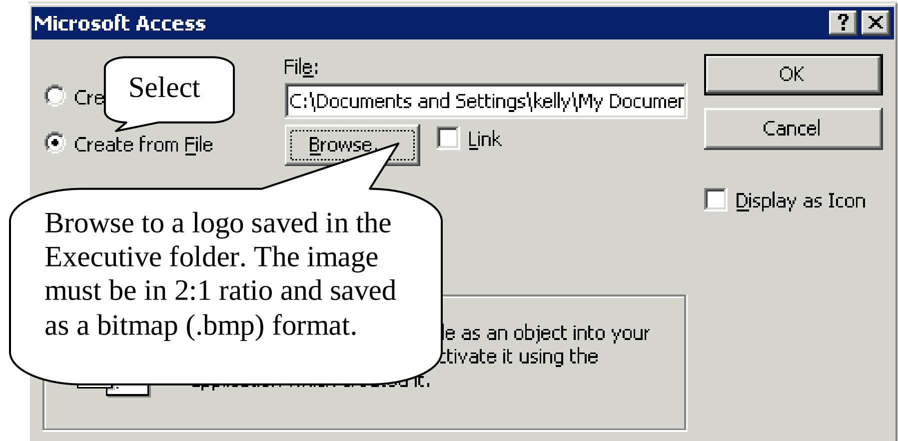
3. You may specify a different file path location for your Inventory Images, by typing it into the **Image Folder** text-box. To specify a different email client program, enter its name into the **Email Profile** text-box. **Note**: Works only with Outlook.

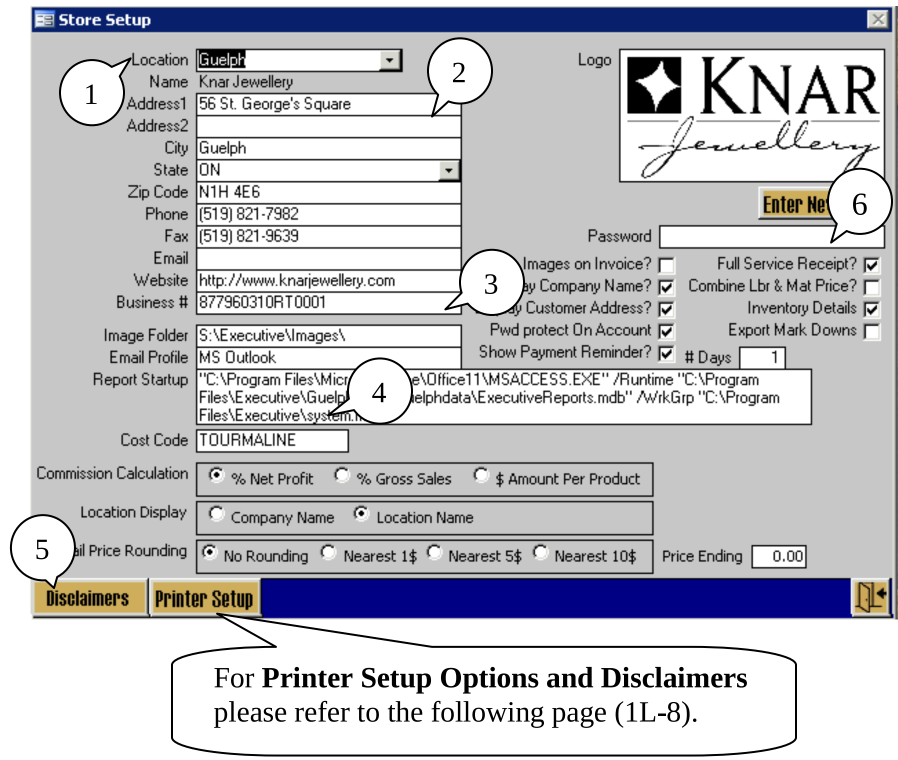
4. Enter a 10 letter cost code in the **Cost Code** text-box to appear on the rattail tags.

5. Click on the Disclaimers button to enter disclaimers for various transactions. The disclaimers will print at the bottom of all receipts.

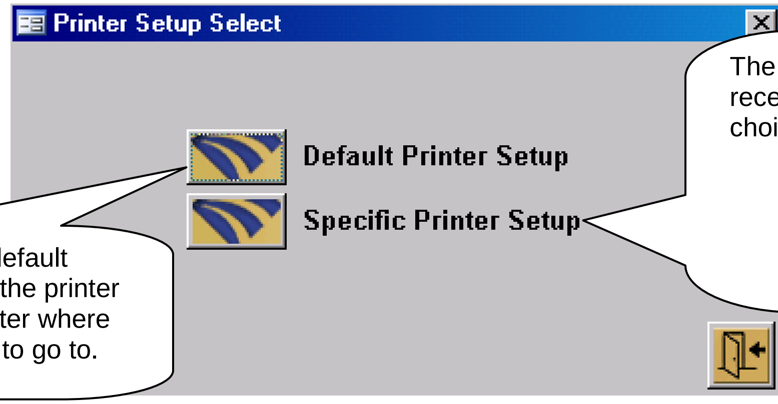
6.
7. To change any of the store setup details such as:
   - **Images on Invoice:** prints images on the invoice
   - **Display Company name:** displays company name on receipts
   - **Display customer address:** displays customer's address on receipts
   - **Psd Protect On Account?** Makes the staff have to put in a passwoerd to use the on account payment method.
   - **Show payment reminder:** shows the payments owing on account for a certain amount of days
   - **Full service receipt:** prints off a 8X11 service receipt
   - **Combine Lbr & Mat Price?** Combines the labour and material price on a job bag receipt.
   - **Inventory Details:** shows the costs of the inventory items
   - **Exports Mark downs:** in a multiple store setting this would allow any marked down merchandise prices to be exported

When you are finished, click on the button to save the information and close the window.





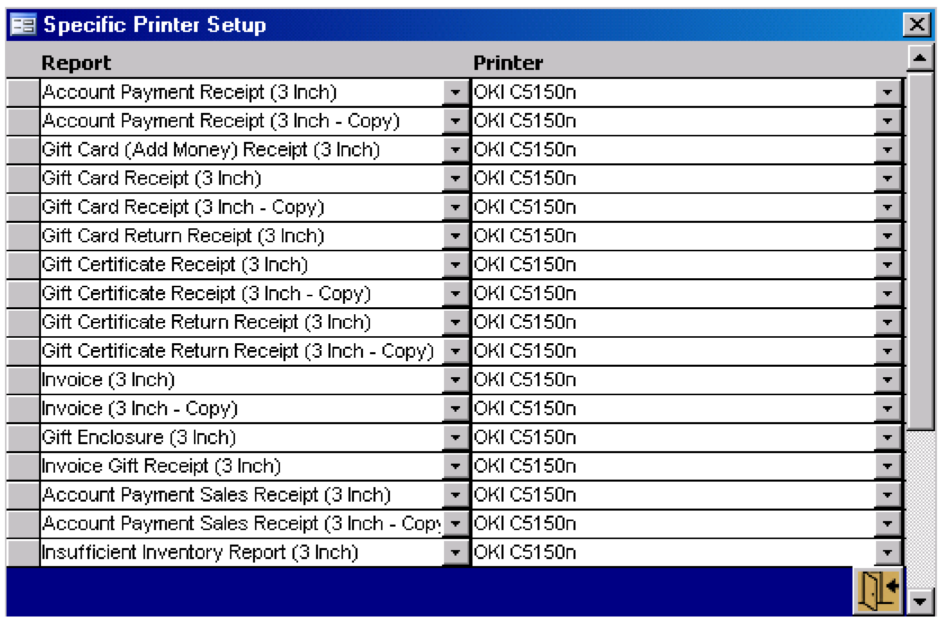
Printer Setup Options



The Default Printer Setup mimics the default printer of your computer. The name of the printer to change to should always be the printer where you would like all of your 8X11 reports to go to.

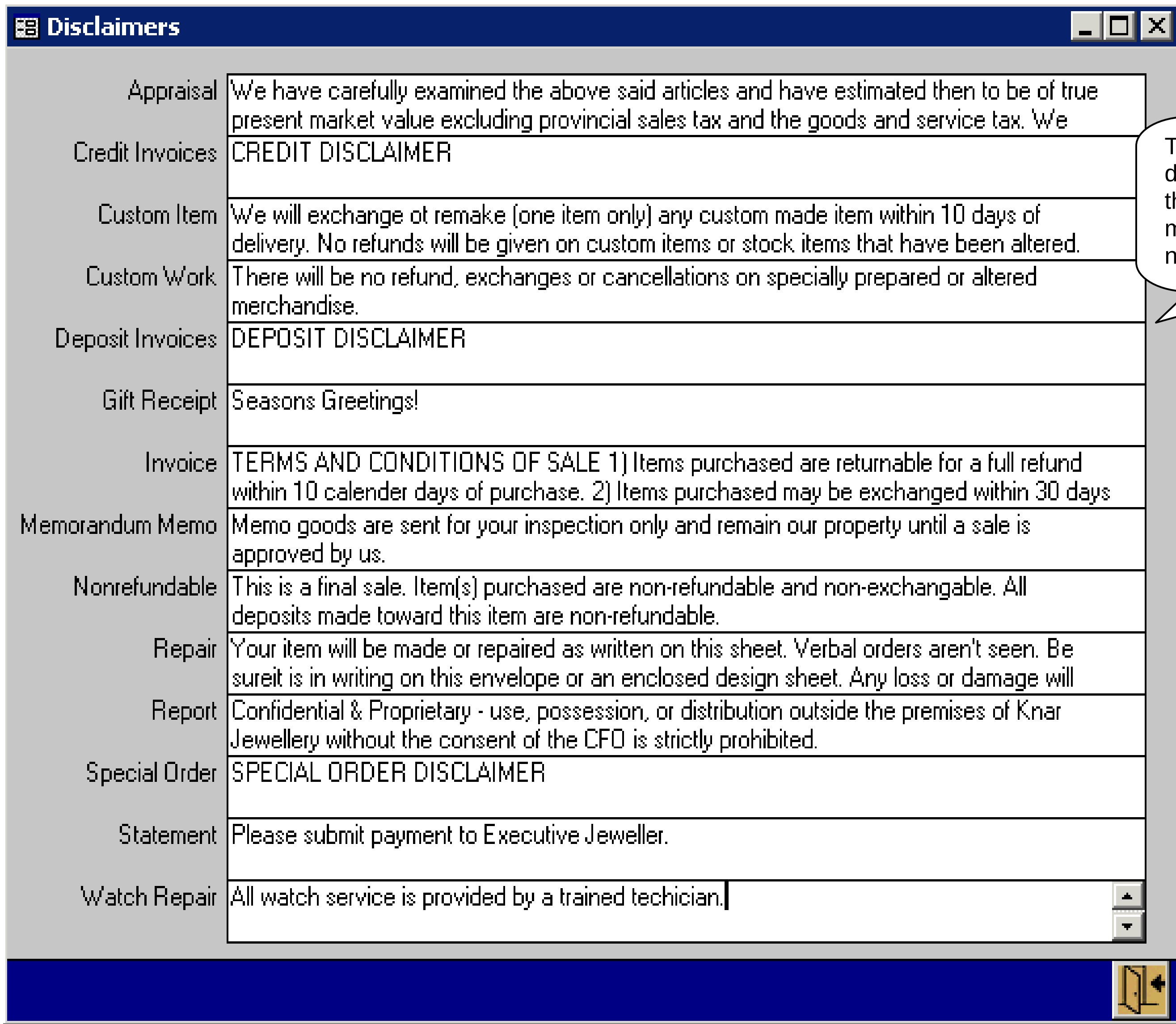
The Specific Printer Setup allows you to force any receipt and report to a specific printer of your choice.

- Select an Epson printer for any 3 inch of 3 inch copy reports (see Specific Printer Setup below). This will ensure that all your receipts will be printed on the EPSON printer.



Note: Every workstation can have a different printer setup.

Printer Setup Options



There are several disclaimer options here that you can fill in to meet your store's needs.

Adding tax-check boxes to the Sales window

Select **Tax Setup** from the **Taxes** option under **System** on the **Maintenance** menu to open the **Taxes** window.

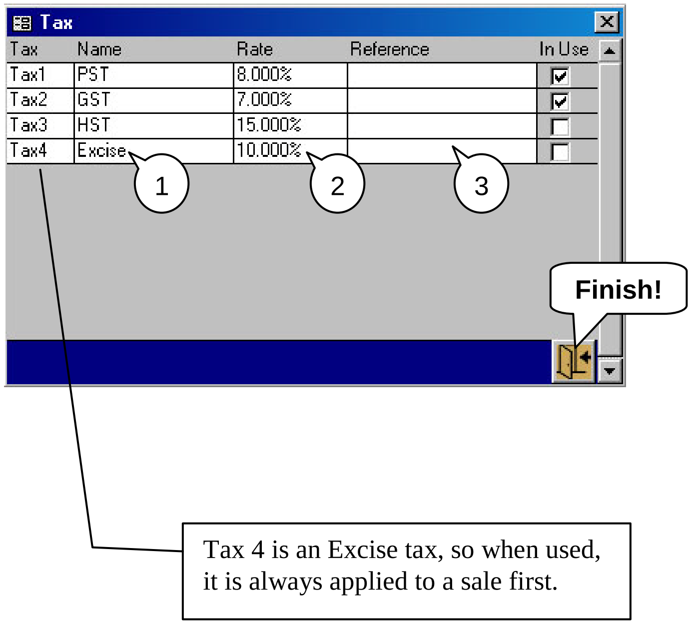
1. You may have up to four different taxes for your items. Click on the **Name** text-box for the tax you wish to add or change, and type the name.

2. Type the Tax Percentage value into the corresponding **Rate** text-box (e.g. 0.08 for 8%).

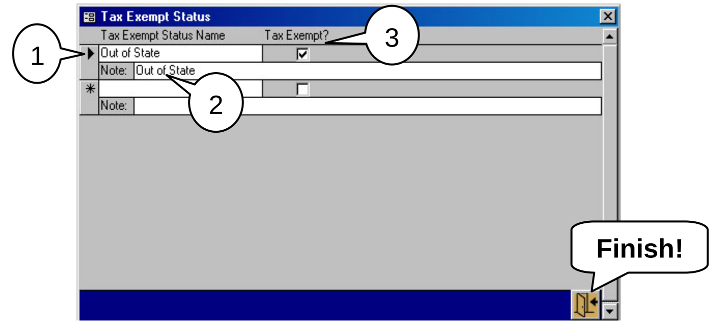
3. If applicable, type a Reference Number into the corresponding **Reference** text-box.

To mark the tax for current use, click on the corresponding **In Use** check box.

When you are finished, click on the button to save the information and close the window.



Adding options to the Tax Exempt Status drop-down list located on the Sales window.



Select **Tax Exempt Status** from the **System** option on the **Maintenance** menu to open the **Tax Exempt Status** window.

1. Click on the next available **Tax Exempt Status Name** text-box and enter in the name for the new option.

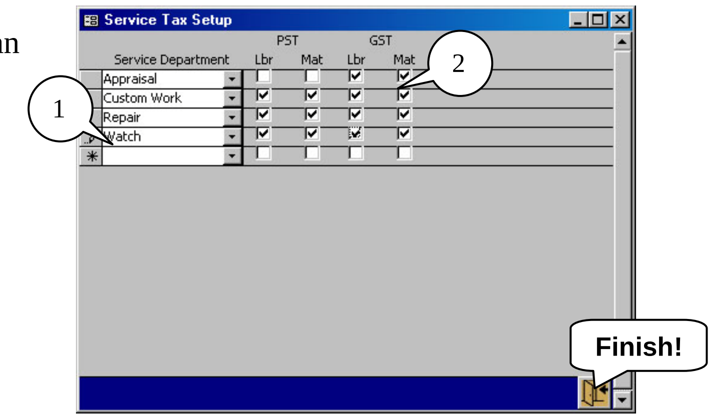
2. Enter the option's note into the corresponding **Note** text-box.

3. To mark the tax for exemption, click on the corresponding **Tax Exempt** check box.

To edit existing options, click on the text-box that contains the option, and type the changes.

When you are finished, click on the button to save the information and close the window.

For Canadian Users:



Setting up taxes for Labour and Material\Findings Services

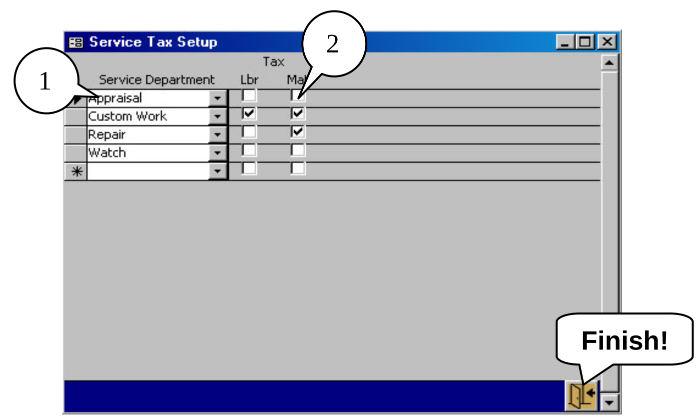
Select **Service Tax Setup** from the **Service** option under the **Maintenance** menu to open the **Service Tax Setup** window.

1. Select a **Service Department** from the drop-down list that you want to setup tax information for.

2. For that Service Department, select whether the labour (**Lbr**) and/or materials/findings (**Mat**) will be taxed by checking off the corresponding checkbox, since each Service Department may be taxed differently. This feature allows you to initially setup all taxable services for each Service Department in Executive.

When you are finished, click on the button to save the information and close the window.

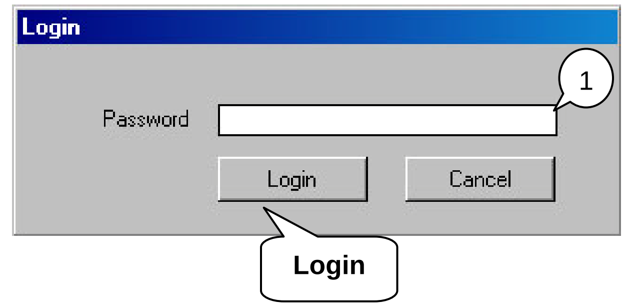
For U.S. Users:



Modifying Security Options

Purpose

With the security feature enabled, administrators have the ability to limit employees to specific portions of the program and deny access to other more sensitive areas.



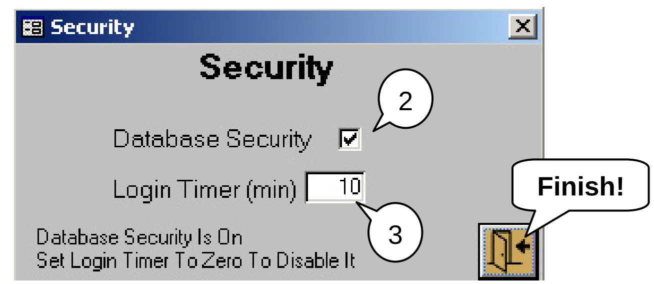
Enabling the Security Feature

Select **Security Setup** from the **Security** option on the **Maintenance** menu to open the **Security** window.

1. Enter your Administrator Password into the Login text-box to check or uncheck the Database Security option. Default password is password.

2. Check or uncheck the **Database Security** check box to enable to disable security.

3. Enter the number of minutes you want to allow Executive to be idle before requesting for a password again in the **Login Timer** field. This will force the user to reenter their password if the session idle time is reached. Set the minutes to zero to disable it.



When you are finished, click on the button to save the information and close the window.

Determining what areas need to be secure

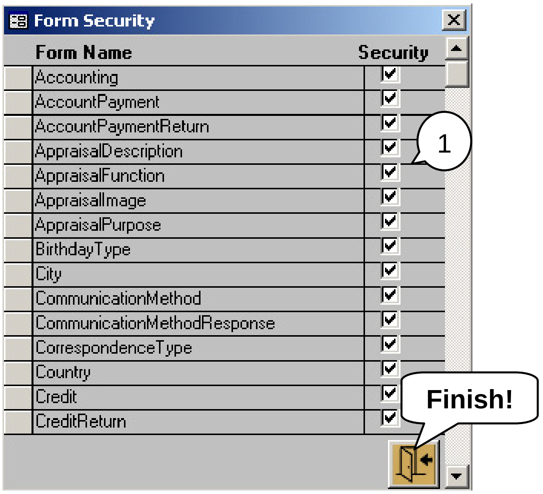
Select **Form Security** from the **Security** option on the **Maintenance** menu to open the **Form Security** window.

1. Check or uncheck the **Security** check-box to enable or disable security on the form specified under **Form Name**.

A check☑: means that when you setup your employees this form will be an option to NOT allow your employees see.

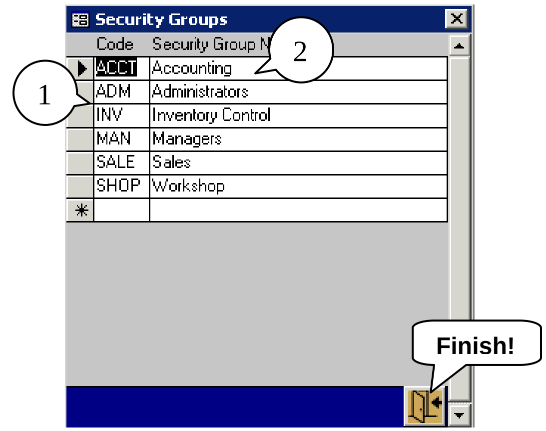
No check☐: means that ALL employees will have access to this form. Thus there is no option to protect it from certain employees.

When you are finished, click on the button to save the information and close the window.



Determining the Security Group Titles

Select **Security Groups** from the **Security Groups** title from the **Security** option on the **Maintenance** menu to open the **Security Groups** window.



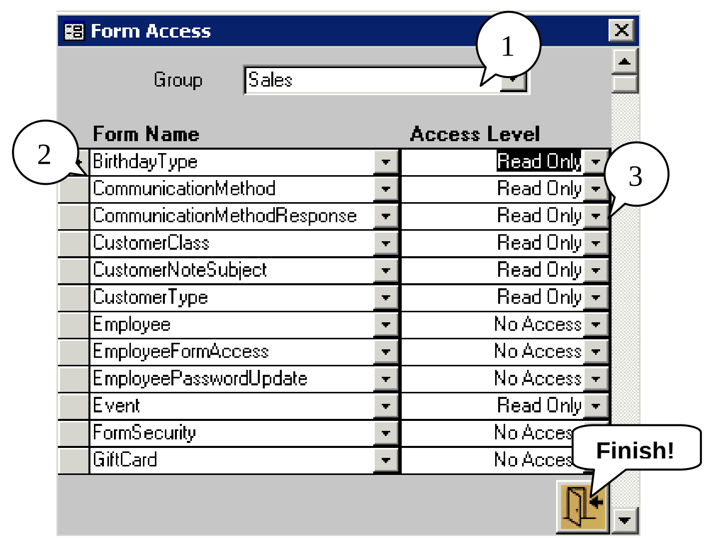
1. Type in the **Code** for the **security group** that you would like to setup. This is used to make it easier when assigning employees to security levels. You can group all the sales staff to see particular information etc.

2. Type the **Security Group Name** corresponding to the **code** that has been created.

When you are finished, click on the button to save the information and close the window**.**

Determining the Form Access for each Security Group

Select **Security Group Access** from the **Security Groups** menu from the **Security** option on the Maintenance menu to open the **Form Access** window.



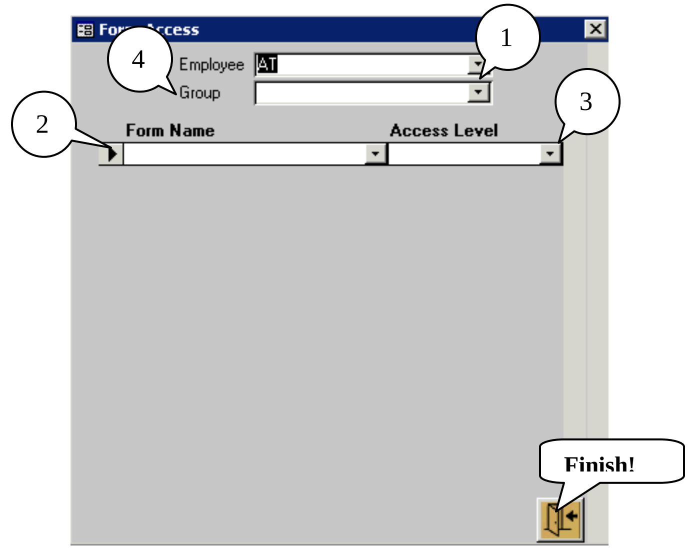
1. Select the **Group** from the drop-down list created.

2. Under the **Form Name** heading choose the form name that you would like to setup the security level for this group.

3. Under the **Access Level** choose the level of access you would like to give this group. Please see page 1M-4 for explanations of each Access Level.

When you are finished, click on the button to save the information and close the window.

Determining the Access Level for employees



Select **Form Access** from the **Security** option on the **Maintenance** menu to open the **Form Access** window.

1. Select the Employee Code you wish to give or deny access to, from the **Employee** drop-down list.

2. Select the Form Name you wish to apply an access level to, from the **Form Name** drop-down list.

3. Select the appropriate access level from the **Access Level** drop-down list.
   No Access: The employee cannot open this section of the program.
   Read Only: The employee can read information but cannot modify it.
   Full Access: The employee can read and modify information.

OR

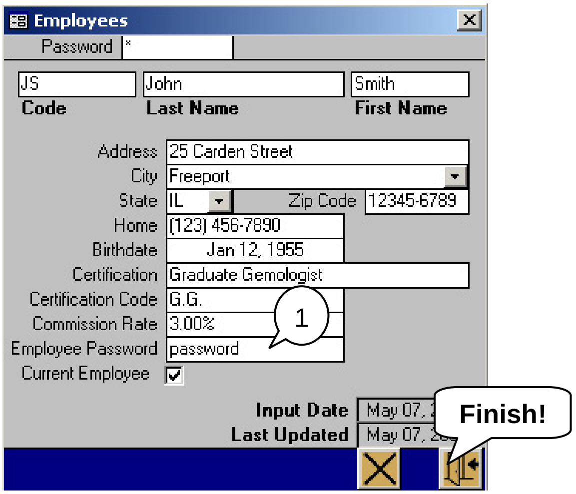
4. If you have already setup your groups, assign the employees to the apporpriate groups by choosing a **Group** in the Group drop-down list.. This area is used for custom designing security levels for particular individuals.

When you are finished, click on the  button to save the information and close the window.

Note

If a form is not selected, **Full Access** will be granted to the form but will require a password if the form is checked for security in the **Form Security** table.

Issuing Employee Passwords



Select **Employee** from the **Employee** option on the **Maintenance** menu to open the **Employees** window.

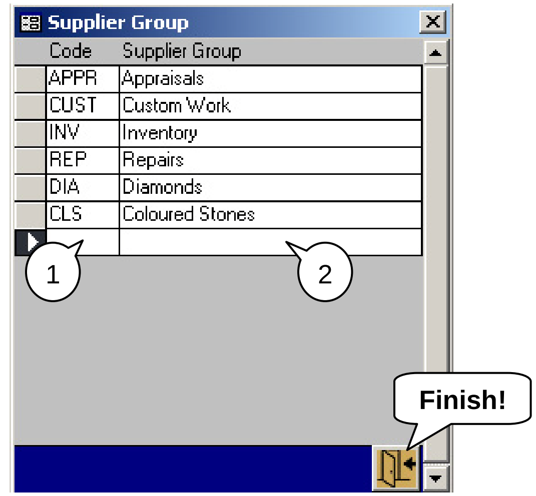
1. Issue a password for the employee. The password can be a combination of letters and number (including spaces) and is **NOT** case sensitive.

When you are finished, click on the  button to save the information and close the window.

Changing Supplier Options

Purpose

Use this feature to group your suppliers. This will allow you to run reports by **Supplier Groups**.



Adding suppliers to groups

Select **Supplier Group** from the **Supplier** option on the **Maintenance** menu to open the **Supplier Group** window.

1. Type the code name of the Supplier Group you wish to add in the **Code** text-box.

2. Enter the name of the Supplier Group in the **Supplier Group** text-box.

Repeat steps 1-2 to enter additional supplier groups. To edit the groups, click on the text-box containing the type that you wish to change, and then enter in the new information.

When you are finished, click on the  button to save the information and close the window.

Utilizing the Time Clock

Purpose

Use this feature to keep track of when your employees are starting and finishing work.

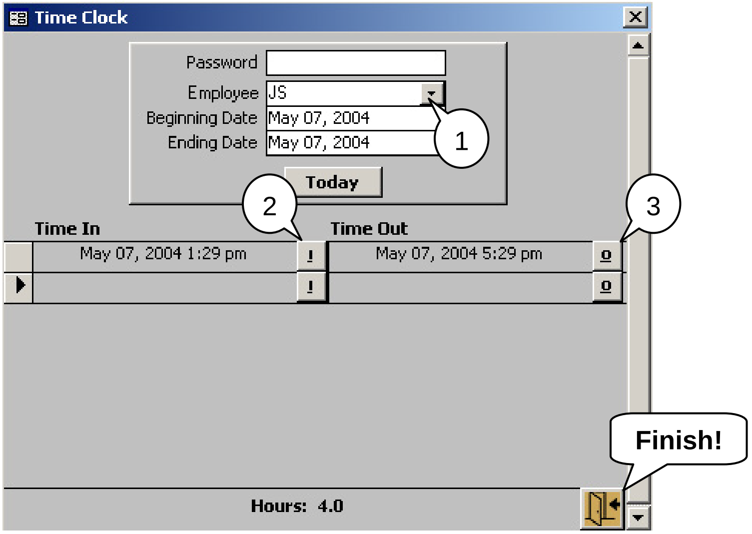
Time in and Time out

Select **Time Clock** from the **Maintenance** menu to open the **Time Clock** window.

1. Select the employee code from the **Employee** drop-down list.
2. Click on the 'i' button to clock in.
3. Click on the 'o' button to clock out.

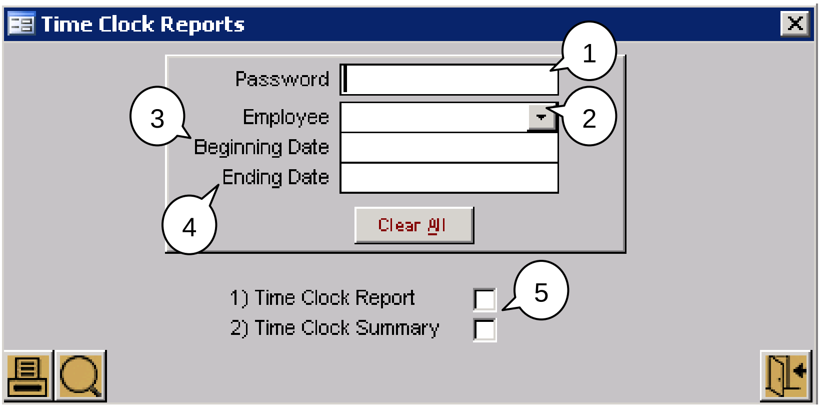
To edit the time in and time out for an employee, enter the password in the **Password** text-box, and then modify the time.

When you are finished, click on the button to save the information and close the window.



Time Clock Reports

Select **Time Clock** from the **Maintenance** menu to open the **Time Clock Reports** window.



1. Type in the **Password** for the Time Clock Reports.

2. Select the employee code from the **Employee** drop-down list. If you do not select an employee it will print the report for all employees.

3. Type in the **Beginning Date** of the period you are interested in running the report for.

4. Type in the **Ending Date** of the period you are interested in running the report for.

5. Check the box of the report you would like to run.

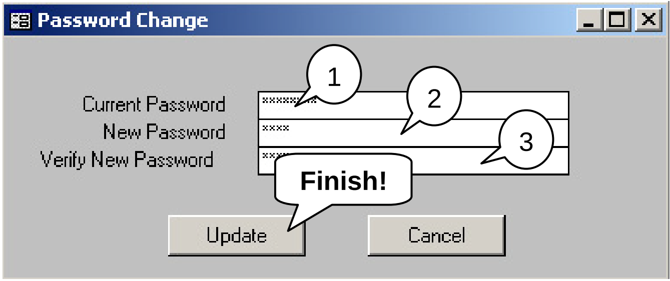
To view the report click on the magnifying glass icon. To print the report click on the printer icon

When you are finished, click on the button to close the window.

Update Password

Changing your employee password

Select **Update Password** from the **Maintenance** menu to open the **Password Change** window.



1. Enter your current password in the **Current Password** text-box.

2. Enter the new password in the **New Password** text-box.

3. Enter the new password again to verify it in the **Verify New Password** text-box.

When you are finished, click on the **Update** button to save the information and close the window.

Chapter 2: Suppliers

Entering in a New Supplier

Purpose

Use this feature to store and track information about the companies that supply you with inventory items and services.

To open the **Suppliers** window, from the **Main Switchboard**, click on the **Suppliers** button to open the **Suppliers** menu. Then click on the **Enter a New Supplier** button.

1. Type a 2 or 3 character Supplier Code into the **Supplier Code** text-box (it is recommended that the supplier's initials be used). Then type the name of the supplier into the **Supplier** text-box.

2. Type the supplier's address into the corresponding text-boxes. You may choose the City, State, and Country from the corresponding drop-down lists.

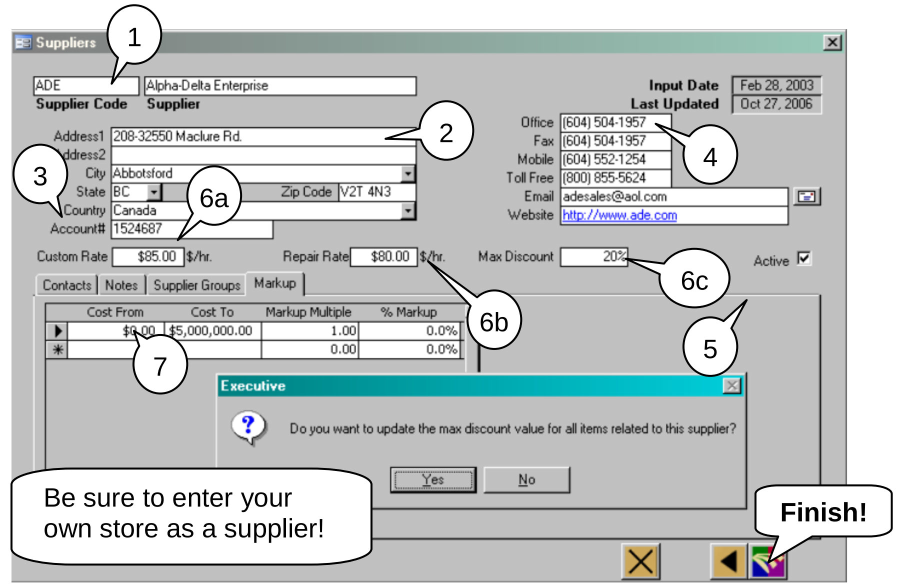
3. Enter the Account# you have with the company.

4. Enter the Telephone, Fax, Mobile and Toll Free numbers into the corresponding text-boxes. If there is an Email and Website Address for the supplier, enter those into the corresponding text-boxes.

5. Click on the **Active** check-box to mark this Supplier for current use.

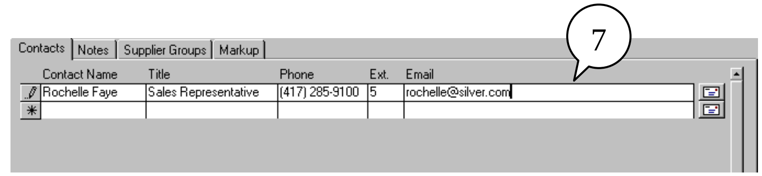
6. a) Custom rate can be filled in if this supplier creates custom work for you.
   b) Repair rate can be filled in if this supplier repairs jewellery for you.
   c) Max. Discount box will automatically update all merchandise received by this supplier to have a maximum discount of whichever value is put into this box. This will not let the sales representatives sell out any piece from this supplier at a higher discount without a password.

Note: All suppliers that you would like to order merchandise from need to be entered under the Inventory Group in the Suppliers Group tab. Otherwise they will not show up in the inventory and purchase order screens.

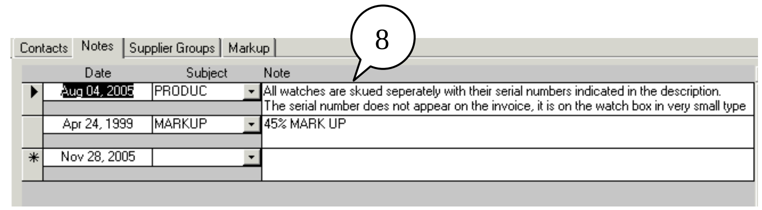


Tip

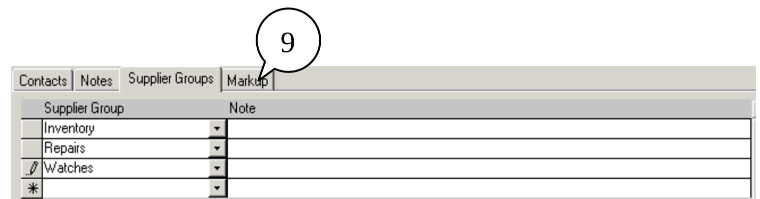
To print the barcodes properly, use only letters and numbers in your Supplier Codes.



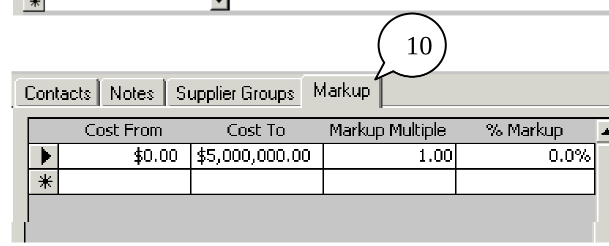
7. Enter the contact information of the supplier's representative. The email envelop to the right of the email address allows you to email this person through Executive.



8. You may wish to add a note to the supplier's information. Select the **Notes** tab to display the **Notes** section. Then select the note's subject from the **Subject** drop-down list. Enter the content of your note into the **Note** text-box.



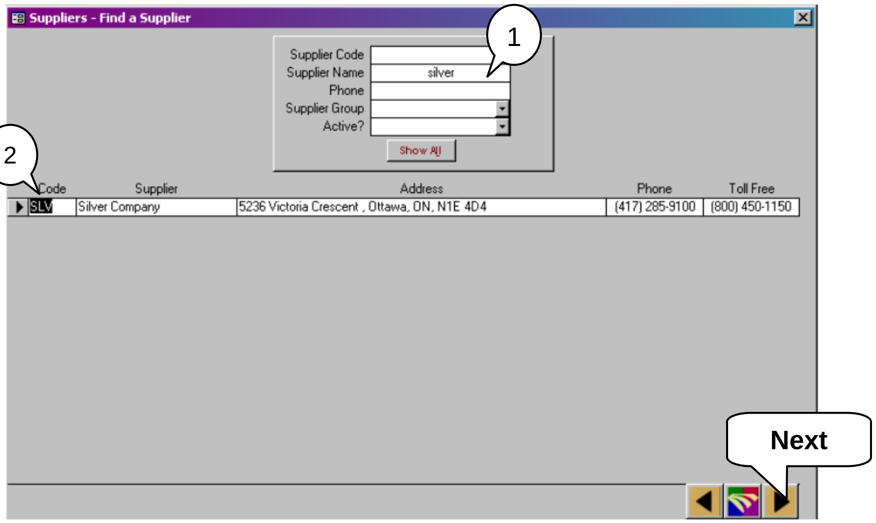
9. You may wish to put your suppliers into group based on what they offer. Therefore Rolex can be put under the **Supplier Group** Watch. If you need to repair the Watch it needs to be put in Repair Supplier group and if you would like to order from the Supplier they must be in Supplier Group, Inventory.



10. To add a standard Sales Markup on the item or service from the supplier, select the **Markup** tab. Enter cost values in the Cost From and Cost To fields, and enter the markup as a number or percent (enter the percent as a decimal value, e.g., 0.5 for 50%).

When you are finished, click on the button to save the information and close the window.

Finding an Existing Supplier



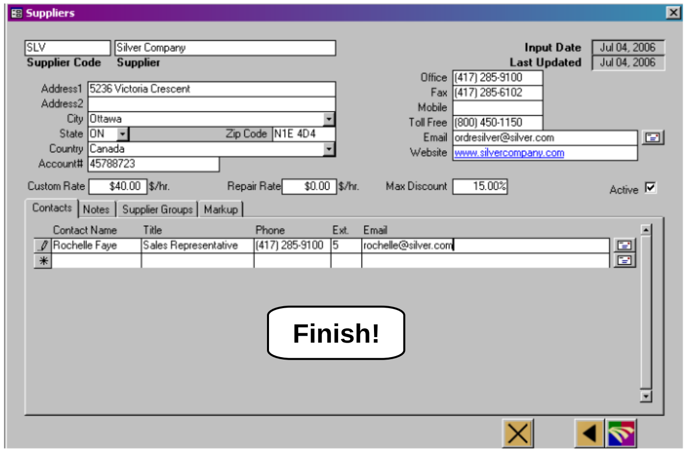
To open the **Suppliers** window, from the **Main Switchboard**, click on the **Suppliers** button to open the **Suppliers** menu. Then click on the **Find a Supplier** button.

You may search for suppliers saved in Executive by performing the following:

1. Type the first word in the name of the Supplier you are searching for, into the **Supplier Name** text-box, and then press the **Enter** key to view your search results.

2. A list of suppliers that contain the word will appear in the Supplier Column below. Double click on the Supplier code or the Supplier name to view the Supplier's details in the **Suppliers** window.

You may also view a list of all of the Suppliers by clicking on the **Show All** button. This will also clear information from all of the search text-boxes.



Search Options:

- To search by Supplier Code, type the Code into the **Supplier Code** text-box.

- To search by telephone number, type the number with area code into the **Phone** text-box.

- To search by Supplier Group, choose an option from the drop-down list.

- You can also search for a supplier by whether or not the supplier is Active.

Chapter 3: Inventory

Adding new Inventory

Purpose

Use this feature to store information on your items for use when making Purchase Orders and Sales.

To open the **Inventory** window, from the **Main Switchboard**, click on the **Inventory** button to open the **Inventory** menu. Then click on the **Enter Inventory** button. After receiving an item through Purchase Orders, it will automatically be added to inventory. However, you may add inventory details in the following way:

1. Enter in the Supplier's style number into the **Style** text-box.

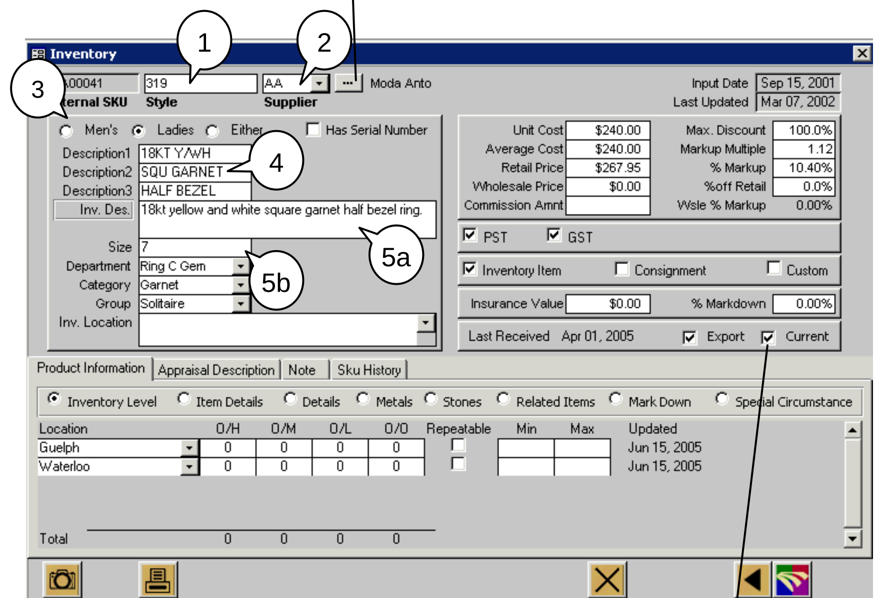
2. Then select the Supplier's name from the **Supplier** drop-down list. An internal SKU that contains the Supplier Code and a 5-digit number will then be generated.

3. If the item is gender specific, click on the appropriate button to select it. If the item has serial numbers check off the "has serial number" checkbox. When you receive the piece you will type in the serial number. The serial number can be found under the item details tab.

4. Enter brief descriptions of the product in the three description text-boxes (these will appear on the Rattail tags). The descriptions may be a maximum of 12 characters each, and are intended for the Sales Staff to use for selling the item (i.e. Diamond Qualities)

5. a) Enter a more detailed description of the item into the **Inv. Des.** text-box (appears on invoice). This description also appears in the **Description** text-box in the **Sales - Enter a New Sale** window and also on the customer's receipt. The description should appeal to the customer, presenting the product as desirable.
   b) You may also enter the size of your inventory item. This can be used as a search criterion.

Click here to enter in a new Supplier



Clicking on the Current button indicates that it is a current inventory piece, otherwise it is discontinued, not a current piece.

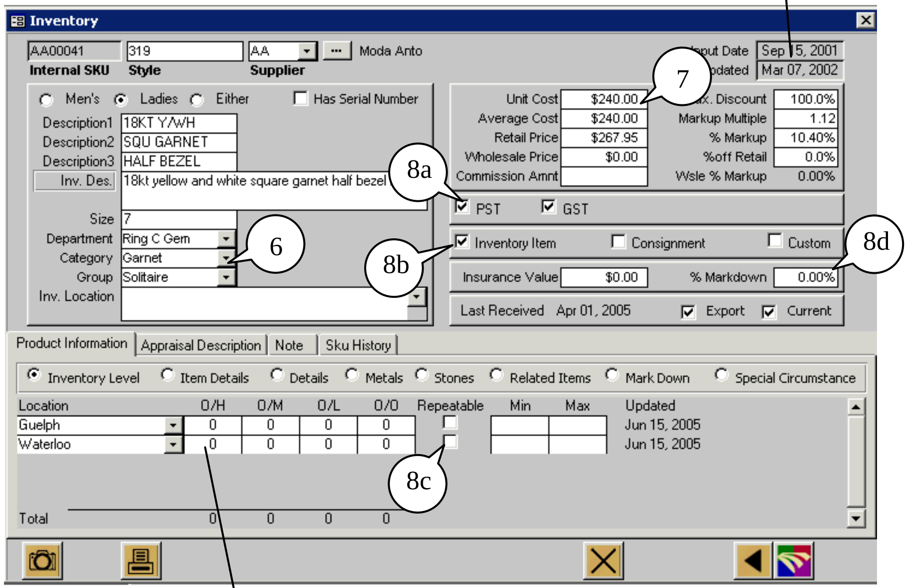
6. Select **the Department, Category, Group and Inv. Location** of the inventory from the corresponding drop-down lists. Enter the size in the **Size box**. To setup the product locations go to **Maintenance>Inventory>Product Location.**

7. Enter in the cost of the item into the **Unit Cost** text-box. The average cost will automatically be generated. You may determine the retail price and markup in the one of the following four ways:
   - Enter the desired mark-up decimal value (0.5 for 50%) into the % **Markup text-box**, and the **Retail Price text-box** will update with the generated value (does not affect saved supplier mark-up). Note: The Markup Multiple value will adjust accordingly.
   - Enter the desired markup multiple into the **Markup Multiple** text-box, and the Retail Price text-box will update with the generated value (does not affect saved supplier markup multiple). Note: The % Markup value will adjust accordingly.
   - Enter the sale price into the **Retail Price text-box**, and then the % Markup and Markup Multiple text-boxes will update with the generated value.
   - If there is a value in the % Markup or Markup Multiple text-box in the Supplier window, it will be used to calculate the Retail Price value.

8. a. To select which taxes will be calculated, click on the corresponding check-boxes. Note: The taxes are set to their default settings; see section 1L-10 Changing System Options.
   b. Select if the item is an Inventory or Consignment (not owned by store) item.
   c. You can also select if the item is a Repeatable (in store at all times) item with minimum and maximum options. Minimum being the least amount and maximum being most of a particular item that you want in stock.
   d. You can also select an insurance value and markdown percentage.

When you are finished, click on the  button to save the information and close the window.

You may enter in a **Maximum Discount** for the item. IF you sell this piece above the maximum discount a password is needed to continue with the sale. The default maximum discount is 100%.

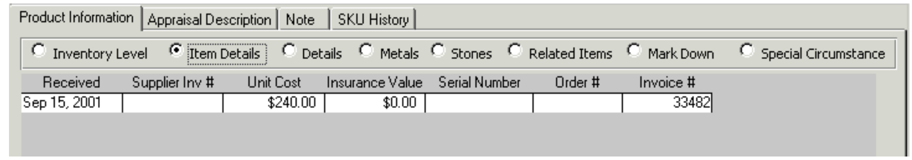


The values in these boxes will update after you receive a Purchase Order for this item.

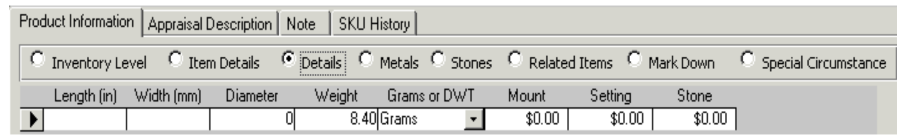
Inventory Tabs

The information contained in the text-boxes on these tabs, is used as criteria when searching inventory and appears on the Appraisal Certificates.

Item Details: A history page that shows the date received, supplier invoice number, unit cost, insurance value, serial number, order number and invoice number of the piece. Gives this information for every piece that you receive with this SKU number.

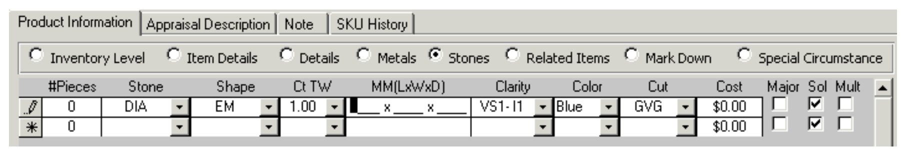


Details: The physical dimensions of the item, and related costs. The mount, setting and stone is available so that you can record the separate costs of each part of a piece.

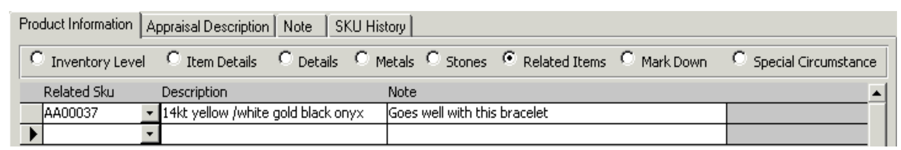


Metals: Enter information on the metals used in the item. If more than one metal is used in the item, list each one separately.

Stones: If the item contains stones, enter information on the characteristics of the stone by selecting them from the various drop-down lists. **Note**: **Sol** refers to a single stone (solitaire) and **Mult** refers to multiple stones. When searching for inventory, you can select the **Stone Type** criteria to be either solitaire or multiple.

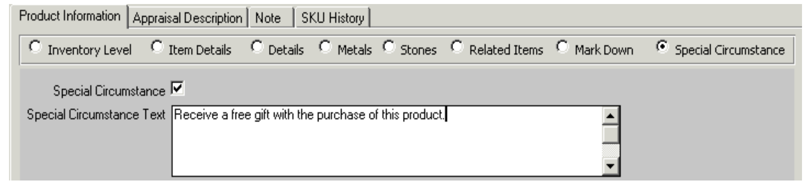


Related Items: If the item contains related items in stock, enter the SKU(s) in the **Related SKU** drop-down list. When this SKU is selected in a sale, a message will pop up letting the seller know that there is a related SKU(s).

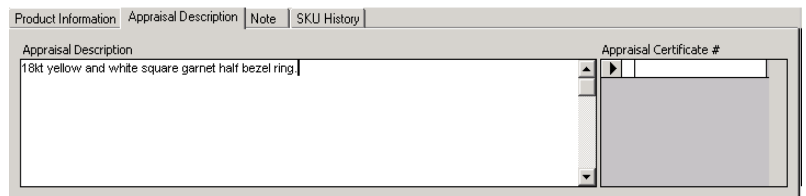


Mark Down: A history area showing the start date, end date, discount and note for any markdowns for this particular piece. This information will show each time that this piece was marked down.

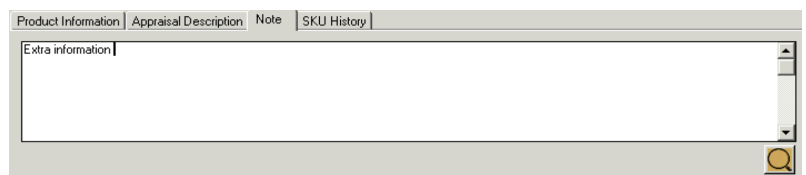
Special Circumstance: If you check the special circumstances box and type a message in the **Special Circumstances Text** box this message will pop up every time this SKU is selected. An example of a text pop up would be: receive a free gift when you purchase this product.



Appraisal Description: This description comes from the **Inventory Description** field from section 3A-1, #5. Edit the description to how you want it to appear on Appraisals. Enter Appraisal Certificate # if the item has an outside appraisal.



Note: Enter extra selling information here (for instance, if the stone was a special ruby cut by a well known designer). If you click on button it shows a preview of the notes field, which can be printed



SKU History: To view all transactions made with the item, enter the date range and click on the button to view the report. If you would like to see all the transactions with this SKU leave the Date Range From blank and click on the button to view the report.

Related Task

Information contained in these drop-down lists is entered in through the **Maintenance** menu.

Finding Existing Inventory

To open the **Inventory-Find an Item** window, from the **Main Switchboard**, click on the **Inventory** button to open the **Inventory** menu. Then click on the **Find Inventory** button.

To find an item in inventory:

1. You may search by Department, Category, Group, Supplier and SKU by typing in the keyword or selecting it from the corresponding drop-down list. Press the **Enter** key to see your search results.

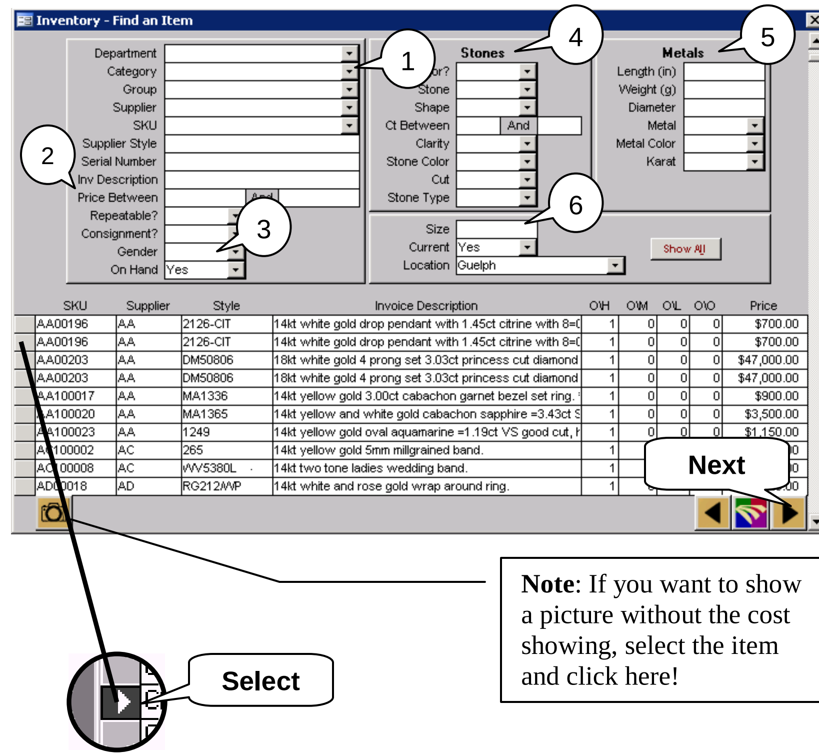
2. To search for items that fall within a specific price range, enter the range into the corresponding **Price Between/And** text-boxes

3. If you know that the item is Repeatable, Consignment, On Hand, or neither, you may select **Yes** or **No** from the corresponding text-boxes. You may also select an option from the **Gender** drop-down list to include that gender in your search results.

4. If the item has a gemstone in it, you may search by the features of the stone by selecting them from the corresponding drop-down lists in the **Stones** section of the window.

5. You may also search by the metals used in the item by typing them in, or selecting them from the corresponding drop-down lists.

6. You may also search for an item by size. For example ring size. Whether the piece is checked Current inventory and what location the piece is in are also searchable fields.



Note: If you want to show a picture without the cost showing, select the item and click here!

You may view a list of all of the items stored in inventory by clicking on the **Show All** button. This will also clear the information currently typed or selected in all of the text-boxes.

To view the details of an item listed, select the item and then click on the  button to open the item in the **Inventory** window.

Shortcut

Try double-clicking on the SKU Number to view details for the Inventory Item.

Adding an Image of an Item

Purpose

Use this feature to add an image to an item's Inventory Profile. Images can be used as a selling feature if the item is not in current stock.

Images must be 4 inches by 3 inches, and saved in .jpg format.

To add an image:

1. From the **Inventory window**, click on the button to open the **Product Image** window.

2. Type the SKU for the item into the **Internal SKU** text-box, or select it from the drop-down list. If you opened the **Product Image** window from an **Inventory** window that displayed the item, then the SKU will already have been entered for you.

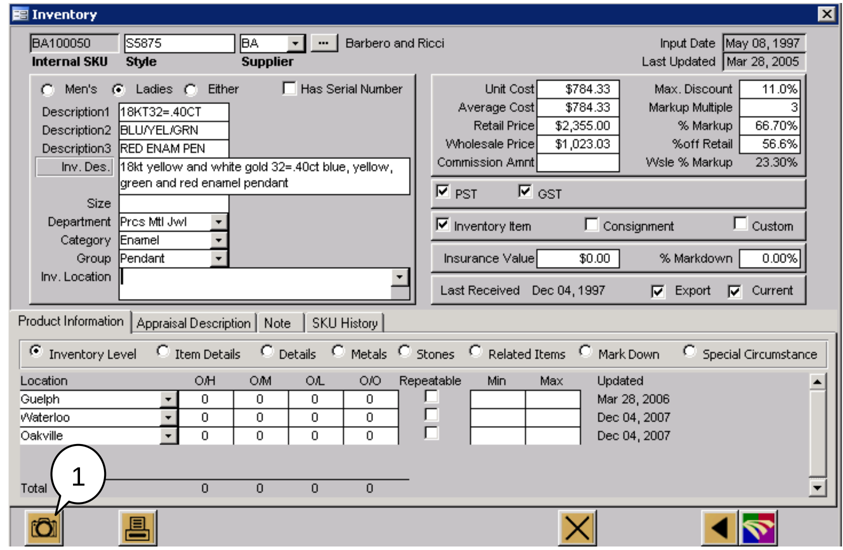
3. Type the name the image is saved under in the **File Name** text-box. If you don't remember the file name, click on the button to locate the file.

You may also change the image associated with an item by following the steps above, and then selecting a different image file name.

When you have finished, click on the button to save your information and close the window.

Tip

It is recommended that you save your images with the file path:
x:\executive\images (where x is the drive letter to your server).



Printing a Tag for an Item

To print a tag:

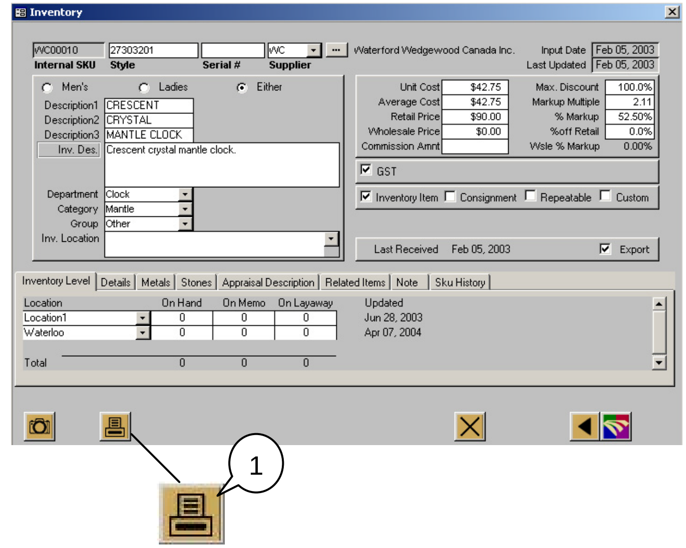
1. From the **Inventory window**, click on the button to open the **Tag Quantity** window.

2. Type the amount of tags to print in the **Quantity Required** field.

3. There is a choice to **Add to Tag List** or to **Print Now.** If added to the list of tags, the SKU selected will be in the list under **Select Rattail Tags**, in the **Tags** menu. Then click the button to go back to the inventory screen or click button to go back to the main switchboard.

4. To print the tag immediately click **Print Now** and continue to step 4.

5. Click on the button to print the tag(s) or to add the tag(s) to the tag list. . Then click the button to go back to the inventory screen or click button to go back to the main switchboard.



Chapter 4: Purchase Orders

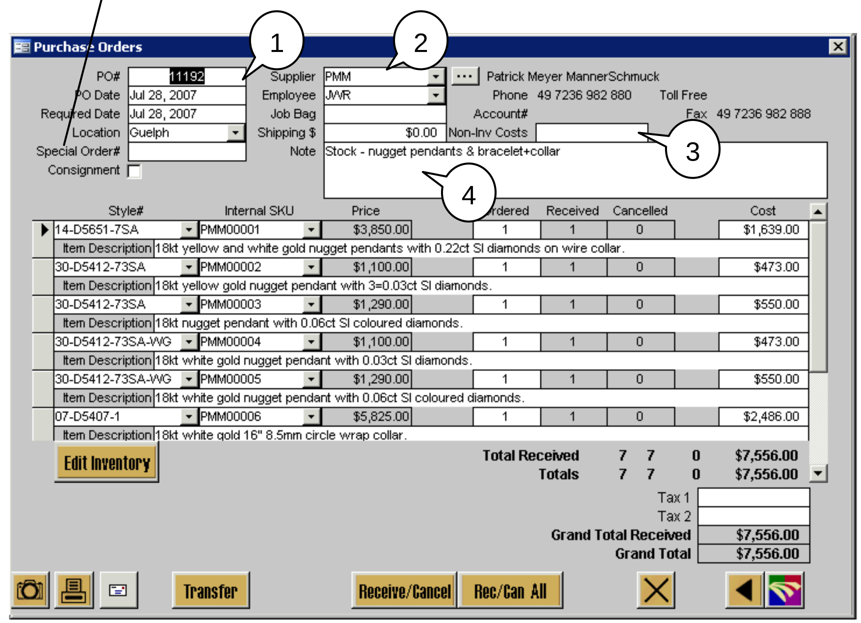
Creating a New Purchase Order

Purpose

Use this feature to order new inventory for your store. All incoming inventory requires a Purchase Order.

If it is a Special Order, the # will automatically be generated.

To open the **Purchase Orders** window, from the **Main Switchboard**, click on the **Purchase Orders** button to open the **Purchase Orders** menu. Then click on the **Enter a New Purchase Order** button.



You may create a new Purchase Order in the following way:

1. The PO# and PO Date will automatically be generated for you. Enter the date that you want the Purchase Order to arrive, into the **Required Date** text-box. If the item is being ordered on consignment, click on the corresponding check box to select it.

2. Choose the Supplier Name from the **Supplier** drop-down list, or if this is a new Supplier, click on the ... button to add the supplier to the system. Enter in your employee code into the **Employee** text-box, or select it from the **Employee** drop-down list.

3. Add shipping amount in **Shipping $** text-box and non-inventory cost in the **Non-inventory Cost** text box.

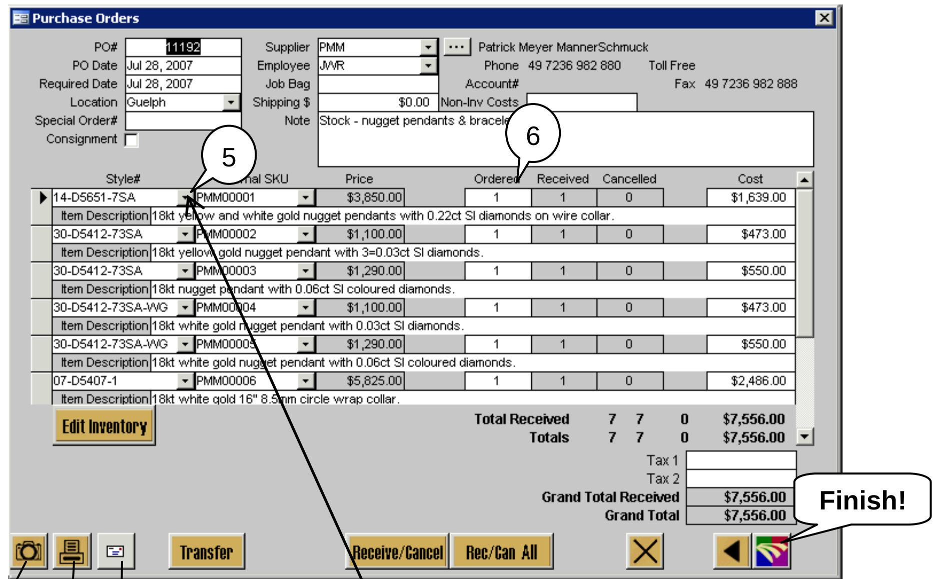
4. Add a note to this Purchase Order; enter it into the **Note** text-box.

5. Select the Style#, Internal SKU and Item Description for the first item being ordered, by selecting them from the **Style#** drop-down list. The items that appear on this list are only the items available through the Supplier selected in step 2.

To be available, the items must first have been entered into inventory. Double-click on the **Style#** field to add it into Inventory (see the section **Adding New Inventory 3A-1**).

6. Enter the number of that item you are ordering, into the corresponding **Ordered** text-box. Repeat steps 4-5 to order additional items.

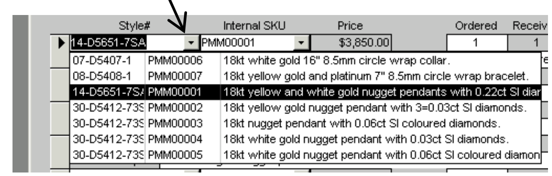
When you have finished, click on the button to save the information and close the window.



Click here to see the image of the SKU selected

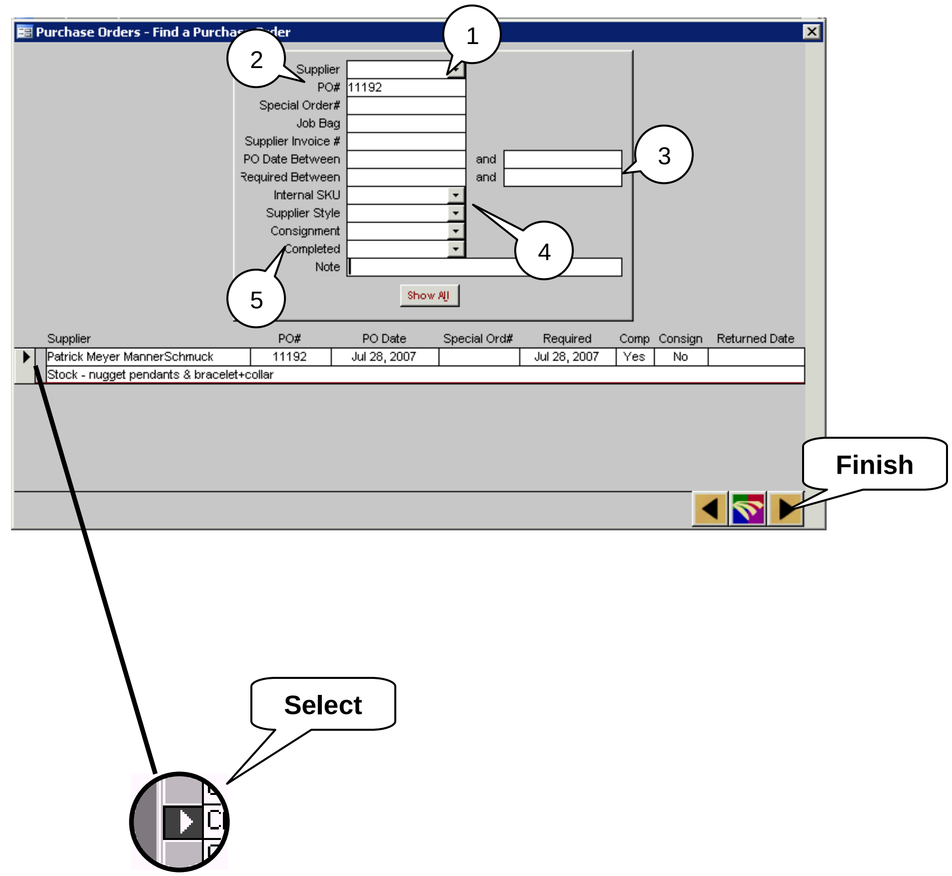
Click here to print a copy of the Purchase Order.

Click here to email a copy of the Purchase Order to the supplier.



Finding an Existing Purchase Order

To open the **Purchase Orders-Find a Purchase Order** window, from the **Main Switchboard**, click on the **Purchase Orders** button to open the **Purchase Orders** menu. Then click on the **Find a Purchase Order** button.



To search for a Purchase Order, perform the following:

1. The easiest way to find a Purchase Order is to select the Supplier from the **Supplier** drop-down list and then press **Enter** key to view your search results.

2. You may also search for Purchase Orders by their PO# or Special Order#.

3. If you know a date range for the date that the order was supposed to be received, enter it into **Required Between**/**and** text-boxes. If you would rather search for Purchase Orders by the date they were entered into the system, enter the date range into the **PO Date Between**/**and** text-boxes.

4. To search for a Purchase Order by its Internal SKU, select the SKU from the drop-down list.

5. To search by items that are on Consignment, or Completed Purchase Orders, select Yes from the corresponding drop-down lists.

To view a purchase order from the search results list, select the Purchase Order and then click on the  button to view it in the **Purchase Order** window.

Note: An R as illustrated to the right denotes a returned Purchase Order.

Shortcut

Try double-clicking on the name of the supplier for the purchase order you wish to view.

Receiving or Canceling a Purchase Order

Purpose

You must use this feature for all incoming inventory being received into the store.

You may receive or cancel a Purchase Order in the following way:

1. Find the Purchase Order you wish to receive or cancel and then open it in the **Purchase Order** window (see the **Finding a Purchase Order** section). Then click on the **Receive/Cancel** button to open the order in the **Purchase Orders Received** window. This button will allow you to receive partial PO's. The **Rec/Can All** will receive or cancel the purchase order exactly as it is and will receive the entire PO.

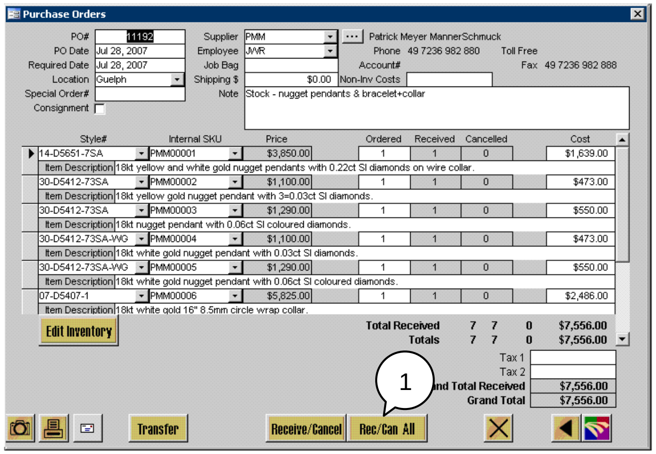
2. If you are a different employee than the one who made the Purchase Order, type your Employee Code into the **Employee** text-box, or select it from the **Employee** drop-down list.

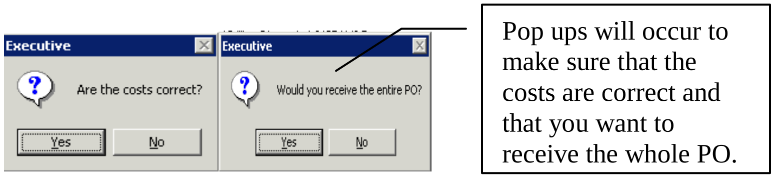
3. Type the number for the Supplier Invoice into the **Supplier Invoice** text-box if you have one.

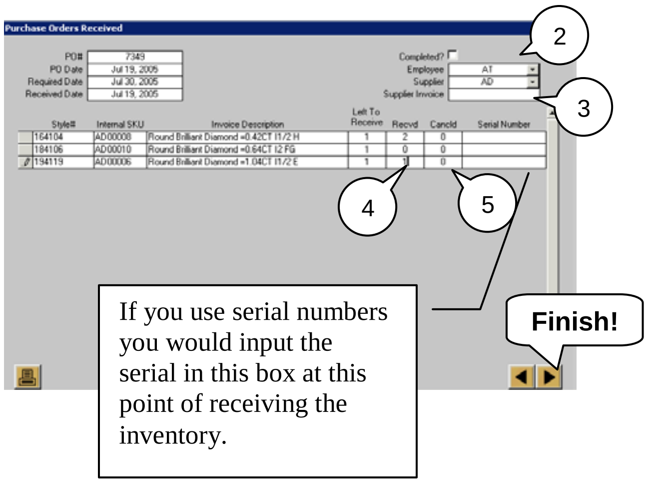
4. Type the number of items you have received in the corresponding **Received** text-box. This value will be deducted from the value in the **Left to Receive** text box. Note if you chose to **Rec/Can All** then it will put these numbers in for you.

5. If any of the items have been cancelled, type the number of cancelled items into the corresponding **Cancelled** text-box.

When you have finished entering in the Received and Cancelled values, click on the button to save the information and open the **Purchase Orders** window. The **Left to Receive**, **Received** and **Cancelled** text-box values will then be updated.



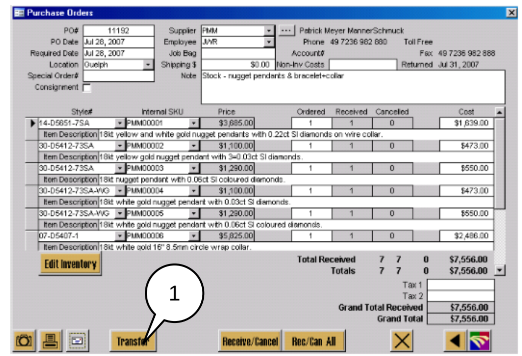




Transferring a Purchase Order

Purpose

Use this feature to transfer an entire purchase order to another store location.



You may transfer a Purchase Order in the following way:

1. Find the Purchase Order you wish to transfer and then open it in the **Purchase Order** window (see the **Finding a Purchase Order** section). Then click on the **Transfer** button to open the order in the **Transfer Inventory** window.

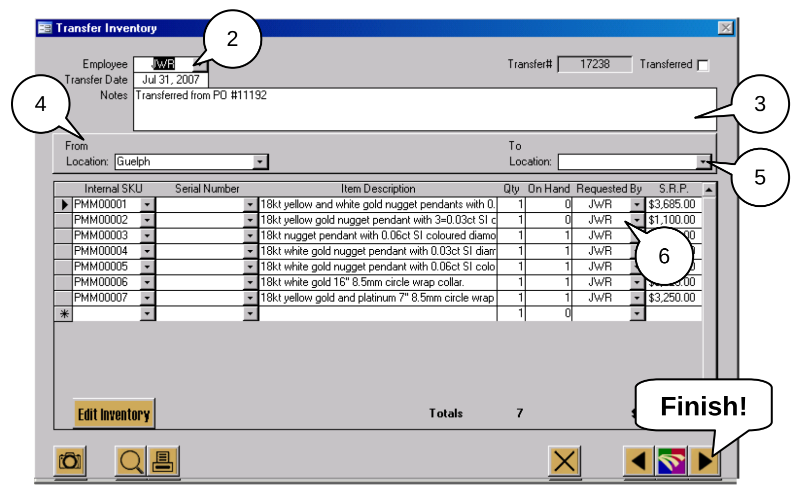
2. If you are a different employee than the one who made the Purchase Order, type your Employee Code into the **Employee** text-box, or select it from the **Employee** drop-down list.

3. Type any notes in the **Notes** text-box in addition to the default-generated notes.

4. Choose the location where the Purchase Order is being transferred from, from the **Location** drop-down list.

5. Choose the location where the Purchase Order is being transferred to, from the **Location** drop-down list.

6. Select the employee that is requesting the transfer from the **Requested By** drop-down list.



Click on the  button to preview the transfer, or click on the  button to print the transfer.

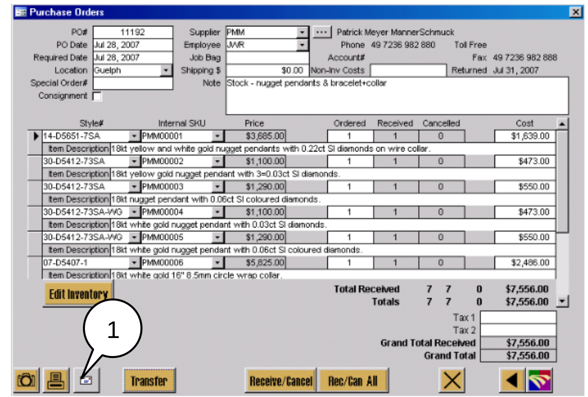
You can also select an item and view it's image by clicking on the  button.

When you have finished entering in the information, click on the  button to save the information and transfer the Purchase Order. The **On Hand** levels for **Location1** and **Location2** will then be updated.

E-mailing a Purchase Order

Purpose

Use this feature to e-mail the purchase order directly to the supplier or someone else.



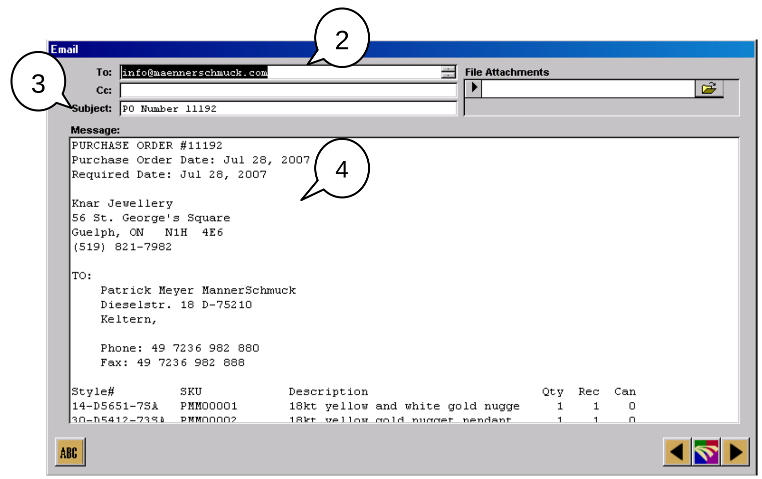
You may e-mail a Purchase Order in the following way:

1. Find the Purchase Order you wish to e-mail and then open it in the **Purchase Order** window (see the **Finding a Purchase Order** section). Then click on the **E-mail** button to open the order in the **Email** window.

2. If you are e-mailing the Purchase Order to someone else other than the supplier, type in the e-mail address in the **To** field.

3. Type the subject of the e-mail in the **Subject** field in addition to the default-generated subject.

4. Edit the purchase order if you like in the **Message** text-box.

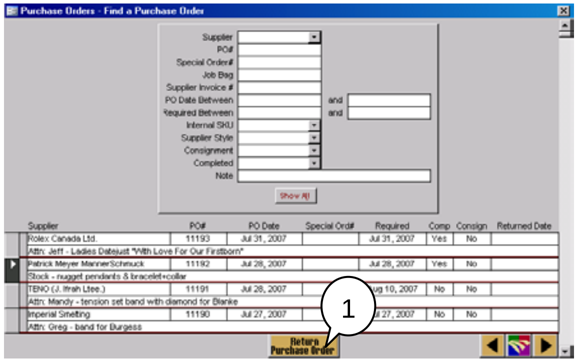


When you have finished entering in the information, click on the button to save the information and e-mail the Purchase Order.

Note

Email will be in Sent Items folder.

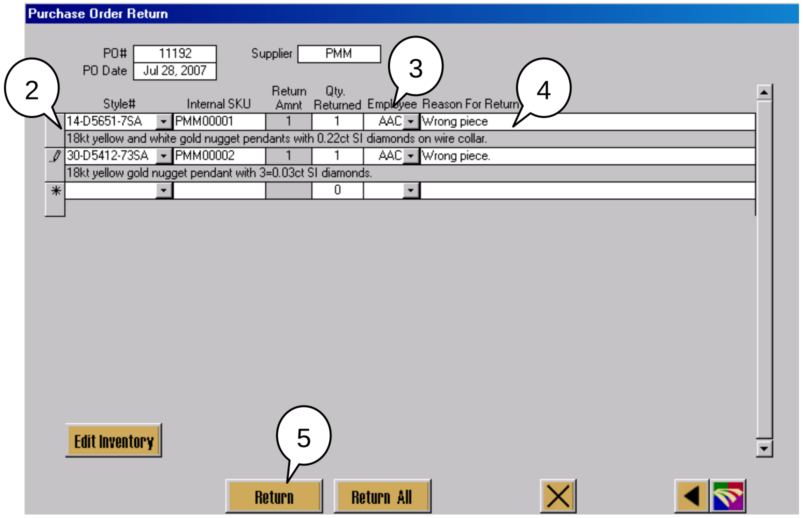
Returning a Purchase Order to the Supplier



To open the **Purchase Orders – Find a Purchase Order** window, from the **Main Switchboard**, click on the **Purchase Orders** button to open the **Purchase Orders** menu. Then click on the **Return a Purchase Order** button

To return a Purchase Order to the Supplier:

1. Find the Purchase Order you wish to return (see the **Finding an Existing Purchase Order** section) and then select it. Next, click on the **Return a Purchase Order** button to open the **Purchase Order Return** window.



2. Select the Style#, Internal SKU and Item Description from the **Style#** drop-down list. Then enter the number of items you wish to return in the corresponding **Qty Returned** text-box.

3. Type your Employee Code into the corresponding **Employee** text-box, or select it from the **Employee** drop-down list. This code is necessary to make the return.

4. Enter why the item or items are being returned, by typing it in the **Reason for Return** text-box. This is necessary to make the return.

You may enter additional items to return to the supplier. Only items for one supplier can be returned on a single Purchase Order Return.

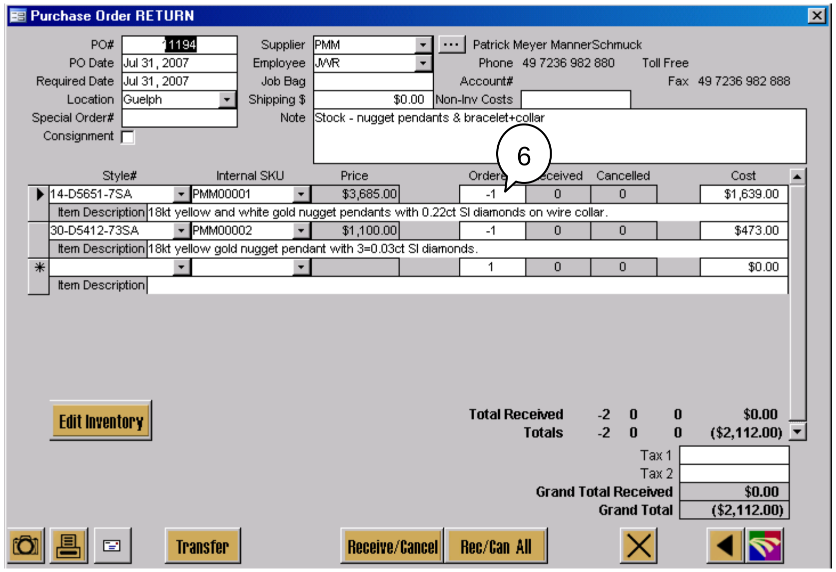
5. When you have finished your Purchase Order Return, click on the **Return** button to open the **Purchase Order** window.

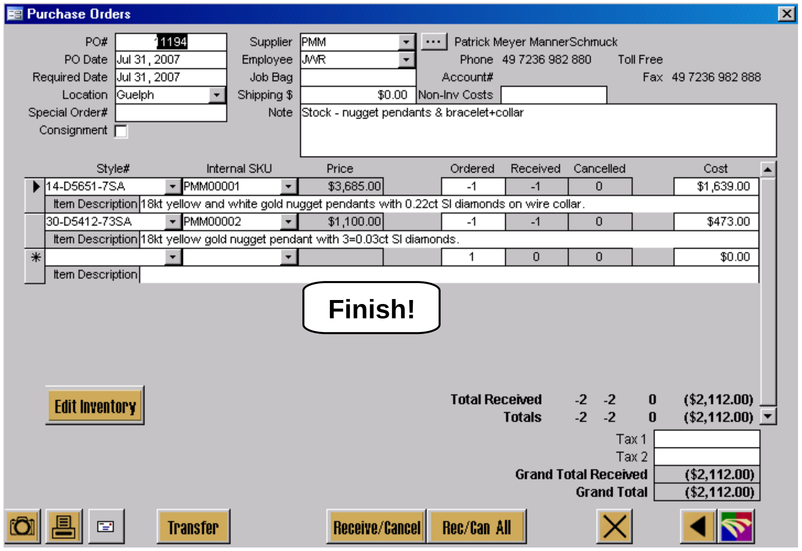
If you would like to return the entire purchase order choose **Return All** and a popup will occur asking for your initials and the reason for the return, then hit the forward arrow to continue on with the return. See page 4F-4 for more detail on this.

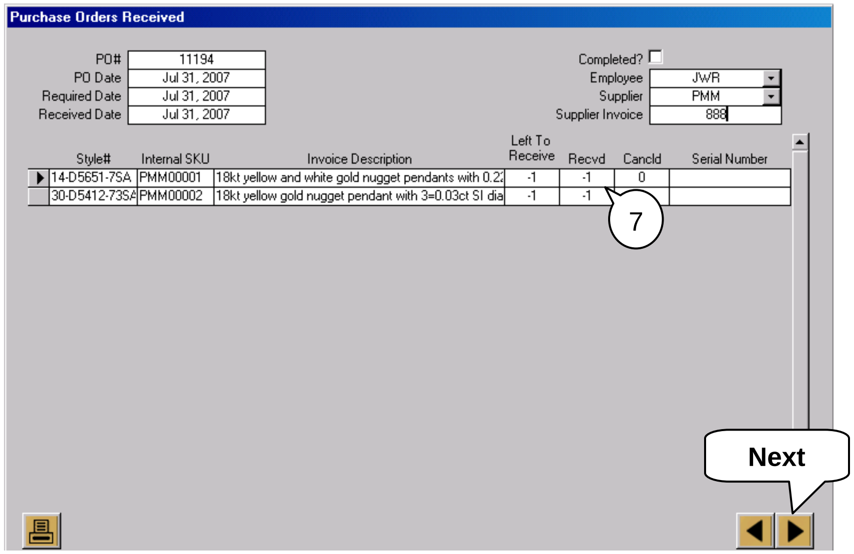
6. The Purchase Order will appear with the number ordered as a negative number (e.g. –1). All returns appear as negative quantities ordered on a Purchase Order. Click on the **Receive/Cancel** button to receive the returned Purchase Order (which will modify inventory).

7. After the **Purchase Orders Received** window opens, change the **Received** text-box value from 0 to -3 for the returned item.

When you are finished, click on the button to complete the Receive of the Purchase Order and process the return.







To return the entire Purchase Order to the Supplier at once:

1. Find the Purchase Order you wish to return (see the **Finding an Existing Purchase Order** section) and then select it. Next, click on the **Return a Purchase Order** button to open the **Purchase Order Return** window.

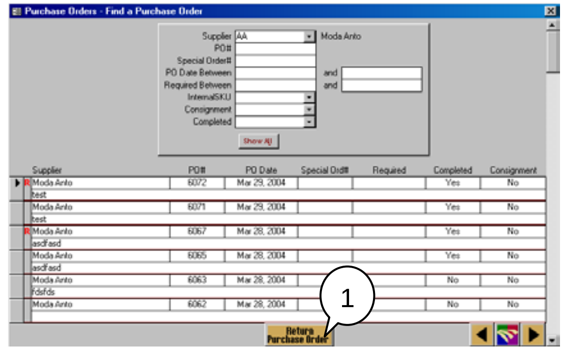
2. Click on the **Return All** button to open the **Return All** window.

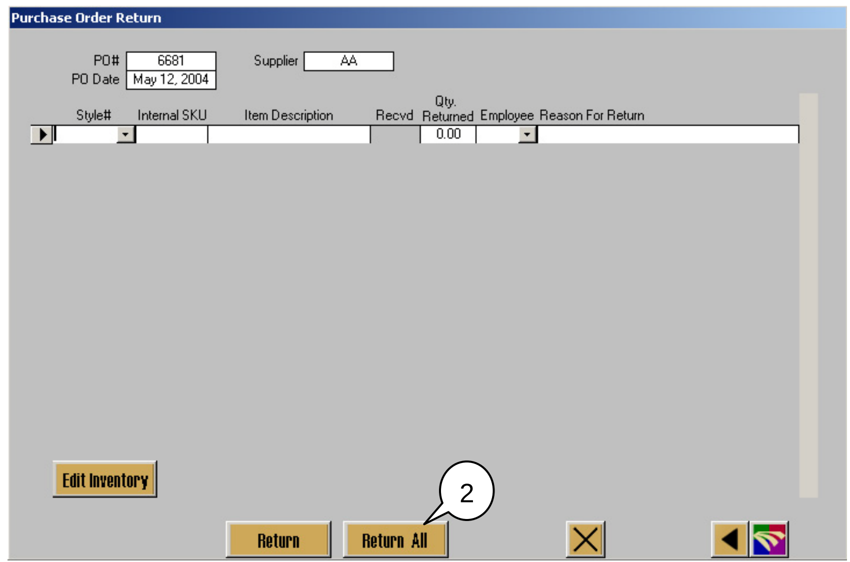
3. Type your Employee Code into the corresponding **Employee** text-box, or select it from the **Employee** drop-down list. This code is necessary to make the return.

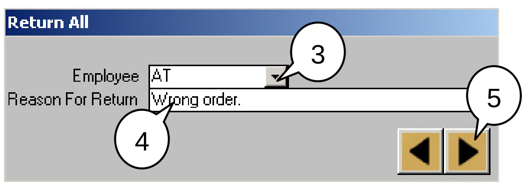
4. Enter the reason for returning the Purchase Order, by typing it in the **Reason for Return** text-box. This is necessary to make the return.

5. Click on the button to open the **Purchase Order** window.

Repeat steps 6-7 from section 4F-2 to complete the return.







Managing Customers

Client Relationship Management (CRM)

Managing Customers – better known as Client Relationship Management (CRM) – is one of the strongest components of Executive. All Store Associates should be encouraged to input as much information as possible into a client's profile.

The best time to record client information is during the client's visit. If that is not possible, then the Store Associate should record the information immediately after the client's visit ends, while that information is still fresh in the Associate's mind.

Gathering as much information about each client will prove to be invaluable to your store's sales growth, and will serve to improve store-customer relationships.

If your store is finding it challenging to gather this information, it is recommended that you call a meeting with your staff, to iron out a procedure that will ensure such gathering of information begins to happen.

One way to motivate your staff is to hold a contest for your Store Associates. For example, the person who retrieves the most number of client email addresses in one month would win a dinner for two at a fine restaurant. This one method alone may gather as many as 400 Email Addresses, which would allow you with a mailing list to send out your online brochures. The list may also be used for emailing wish lists to for spouses to use to made decisions for upcoming event purchases. The number of sales generated from the list will far more than compensate for the cost of the Associate's dinner.

We recommend that you give the entire customer section a thorough review. Decide what you need first, and then build your profiles slowly by category.

For example, have the Associates fill in the known birthdays and anniversaries for the customers they know. Then have them fill in the occupations or hobbies of each client.

The building process can seem lengthy at first, but over time and with consistent efforts on a daily basis, you can have a complete database in a matter of months. Then the information can be used by your store for years to come, and will contribute to larger and easier sales transactions.

Chapter 5: Customers

Entering in a New Customer

Purpose

Use this feature to record and track all information about your customers and their families, including their purchasing interests.

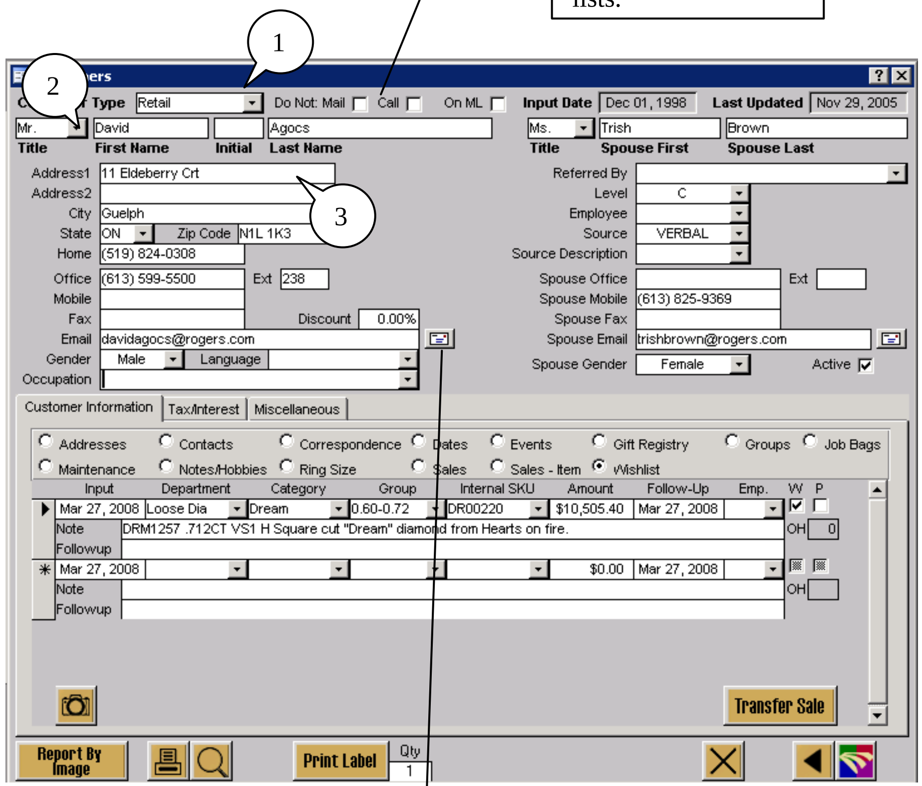
To open the **Customers** window, from the **Main Switchboard**, click on the **Customers** button to open the **Customers** menu. Then click on the **Enter a New Customer** button. To enter a new customer's information:

1. Select the type of customer from the **Customer Type** drop-down list (default is Retail).

2. Select the salutation from the **Title** drop-down list, and then enter the customer's first name, initial, and last name into the corresponding text-boxes. Then enter the same information for the customer's spouse into the corresponding spouse text-boxes (if available). Next, enter the spouse's telephone number and email address into the corresponding text-boxes.

3. Enter the customer's address, telephone number(s) and email address into the corresponding address text-boxes.

Select to remove customer from the mailing and calling lists.



Click here to email a customer.

4. Some customers may receive “special pricing”, for example, due to a membership in a specific organization. Enter the discount for these customers into the **Discount** text-box. The employee making the sale will be alerted to this special discount by Executive, and may then manually enter the change.

5. If another customer referred this customer to you, select that referring customer’s name from the **Referred By** drop-down list. Then select a Code Level for the new customer from the **Level** drop-down list (based on buying potential: **C** - new customer; **A** - top customer, etc.).

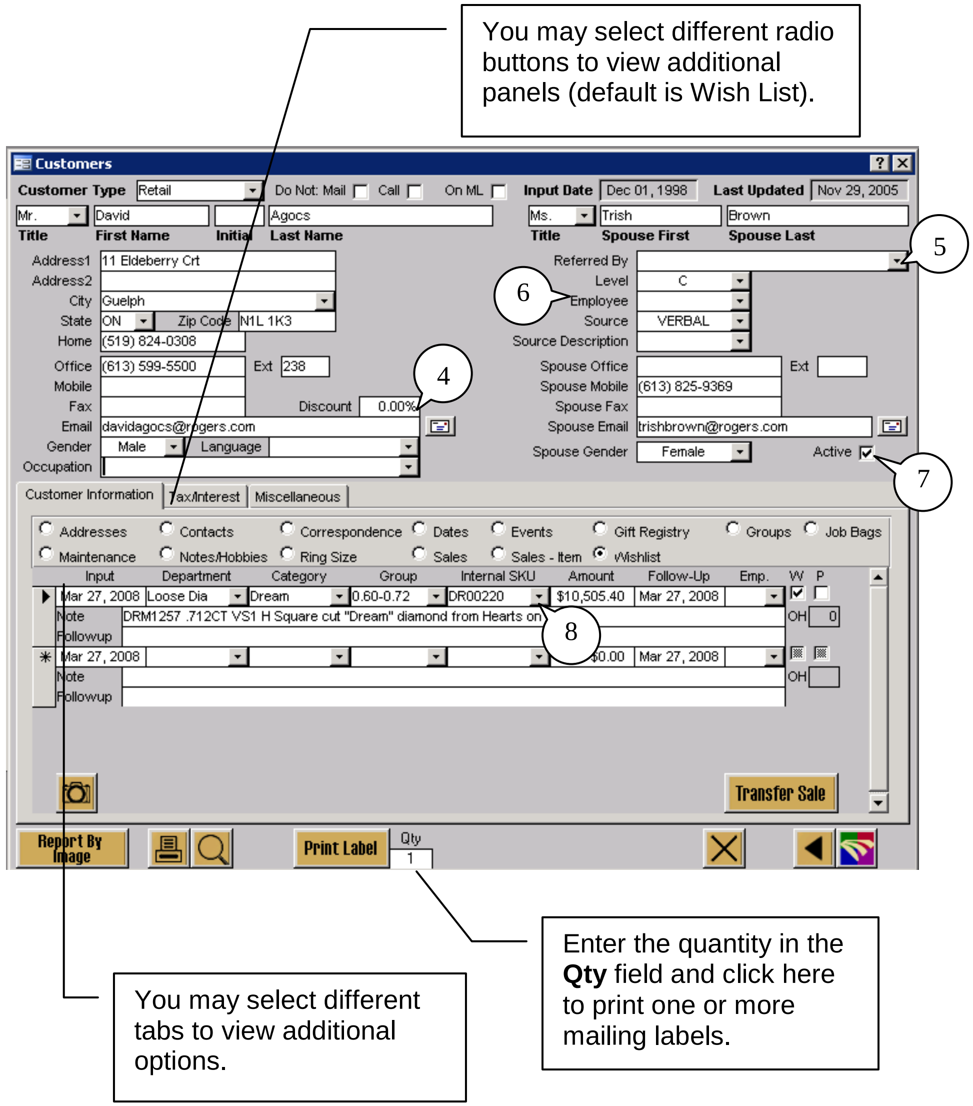
6. Next enter your Employee Code into the **Employee** text-box or select it from the **Employee** drop-down list. Then select the Source Code (what brought her to your store) from the **Source** drop-down list. If you know the specific source (the name of the newspaper) then select it from the **Source Description** drop-down list.

7. Click on the **Active** check box to mark this Customer for current use.

8. Select items from the Internal SKU drop-down list that the customer liked or enquired into. You may enter follow-up information in this section. Select either the **W** (Wish List) or **P** (Preferred Item) check box. The Wish List check box is for an item that the customer is actively seeking. The Preferred Item check box is to track customers’ preferences. Click on the button to view/attach a picture of the wish list or preferred item. Click on the **Transfer Sale** button to transfer the item to a sale.

Click on the button to print the customer’s profile or the button to view the profile prior to printing.

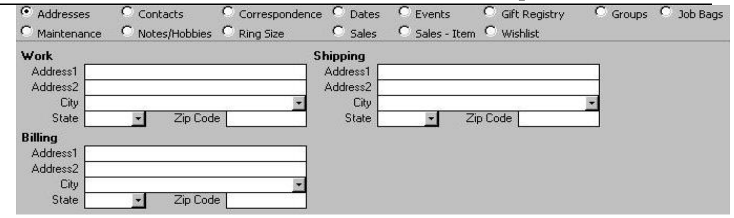
When you have finished, click on the button to save the information and close the window.



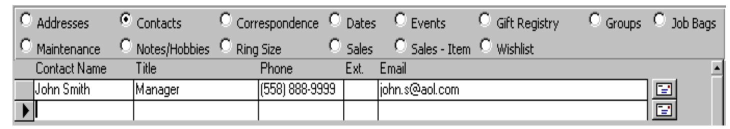
Customer Information Tab

To enter information under the options available in the Customer Information tab, click on the corresponding button to view that section. The default section is Wish List.

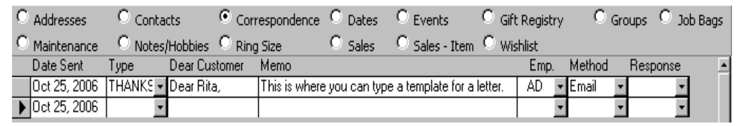
Address: enter information here pertaining to the customers work, billing and shipping address.



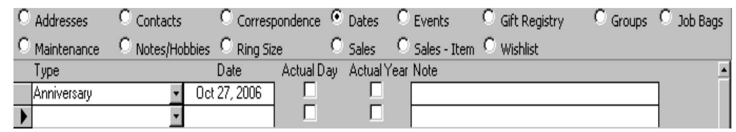
Contacts: enter additional contact names that are relevant to your customer (e.g. another family member, such as a son or daughter purchasing a gift for your customer).



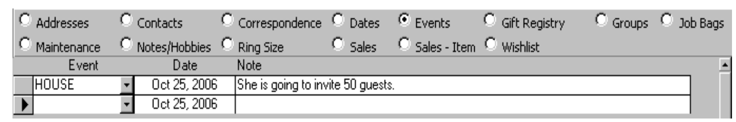
Correspondence: from this tab section you may compose and send the customer an email or print a letter. You may also insert and modify template letters or sent letters.



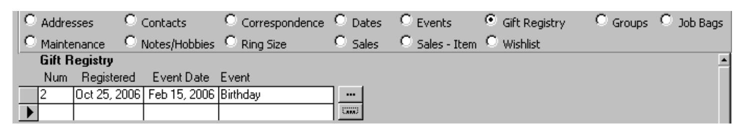
Dates: you may keep track of birthdays or anniversaries for the customer and people related in some way to the customer.



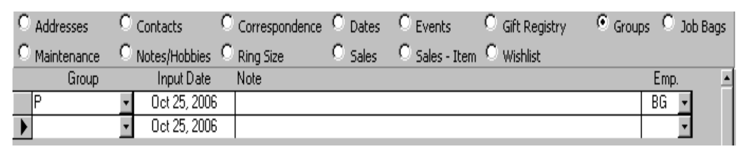
Events: you may enter important dates in this tab section, with a note about the event. The note may describe what will happen in the future for the event, or what has happened on the past event.



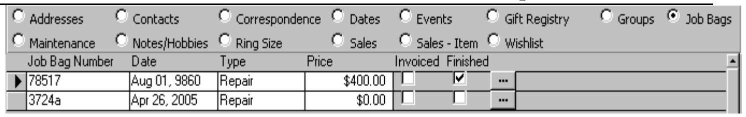
Gift Registry: this tab section shows a list of items the customer has registered for family members to purchase for special events.



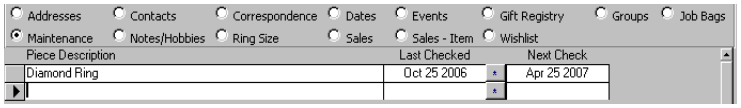
Groups: here you may select a group for the customer to belong to so that she may enjoy benefits when making future purchases (e.g. a platinum customer would receive a special email notification when new platinum shipments arrive).



Job Bags: this section allows you to look up the completed job bag sales for customer. It gives you the information of job bag number, date, job bag type, price and if it has been invoiced or finished.

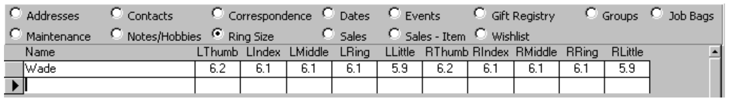


Maintenance: enter information here regarding the maintenance of a purchased item and its maintenance. A pop up will occur reminding both the staff and the clients that a jewellery check needs to be performed. Once the piece has been checked it will not come up again for another six months.



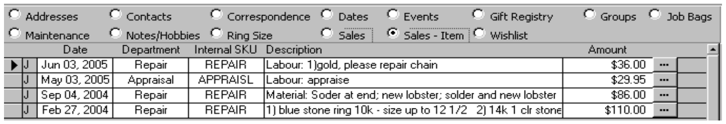
Notes/Hobbies: enter information here about topics the customer talked about during your conversation. By recording this information, you may inquire into these topics next time the customer visits (e.g. rock-climbing, golfing, dress-making).

Ring Size: enter information here about the customer's ring size. You may enter additional ring sizes for people other than the customer (spouse, children, etc.).



Sales: this tab section lists the dollars per year that the customer has spent at the store.

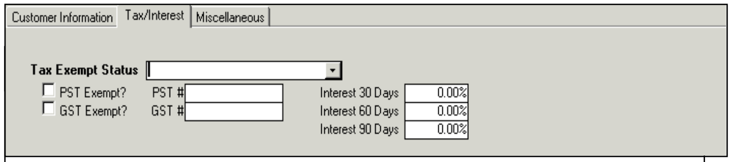
Sales Items: this tab section lists a description for all of the items that the customer has purchased from the store. Double click on an item to select and view a picture of it.



Wish List: enter information here regarding items that the customer is interested in but may not be in stock currently or they may purchase at a later date for a special event such as a birthday or anniversary. This feature shows the on hand of the item that is on the wish list.

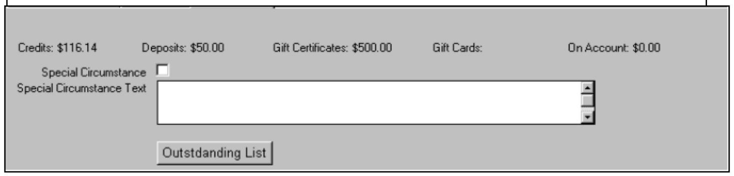
Tax/Interest Tab

If the customer enjoys tax-exempt status, mark the check boxes and enter in the customer's Exempt Code here (it will appear on invoices). Keep track of the customer's interest rate on overdue accounts here as well.



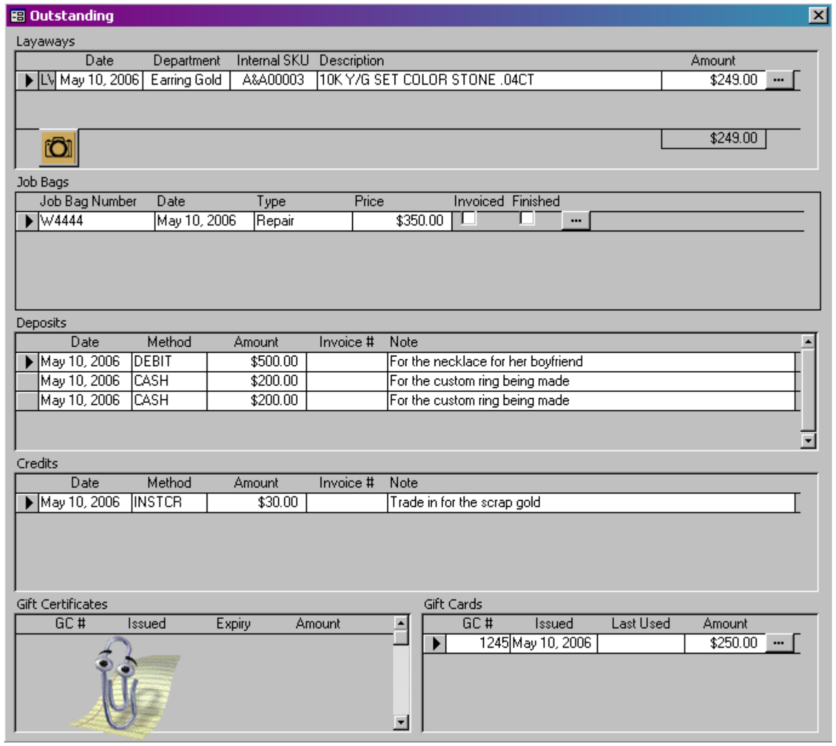
Miscellaneous Tab

This tab shows the deposits, credits, gift certificates, and outstanding balances on the customer's account. If the Special Circumstances box is checked, and a note was written in the Special Circumstances Text box, this note will pop-up on the sales screen whenever the customer's name is typed in for an invoice. For example, a note typed in this section could be "Do not accept personal cheques from this customer". Whenever this customer makes a purchase at the store, this note will pop-up when an invoice is being made to remind the sales staff of the special circumstances for this particular customer.



Outstanding List button

The **Outstanding List button** shows anything that is left outstanding with a particular customer. It will show any layaways, special orders, job bags,
deposits, credits, gift certificates and cards.



- **Layaways** – shows the total owing on the entire layaway and will not be removed until the final payment has been made on the layaway. Charged sales will also show under this section (sales put on account). If you would like to see a picture of the item please click the button to view it.

- **Job bags** – shows all of the job bags that are not finished and invoiced. If you would like to see more detail on the job bag you can click the ... to obtain more detail. Note if the job bag is cancelled it will also be removed from this list. If the job bag is finished and invoiced it will be taken off the list and put into the Job bag radio button under the customer screen.

- **Deposits** – shows all the deposits made by this particular customer along with the the note that goes with it. Once the deposit is used it will not be taken off of the list but a new record will show. The new record will show the date it was used it will show negative amount, in the amount field, for example ($500) and the invoice number, for the sale, will be recorded. Executive combines all of the deposits into one sum so that it can create useful reports. This deposit and deposit used list will continue to grow for the customer.

- **Credits** – shows the credits that have been created for this customer and the note that corresponds to the credit. This section will also show any returns on account that this customer may have made.

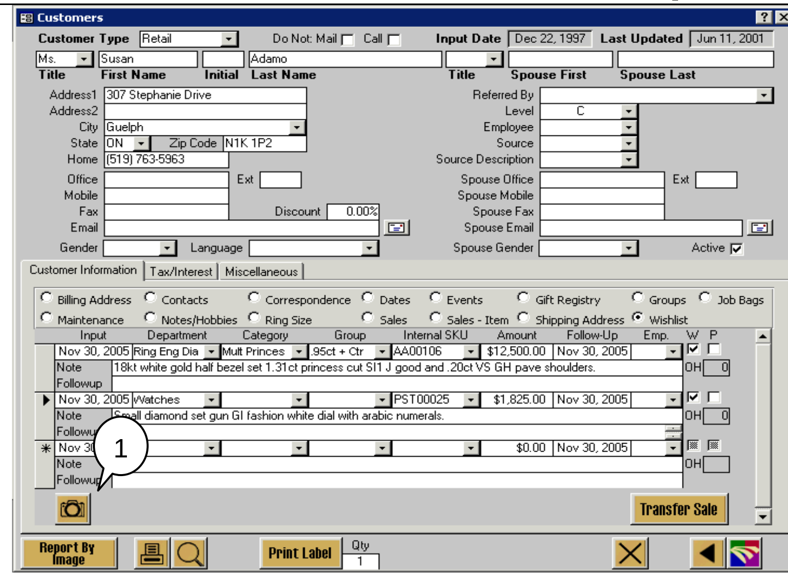
- **Gift Certificates** – shows the gift certificate made by this particular customer
- along with the issued date, expiry date and amount.

- **Gift Card** – shows the gift card that is given to this particular customer along with the issued date, last used and the amount left.

Running Customer Sales Report by Image

Purpose

Use this feature to run a sales report with images to show your customer their jewellery wardrobe.

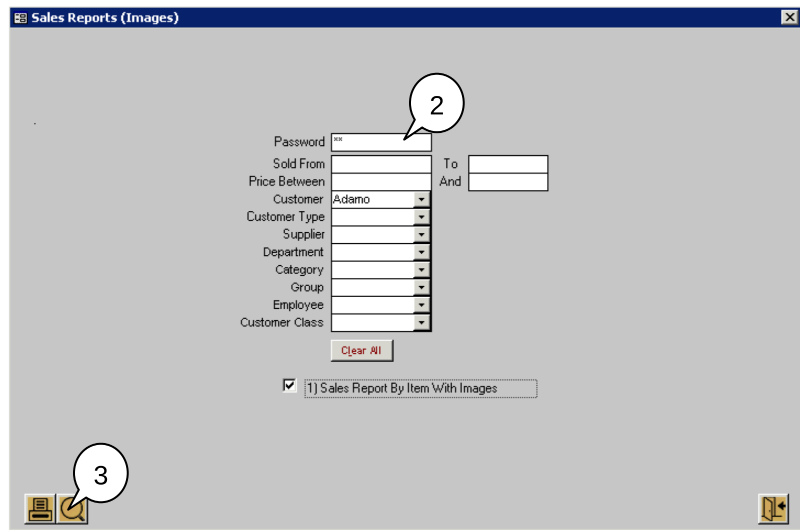


You may run the sales report by image in the following way:

1. Click on the **Report by Image** button to open the **Sales Reports (Images)** window.

2. Enter the password in the **Password** text-box.

3. Click on the button to print the customer's profile or the button to view the profile prior to printing.



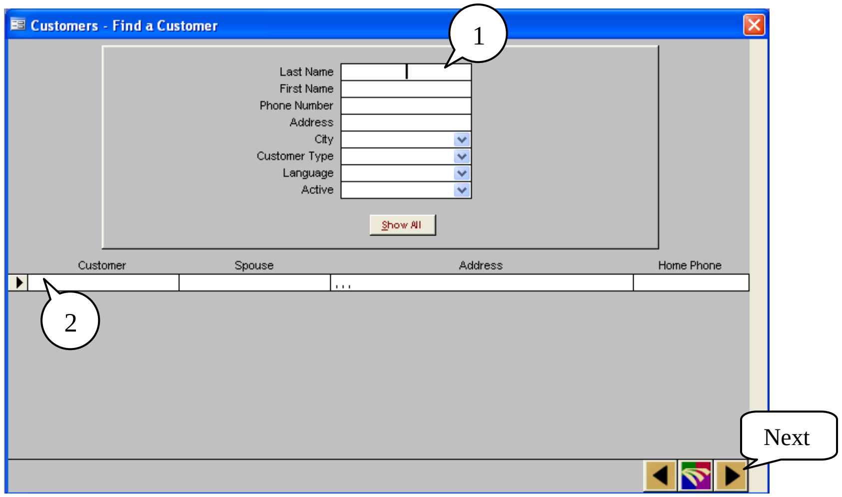
Finding an Existing Customer

Shortcut

Try double-clicking on the name of the customer whose details you wish to view.

To open the **Customers - Find a Customer** window, from the **Main Switchboard**, select the **Customer** button to open the **Customers** menu. Then click on the **Find a Customer** button

1. Type the surname of the customer you are searching for into the **Last Name** text-box, and then press the **Enter** key to view your search results.
2. A list of customers that contain the name will appear in the Customer Column below. Select the customer whose details you wish to view, and then click on the ▶ button to open those details in the **Customer** window.



To view a list of all of the customers, click on the **Show All** button. This will also clear information from all of the search text-boxes.

Search Options:

- To search by first name, enter the customer's first name into the **First Name** text-box. Also you can search by the first letter or the first few letters. You can search by **Last Name** in the same manner.
- To search by the customer's home, business and cell phone number, enter the number with area code into the **Phone Number** text-box.
- To search by address, enter the address, house number, street name or street type in the **Address** box.
- To search by city, select it from the **City** drop-down list.
- To search by the customer type, select it from the **Customer Type** drop-down list.
- To search by Language, select it from the **Language** drop-down list.
- You can also search for a supplier by whether or not the supplier is **Active**.

Chapter 6: Creating Job Bags

Creating an Appraisal Certificate

Purpose

Use this feature to create a detailed appraisal certificate for an item your store is appraising or sending out to a supplier to be appraised.

To open the **Appraisals** window, from the **Main Switchboard**, click on the **Job Bags** button to open the **Job Bags** menu. Then click on the **Enter a New Job Bag** button to open the **Service** window. From the **Service** window, select **Appraisal** from the **Service Department** drop-down list.

1. Click on the CE button to search for the customer that the Appraisal is for. This feature will also search for spouses of customers. When you find the customer, click on the **Transfer** button to transfer the customer to this window. If this is a new customer, click on the ... button to add the customer.

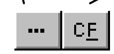
2. Double-click on the **Job Bag** text-box to generate a Job Bag Number, or manually enter in a number.

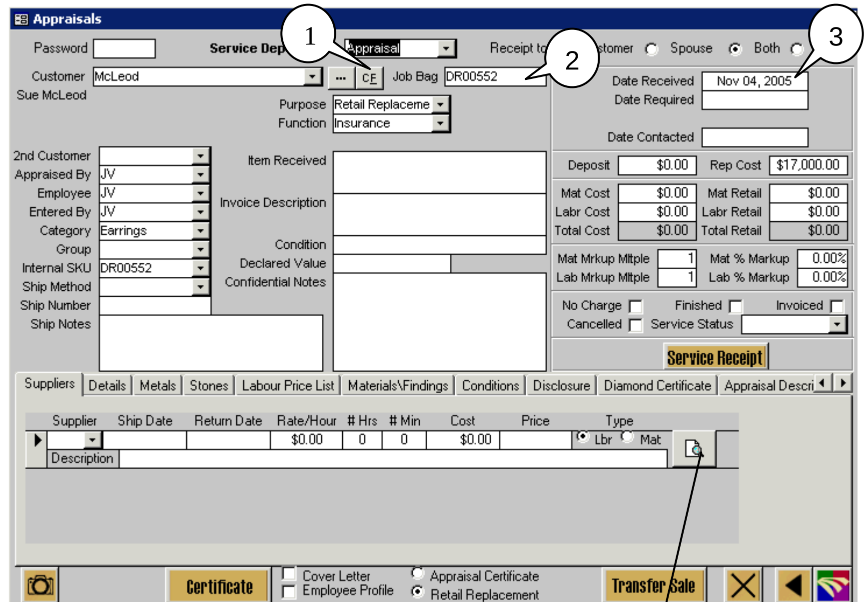
3. Type the date that the completed appraisal is needed by, in the **Date Required** text-box, or double-click to open the calendar pop-up menu and select the desired date by double-clicking on the date.

4. Enter the Employee Code of the employee that is appraising the item from the **Appraised By** drop-down list. Select the Employee Code from the **Employee** drop-down list that took in the job bag. Then select the Employee Code from the **Entered By** drop-down list of the employee that is entering the information for the job bag.

Click to add a new customer or view the customer's profile

Click to find a customer





To print off instructions for the suppliers please click this button, anything written in the description box of the supplier will be printed on these instructions.

5. Select the category of the item being appraised from the **Category** drop-down list. Then select the group that the appraised item belongs to, from the **Group** drop-down list.

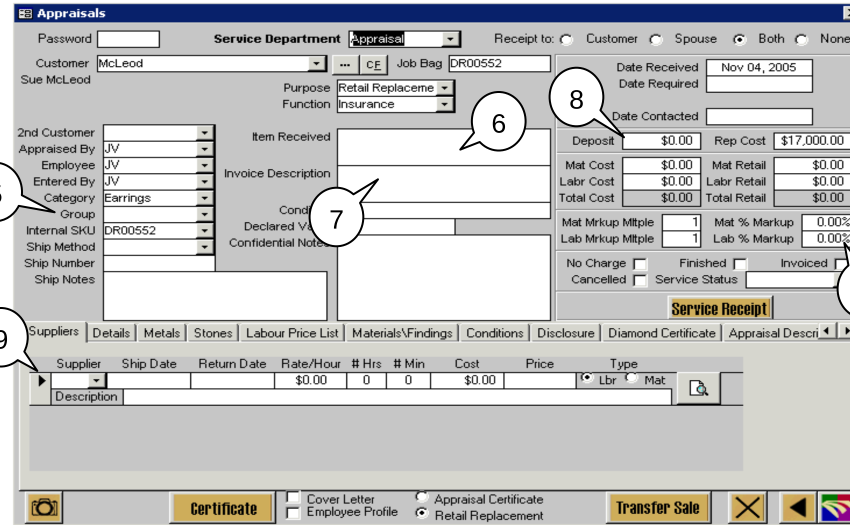
6. Enter a description of the item being appraised into the **Item Received** text-box.

7. Type the description of the work being done in the **Invoice Description** text-box. Then type a description of its condition into the **Condition** text-box.

8. If the customer wants to put a deposit towards the job, enter the amount in the **Deposit** field. This will open the Deposits window. Complete the fields as displayed on the screen. **See Chapter 9, Section 9C-1.**

9. In the **Suppliers** tab section, select a Supplier from the **Supplier** drop-down list, and then enter the cost of the appraisal into the **Cost** text-box.

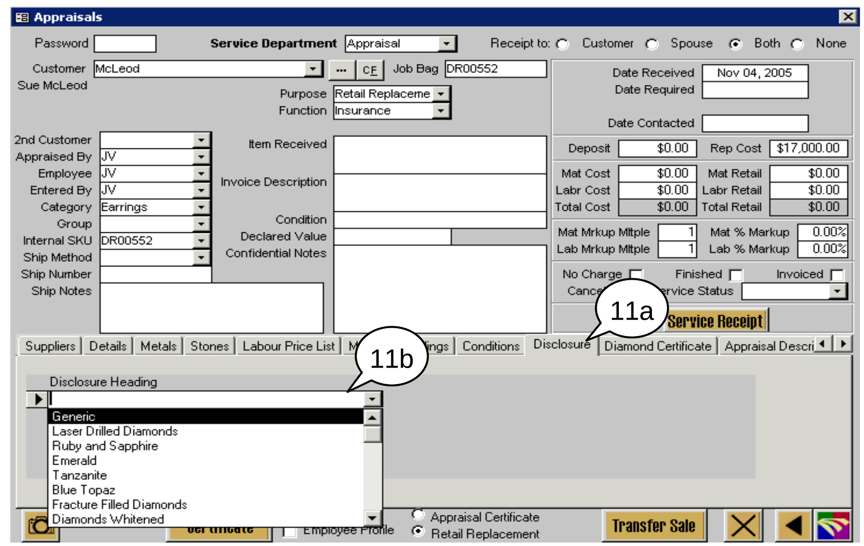
10. Enter the markup decimal value (E.g., 0.3 for 30%) for the appraisal into the **Lab % Markup** text-box. The value in the **Total Cost** text-box will then automatically generate.



Note

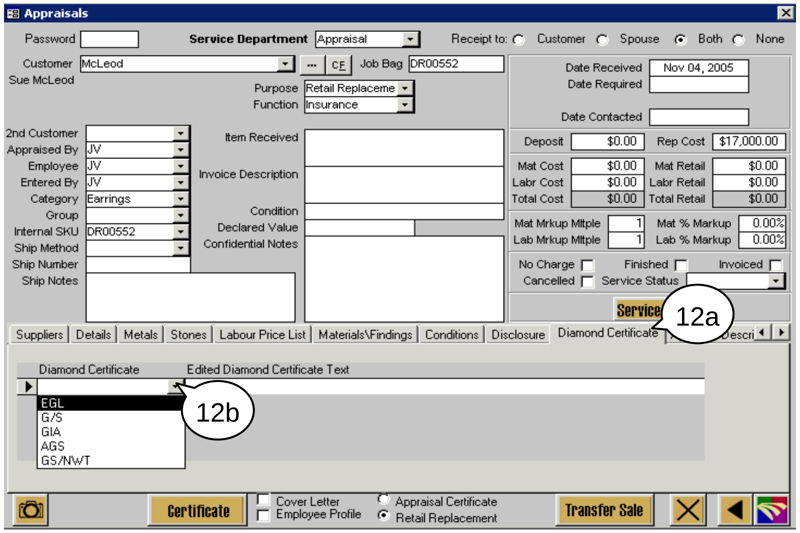
You may change the value in the **Rep Cost** field for the appraisal without affecting the cost listed in inventory.

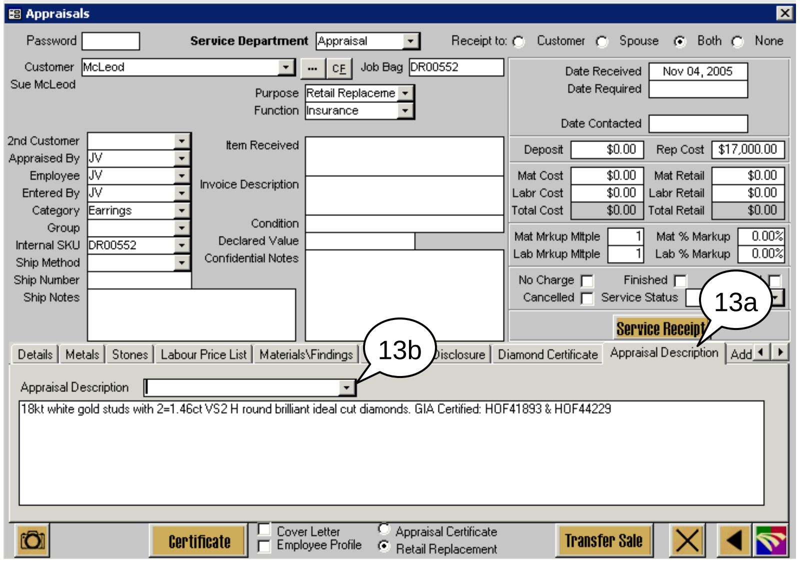
11. To include a Disclosure:
    a) Choose the **Disclosure** tab section.
    b) From the drop-down menu, choose a **Disclosure Heading** from the templates in the list. See page **6A-6** for a list of all preloaded disclosures. **Note**: You may add additional templates. See **Section 1B-4 Modifying Appraisals**.



12. To enter a Diamond Certificate:
    a) Choose the **Diamond Certificate** tab section.
    b) From the drop-down menu, choose a diamond certificate from the templates in the list. See page **6A-8** for a list of all preloaded disclosures. **Note**: You may add additional templates. See **Section 1B-3 Modifying Appraisals**.

13. To enter an Appraisal Description:
    a) Choose the Appraisal Description tab section.
    b) From the drop-down menu, choose an appraisal certificate from the templates in the list. Note: You may add additional templates. See **Section 1B-1 Modifying Appraisals**.



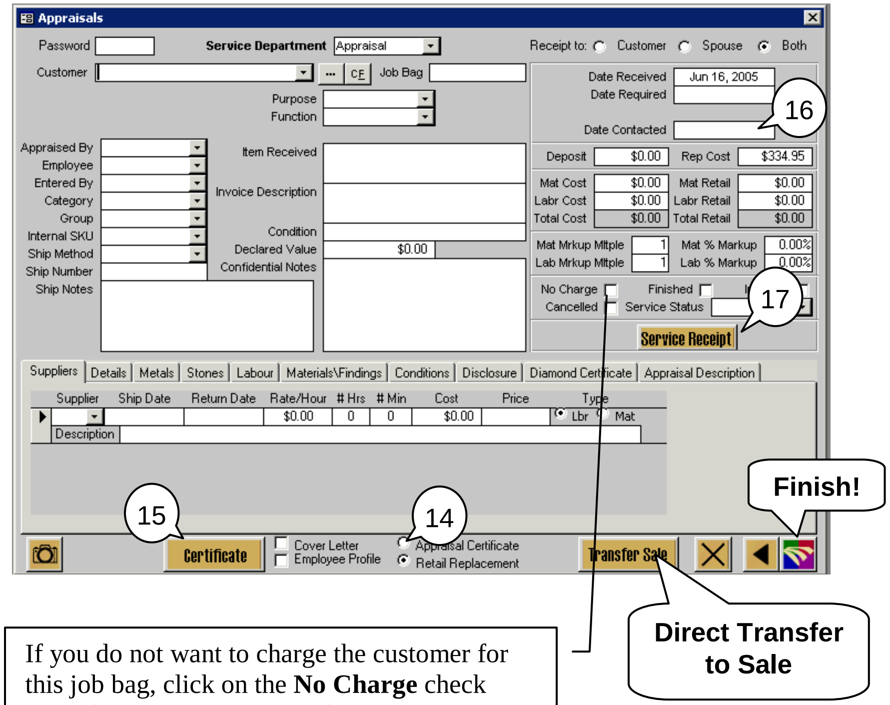


14. Select the **Appraisal Certificate** option by clicking in the check box beside it.

15. Click on the **Certificate** button to view and print the **Appraisal Certificate** for the customer's item.

Related Task

When viewing the Appraisal Certificate, click on the button to modify the page margins for printing.



16. Enter the date that the customer was contacted to come to the store and pick up the appraisal, into the **Date Contacted** text-box. This will open the Customer Correspondence window. Complete the fields as displayed on the screen. **See Chapter 5, Section 5A-4.**

17. To print a job bag receipt for the appraisal, click on the **Service Receipt** button.

When you are finished, click on the button to save the information and close the window.

If you do not want to charge the customer for this job bag, click on the **No Charge** check box. If the job has not been finished or cancelled click the **Cancelled** box.
Note: You still need a cost and retail price for the job. When you transfer the job bag to a sale, it will automatically reduce the price to zero.

Related Task

When the customer arrives to pick up the completed appraisal, open the **Enter New Sale** window (see section **Entering in a New Sale 8A-1**). Complete the customer information. Then from the **SKU** drop-down list, select the **Appraisal** option.

Appraisal Certificate Sample

EXECUTIVE JEWELLER

www.executivejewellerysoftware.com

Description of the property:

One 18K white and rose gold flowered motif cut ring, shank measuring 14.4 mm wide on the shoulder and tapering to 10.0 mm high on the base.
The ring has a total weight of 10.9 grams.
---- 4 = 0.12 carat total weight round ideal cut diamonds of VS clarity and G-H color.
---- 57 = 0.65 carat total weight round very good cut diamonds of VVS clarity and F color.

Replacement Cost $5,900.00

Total Value of the Item... $5,900.00
(Plus any applicable taxes)

Signature of Appraiser: ______________________________ **Anna Dobbs, G.G.**

EXECUTIVE MANAGEMENT SYSTEMS
56 St. George's Square, Guelph, ON N1H 4E6 • Tel: 519.827.1211 • Fax: 519.827.0113 • Toll Free: 866.808.EXEC (3932)
Executive Jeweller and Executive Management Systems are wholly-owned subsidiaries of Knar Solutions Inc.

Disclosure Statements for Appraisals

Note: The following are preloaded disclosure statements available for appraisals in Executive. You may wish to add additional disclosures. Please refer to Section **1B-4 Modifying Appraisals** for instructions.

Disclosure Heading	Disclosure Text
Generic	Unless otherwise stated, all coloured gemstones are assumed to be subjected to a stable and possibly undetected colour enhancement process.
Laser Drilled Diamonds	Diamonds may be laser drilled to improve their appearance. This diamond has been laser drilled. This treatment is a usual and customary practice and the replacement cost is reflective of this treatment.
Ruby and Sapphire	Rubies are often enhanced by the use of heat to improve the colour. With ruby, a byproduct of the heat treatment process is a glass that can fill in tiny surface fissures. This byproduct of the heat process generally does not add weight to the gem and is only visible microscopically, but should be disclosed nonetheless. By observance of certain characteristics, I believe that the presence of this filler exists (or this ruby has been heated without the presence of the glass filter). This treatment is a usual and customary practice when properly disclosed.
Emerald	Emeralds are often enhanced by the use of a variety of oils, opticon, or other resins and hardeners, both synthetic and natural. Although my testing shows evidence of clarity enhancement is present in this emerald, the exact nature of the filler cannot be determined by standard gemological testing. By observations of certain characteristics, I believe the filler to be oil only (or whatever the observation is). This treatment is a usual and customary practice when properly disclosed.
Tanzanite	Naturally coloured tanzanite is very rare in nature. The colour is usually derived through a heat treating process. Therefore, all tanzanites are assumed to undergo this heat process. This treatment is a usual and customary practice and the replacement cost is reflective of the treatment.
Blue Topaz	Blue Topaz in dark colours does not exist in nature. It is through controlled irradiation that the blue topaz gets its colour. Some pale colour stones may occur in nature but currently there is no way to determine through gemological testing whether a blue topaz is natural colour or irradiated. The trade makes the assumption that all topaz is irradiated. Because the radiation is controlled and regulated, these gems are safe to wear.
Fracture Filled Diamonds	Fractures that reach the surface in this diamond have been filled with a proprietary substance with the intent to render them less visible. This has affected the appearance of this stone in such a way that the actual clarity grade cannot be accurately determined without the removal of the filling substance. The stated clarity and colour grades are based on the appearance of the stone in its treated state. Within the jewellery industry these stones are commonly referred to as 'clarity enhanced'. This process is normally used on diamonds that are in the Imperfect clarity ranges (I1 through I3). The value of these stones is based on the value of the diamond before the enhancement plus the cost of the enhancement.
Diamonds Whitened	This diamond has been whitened by a process that is currently undetectable. The colour improvement is unknown. The girdle is laser inscribed to identify the process and the inscription reads "POL"
Cultured Pearls	Cultured pearls are bleached and dyed to improve their colour. Almost all cultured pearls undergo this treatment. This treatment is a usual and customary practice and the replacement cost is reflective of the treatment.

Disclosure Heading	Disclosure Text
Dyed Black	Cultured pearls can be dyed to a black colour. This treatment is a usual and customary practice and the replacement cost is reflective of the treatment.
Jade	Today, there is an abundance of "B-Jade" on the market. This jade is bleached and polymer impregnated to improve the appearance. The treatment cannot be determined without the use of sophisticated equipment. Without these further tests, an assumption is made that the jade is (is not) treated.
Diamond Treatments	Diamonds may be subjected to various treatments to improve their appearance. Treatments used are considered usual and customary practices when properly disclosed and when done without the intent to defraud the consumer. Treatments found may be laser drilling, fracture filling, high temperature and pressure (HTHP) to improve colour, or irradiating (to attain fancy colour). Any treatments found will be noted on the appraisal report. The Federal Trade Commission requires the disclosure of fracture filling and irradiation. Although laser drilling is currently not required to be disclosed, it should still be disclosed and failure to do so may still be considered deceptive to the consumer.
Coloured Stone Treatments	Coloured stones may be subjected to various treatments to improve their appearance. Treatments used are considered usual and customary practices when properly disclosed and when done without the intent to defraud the consumer. Many treatments are stable and do not require special care. Others may require special care. When a treatment is detected and considered not to be usual and customary it will be so noted by this appraiser. Some treatments are reversible and re-treatable. It may be beyond the scope of an appraisal to determine exact treatment methods or the amount of treatment present. Some treatments require sophisticated equipment to identify, not found in a standard gemological laboratory. All treatments should be disclosed to the purchaser. Market values are generally based on these treatments. Unless otherwise stated, the coloured stones in this appraisal are assumed to have been subjected to one or more of these treatments, when it is common for that species or variety and valued accordingly. Treatments, when detected will be noted on the appraisal. Untreated gemstones, when detected and when value is affected, will be noted. Unstable treatments or other treatments that adversely affect the value will also be noted in the appraisal when detected. Gemstone treatments include heat, bleach, irradiation, dye, various coatings, and diffusion. This is not inclusive of all treatments. Some treatments such as dye may be considered fraudulent if not properly disclosed.

Diamond Certificates for Appraisals

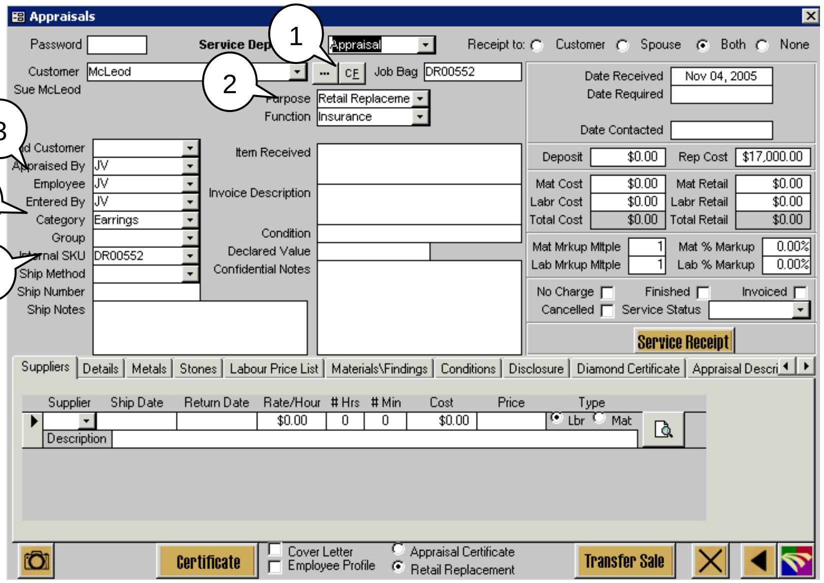
Note: The following are preloaded Diamond Certificate statements available for appraisals in Executive. These templates require you to fill in the blanks with the correct information for the appraisal you are working on. You may wish to add additional disclosures. Please refer to Section **1B-3 Modifying Appraisals** for instructions.

Diamond Certificate Heading	Diamond Certificate Text
EGL	One __________ diamond accompanied by a European Gemological Laboratory diamond grading consultation # __________ , stating that the diamond weighs __________ carat, measures _____ mm by _____ mm by _____ mm, and is _____ clarity, and _____ colour. The undersigned had examined the diamond, determined that it is the same as that described in the report, a copy of which is attached below. The appraiser agrees with the report and has based the value on the grade as stated in the report.
G/S	One __________ diamond accompanied by a Gem Scan Laboratory diamond grading report # __________ stating that the diamond weighs _____ carat, measures _____ mm by _____ mm by _____ mm, and is _____ clarity, _____ colour, and _____ make. The diamond is laser inscribed on the girdle with the Gem Scan logo and the number # __________. The undersigned has examined the diamond, determined that it is the same as that described in the report, a copy of which is attached below. The appraiser agrees with the report and has based the value on the grade as stated in the report.
GIA	One __________ diamond accompanied by an Gem Trade Laboratory diamond grading report # __________, stating that the diamond weighs _____ carat, measures _____ mm by _____ mm by _____ mm, and is _____ clarity, and _____ colour. The undersigned has examined the diamond, determined that it is the same as that described in the report, a copy of which is attached. The appraiser agrees with the report and has based the value on the grade as stated in the report. The diamond is of _____ make.
AGS	One __________ diamond accompanied by an American Gem Society Laboratory diamond grading report # __________, stating that the diamond weighs __________ carat.
GS/NWT	One __________ diamond accompanied by a Gem Scan Laboratory diamond grading report # __________ and a Canada's Northwest Territories certificate # __________. The certificates state that the diamond weighs _____ carat, measures _____ mm by _____ mm by _____ mm, and is _____ clarity, _____ colour, _____ make, and is Canadian mined, cut and polished. The diamond is laser inscribed on the girdle with the number NWT__________. The undersigned has examined the diamond, determined that it is the same as that described in the reports, a copy of which is attached. The appraiser agrees with the report and has based the value on the grade as stated in the report.

Creating a Retail Replacement

Purpose

Use this feature to create a retail replacement certificate for a stock item in your store.



To open the **Appraisals** window, from the **Main Switchboard**, click on the **Job Bags** button to open the **Job Bags** menu. Then click on the **Enter a New Job Bag** button to open the **Service** window. From the **Service** window, select **Appraisal** from the **Service Department** drop-down list.

1. Click on the CE button to search for the customer that the Appraisal is for. This feature will also search for spouses of customers. When you find the customer, click on the **Transfer** button to transfer the customer to this window. If this is a new customer, click on the ... button to add the customer.

2. Select the purpose of the appraisal from the **Purpose** drop-down list, and then the function from the **Function** drop-down list.

3. Enter the Employee Code of the employee that is appraising the item from the **Appraised By** drop-down list. Select the Employee Code from the **Employee** drop-down list that took in the job bag. Then select the Employee Code from the **Entered By** drop-down list of the employee that is entering the information for the job bag.

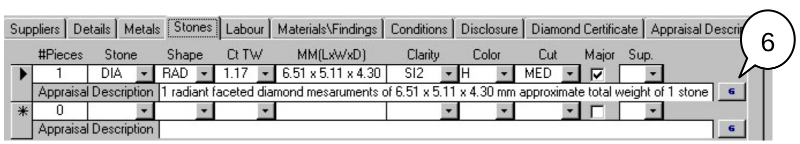
4. Select the category of the item being appraised from the **Category** drop-down list. Then select the group that the appraised item belongs to, from the **Group** drop-down list.

5. Next, select the SKU number for the item from the **Internal SKU** drop-down list.

6. If applicable, in the **Stones** tab section enter in a description for the stone(s). Press 6 to generate a description and double click on the Appraisal Description field to open a larger view with the Spell Check option.

Note

You may change the value in the **Rep Cost** field for the appraisal without affecting the cost listed in inventory.



7. Type the description of the work being done in the **Invoice Description** text-box. Then type a description of its condition into the **Condition** text-box.

8. Select the **Retail Replacement** option by clicking in the check box beside it.

9. Click on the **Certificate** button to view and print the **Retail Replacement** for the item.

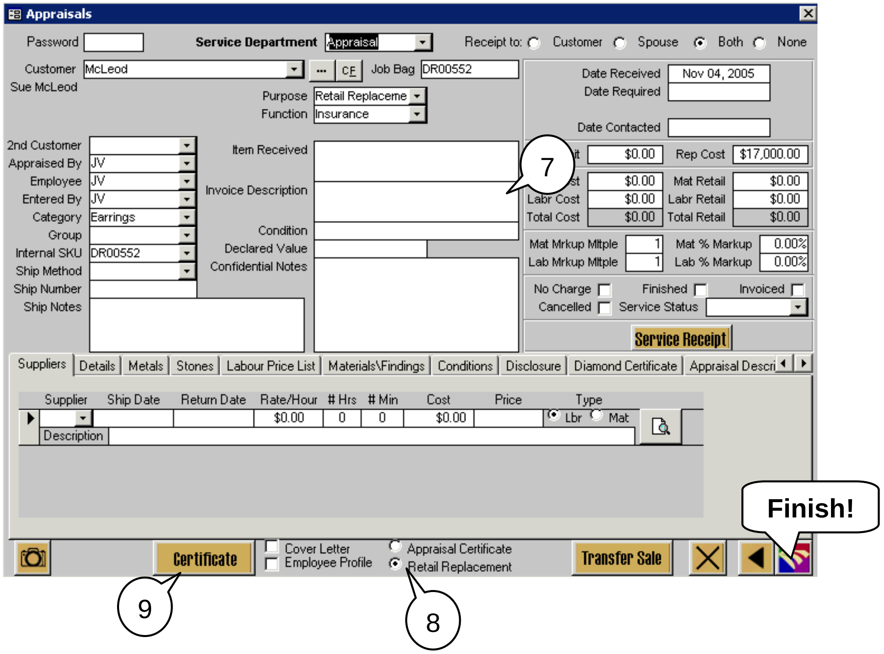
Related Task

When viewing the Retail Replacement, click on the button to modify the page margins for printing.

When you are finished, click on the button to save the information and close the window.

Related Task

When the customer arrives to pick up the appraisal, open the **Enter New Sale** window (see section **Entering in a New Sale 8A-1**). Complete the customer information. Then from the **SKU** drop-down list, select the **Appraisal** option.



Retail Replacement Sample

EXECUTIVE JEWELLER

www.executivejewellerysoftware.com

Date: October 14, 2004

Ms Jane Doe
Dr. John Doe
124 Woodsworth Street
Guelph, ON L3L 3K3

Purpose of Certificate Retail Replacement Value
Function of Insurance

One ladies platinum diamond engagement ring.

Containing:

1 radiant faceted diamond mesaruments of 6.51 x 5.11 x 4.30 mm approximate total weight of 1 stone = 1.17 ct.

Clarity:	SI2
Colour:	H
Cut:	MED
Total Weight of Diamonds	1.17 ct
Total Weight	7.58 gm
Retail replacement cost	$13,500.00

Date: October 14, 2004

Anna Dobbs G.G.
Graduate Gemologist

EXECUTIVE MANAGEMENT SYSTEMS
56 St. George's Square, Guelph, ON N1H 4E6 • Tel: 519.827.1211 • Fax: 519.827.0113 • Toll Free: 866.808.EXEC (3932)
Executive Jeweller and Executive Management Systems are wholly-owned subsidiaries of Knar Solutions Inc.

Tracking Custom Work

Purpose

Use this feature to record and track information about the enhancement or creation of items by the staff at your store.

To open the **Custom Work Job** window, from the **Main Switchboard**, click on the **Job Bags** button to open the **Job Bags** menu. Click on the **Enter a New Job Bag** button to open the **Service** window. From the **Service** window, select **Custom Work** from the **Service Department** drop-down list.

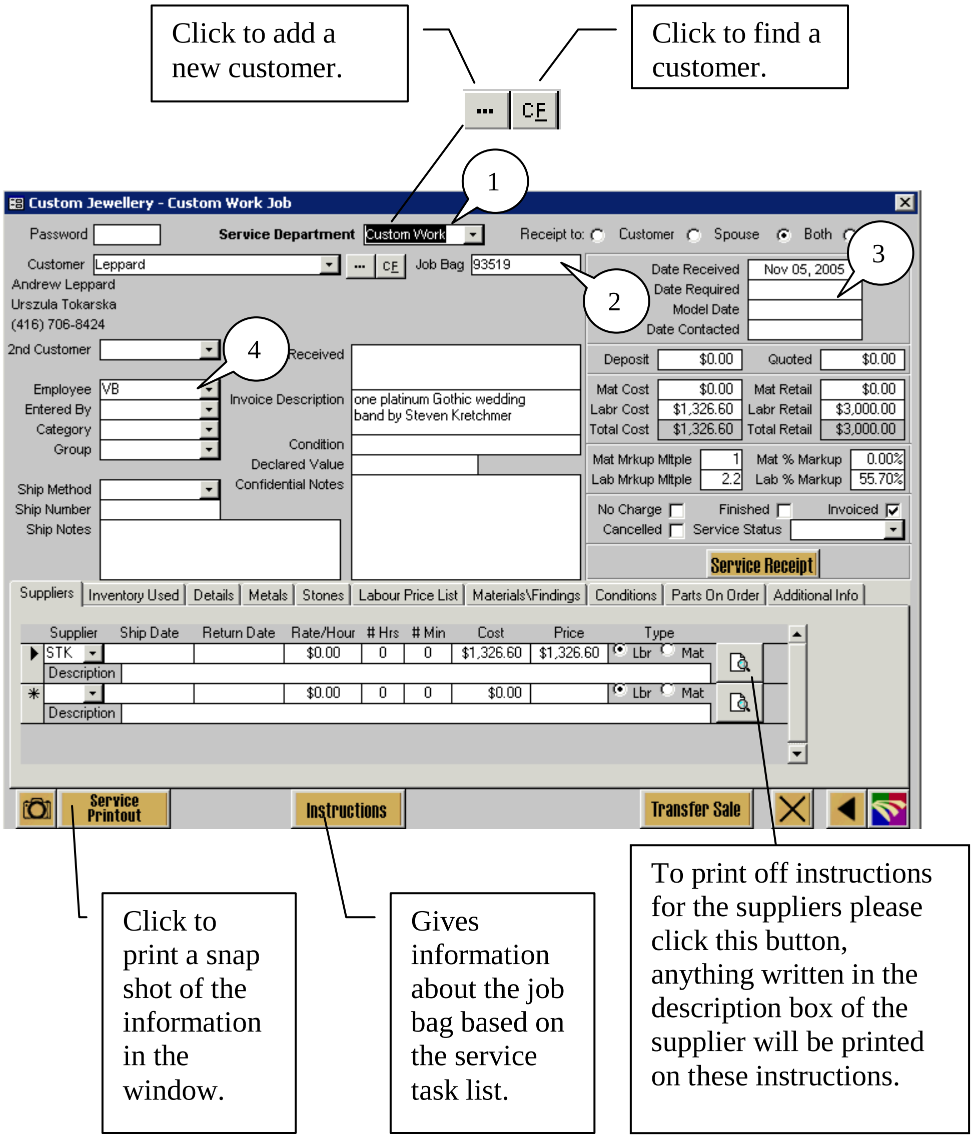
1. Click on the CE button to search for the customer that the Custom Work is for. When you find the customer, click on the **Transfer** button to transfer the customer to this window. This feature will also search for spouses of customers. If this is a new customer, click on the ... button to add the customer.

2. Double-click on the **Job Bag** text-box to generate a Job Bag Number, or manually enter in a number.

3. Type the date that the work is required to be finished, in the **Date Required** text-box. Then type the Model Date into the **Model Date** text-box.

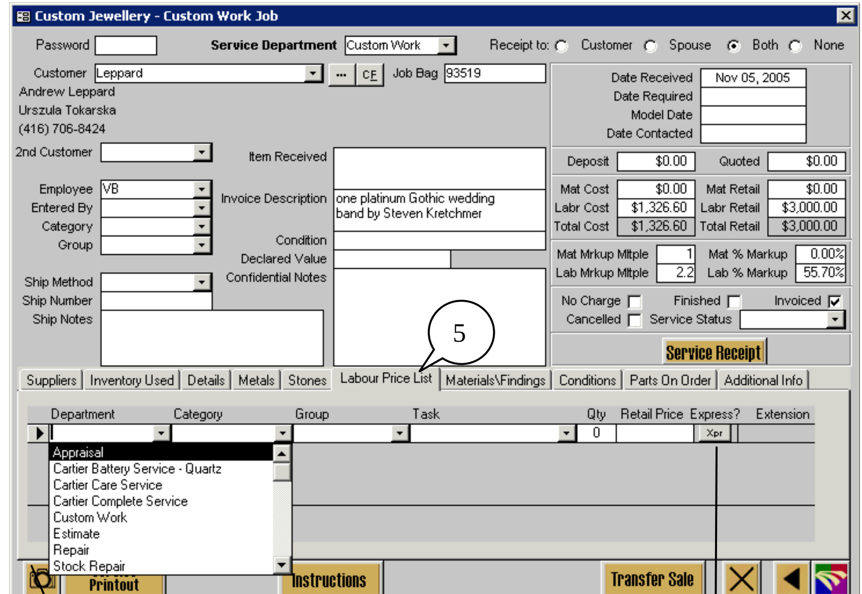
When the work is completed, enter the date that the customer was contacted to come to the store and pick up the item, into the **Date Contacted** text-box. This will open the Customer Correspondence window. Complete the fields as displayed on the screen. **See Chapter 5, Section 5B-4.**

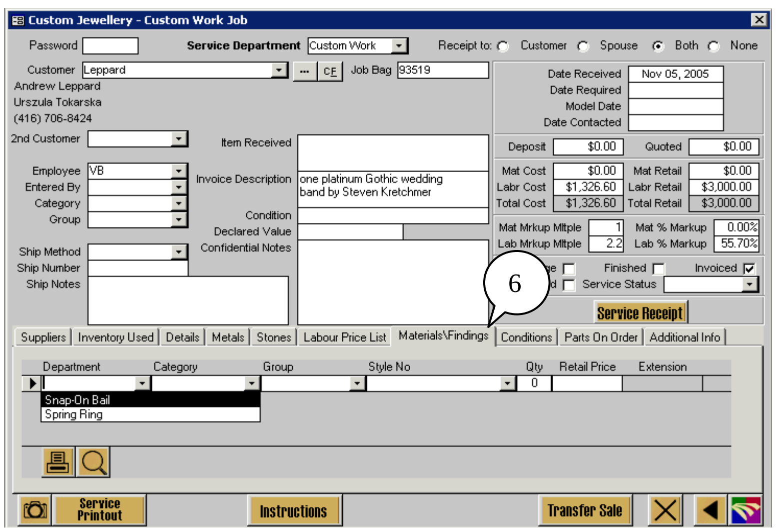
4. Select the Employee Code from the **Employee** drop-down list of the employee that took in the job bag. Then select the Employee Code from the **Entered By** drop-down list that is entering the information for the job bag. Select the category that the Custom Work will belong to, from the **Category** drop-down list. Then select the group that the Custom Work belongs to, from the **Group** drop-down list.



5. In the **Labour Price List** tab section, select the Labour Department, Category, Group, and Task to calculate the price of the labour. This will update the **Labr Cost** and **Labr Retail** fields.
   Note: The Labr Cost and Labr Retail fields will not be updated if you have already entered information in the Suppliers tab as Labr type.

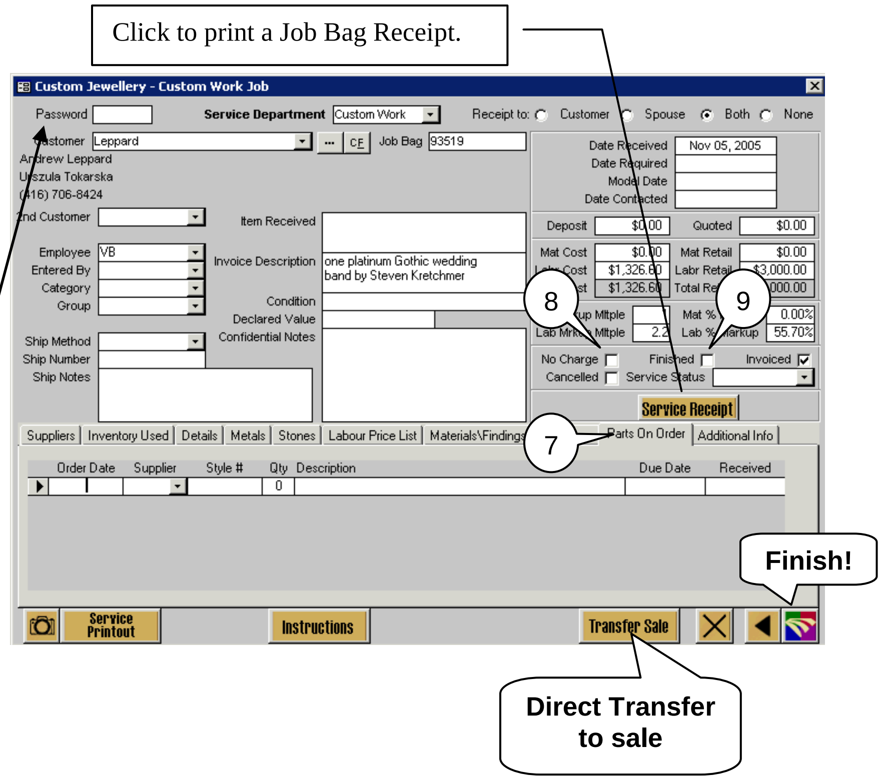
6. In the **Materials\Findings** tab section; select the Materials\Findings Department, Category, Group, and Style to calculate the price of the materials\findings. This will update the **Mat Cost** and **Mat Retail** fields.





Click [print icon] to print the Labour and Materials information sheet.

Press [Xpr] button to change the express prices.



7. In the **Parts on Order** tab section, enter the parts that need to be ordered and the date required.

8. If you do not want to charge the customer for this job bag, click on the **No Charge** check box.
   Note: You still need a cost and retail price for the job. When you transfer the job bag to a sale, it will automatically reduce the price to zero.

9. When the job bag is complete and ready for the customer, click on the **finished** check box.
   Note: You cannot edit the job bag once you have click on Finished. If changes are required, enter the password in the **Password** text-box.

10. You can also press the **Canceled** check box if the customer did not want the work to be done or canceled the job. This allows you to track all activity in the custom work job bags.

When you are finished, click on the button to save the information and close the window.

Related Task

When the customer arrives to pick up the completed item, open the **Enter New Sale** window (see section **Entering in a New Sale 8A-1**). Complete the customer information. Then from the **SKU** drop-down list, select the **Custom Work** option.

Calculating an Estimate

Purpose

Use this feature to calculate and record Job Bag Estimates given to customers by the staff at the store.

To open the **Service Estimates** window, from the **Main Switchboard**, click on the **Job Bags** button to open the **Job Bags** menu. Click on the **Enter a New Job Bag** button to open the **Service** window. From the **Service** window, select **Estimate** from the **Service Department** drop-down list.

1. Click on the CE button to search for the customer that the Estimate is for. When you find the customer, click on the **Transfer** button to transfer the customer to this window. This feature will also search for spouses of customers. If this is a new customer, click on the ... button to add the customer.

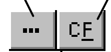
2. Double-click on the **Job Bag** text-box to generate a Job Bag Number, or manually enter in a number.

3. Type the date that the estimate is required, in the **Date Required** text-box.

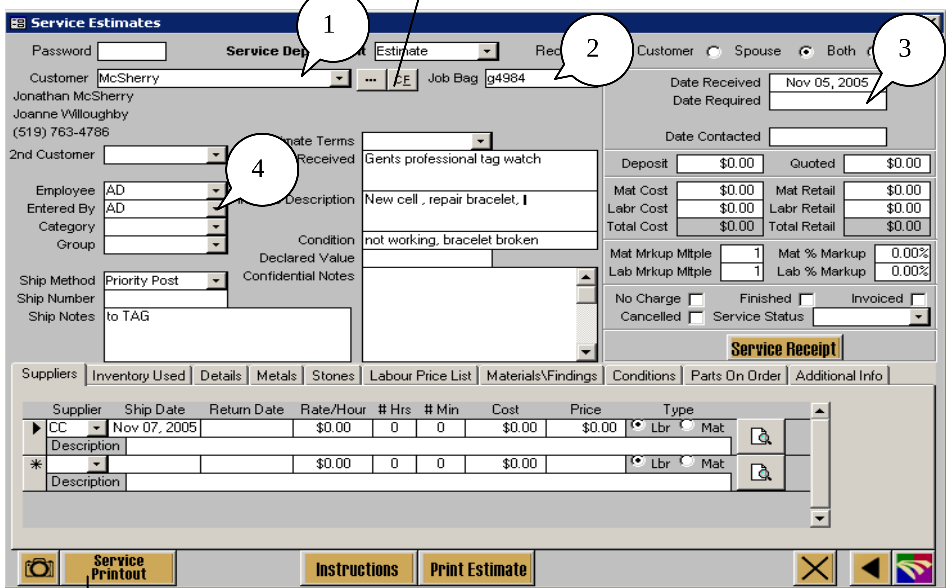
When the estimate is complete, enter the date that the customer was contacted regarding their estimate, into the **Date Contacted** text-box. This will open the Customer Correspondence window. Complete the fields as displayed on the screen. **See Chapter 5, Section 5B-4.**

4. Select the Employee Code from the **Employee** drop-down list of the employee that took in the estimate. Then select the Employee Code from the **Entered By** drop-down list that is entering the information for the estimate.

Click to add a new customer or to view the customer's details.



Click to find a customer.



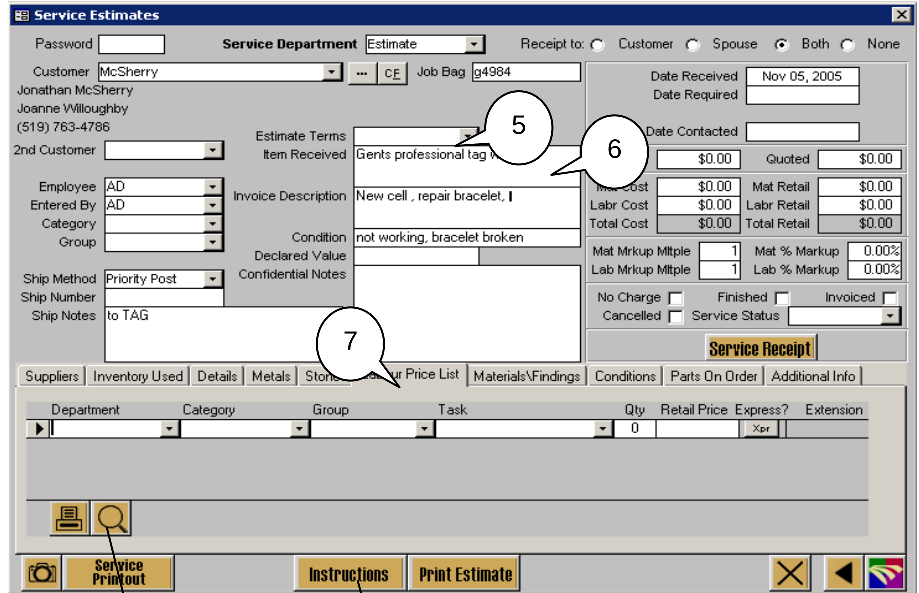
Click to print a snap shot of the information in the window.

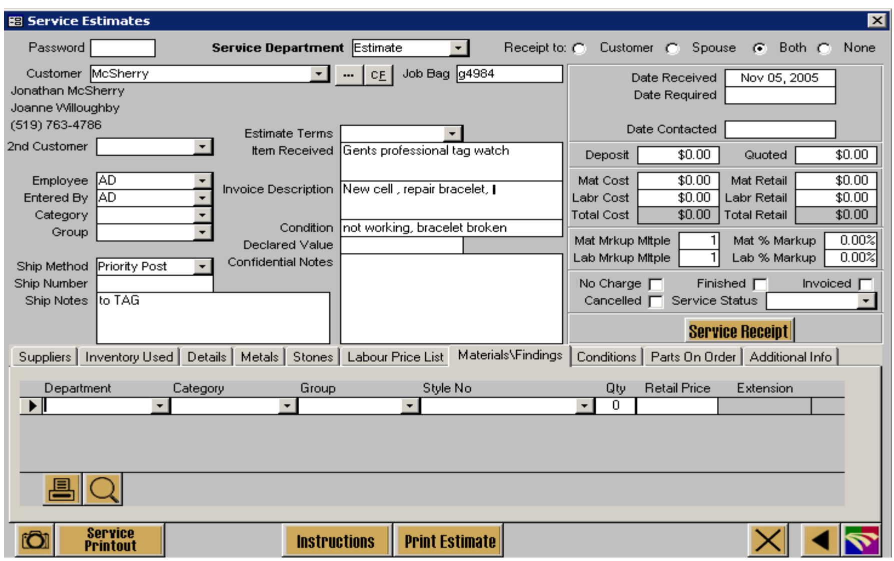
5. Select the terms for the estimate from the **Estimate Terms** drop-down list.

6. Enter the details of the item in the **Item Received** text-box. Then type a description of what type of work is to be done, in the **Invoice Description** text-box.

7. In the **Labour** tab section, select the Labour Department, Category, Group, and Task to calculate the price of the labour. This will update the **Labr Cost** and **Labr Retail** fields.
Note: The Labr Cost and Labr Retail fields will not be updated if you have already entered information in the Suppliers tab as Labr type.

8. In the **Materials\Findings** tab section, select the Materials\Findings Department, Category, Group, and Style to calculate the price of the materials\findings. This will update the **Mat Cost** and **Mat Retail** fields.





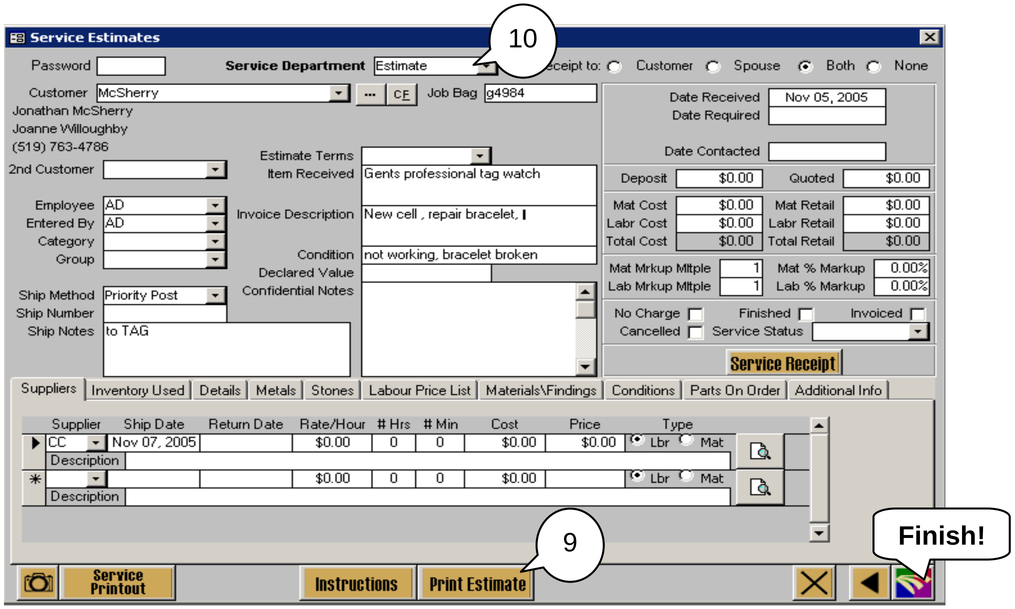
Press the Instructions button to print off the information on labour and materials and findings for the shop.

Click to print the Labour and Materials information sheet.

9. After you have finished the estimate, click on the **Print Estimate** button to give to the customer.

10. When the estimate is complete and the customer would like to go ahead with the job, change the service department.

When you are finished, click on the  button to save the information and close the window.



Creating a Repair Job Bag

Purpose

Use this feature to keep track of both the repairs your store performs, and the suppliers that the item has been sent to for repairs.

To open the **Repairs** window, from the **Main Switchboard**, click on the **Job Bags** button to open the **Job Bags** menu. Click on the **Enter a New Job Bag** button to open the **Service** window. From the **Service** window, select **Repair** from the **Service Department** drop-down list.

1. Click on the CE button to search for the customer that the Repair is for. When you find the customer, click on the **Transfer** button to transfer the customer to this window. This feature will also search for spouses of customers. If this is a new customer, click on the ... button to add the customer.

2. Double-click on the **Job Bag** text-box to generate a Job Bag Number, or manually enter in a number.

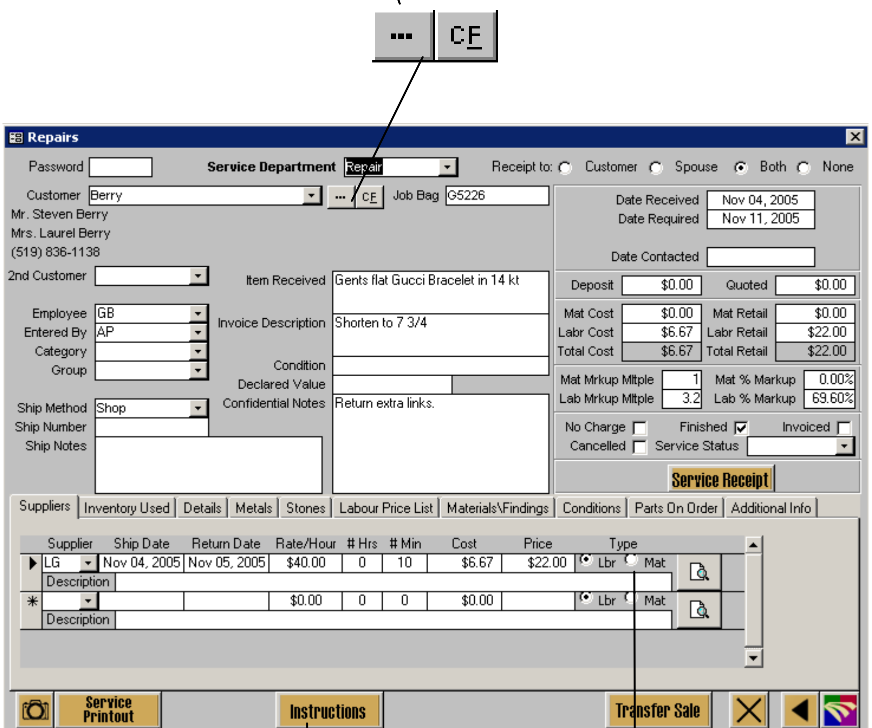
3. Type the date that the work is required to be finished, in the **Date Required** text-box.

When the work is completed, enter the date that the customer was contacted to come to the store and pick up the item, into the **Date Contacted** text-box. This will open the Customer Correspondence window. Complete the fields as displayed on the screen. **See Chapter 5, Section 5B-4.**

4. Select the Employee Code from the **Employee** drop-down list of the employee that took in the job bag. Then select the Employee Code from the **Entered By** drop-down list that is entering the information for the job bag. Select the category that the Repair will belong to, from the **Category** drop-down list. Then select the group that the Repair belongs to, from the **Group** drop-down list.

Click to add a new customer.

Click to find a customer.



Click to print a snap shot of the information in the window.

Gives information about the job bag based on the service task list.

To print off instructions for the supplier please click this button, anything written in the description box of the supplier will be printed on these instructions.

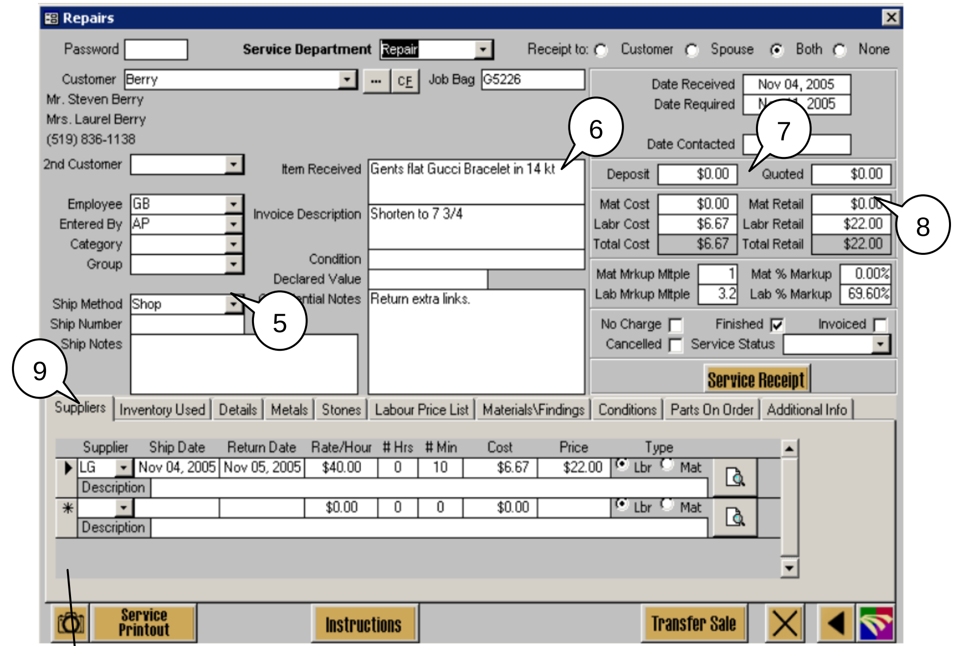
5. If the item will be shipped, select a shipping method from the **Ship Method** drop-down list. Then enter the Ship Number and Ship Notes into the corresponding text-boxes.

6. Enter the details of the item the customer is providing for the Repair into the **Item Received** text-box. Then type a description of what repair is to be done, in the **Invoice Description** text-box. Note the condition of the item in the **Condition** text-box, and its monetary value in the **Declared Value** text-box.

7. If the customer wants to put a deposit towards the job, enter the amount in the **Deposit** field. This will open the Deposits window. Complete the fields as displayed on the screen. **See Chapter 9, Section 9C-1.** The **Quoted** field is used to put a value that was quoted to the customer.

8. Enter the price quoted into the **Mat Retail** and **Labr Retail** fields

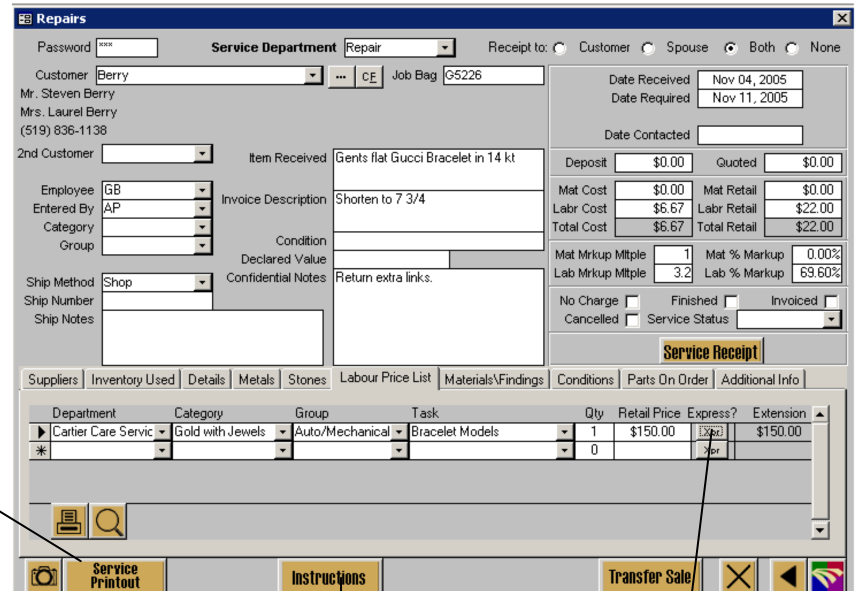
9. In the **Suppliers** tab section, select a supplier from the **Supplier** drop-down list, and then enter the cost of the repair into the **Cost** text-box. Then select either **Labr** or **Mat** as the type of work for the supplier. This will update either the **Labr Cost** or **Mat Cost** fields.



Click to attach or view the *before* and *after* pictures of the item.

10. In the **Labour** tab section, select the select the Labour Department, Category, Group, and Task to calculate the price of the labour job. This will update the **Labr Cost** and **Labr Retail** fields.
    Note: The Labr Cost and Labr Retail fields will not be updated if you have already entered information in the Suppliers tab as Labr type.

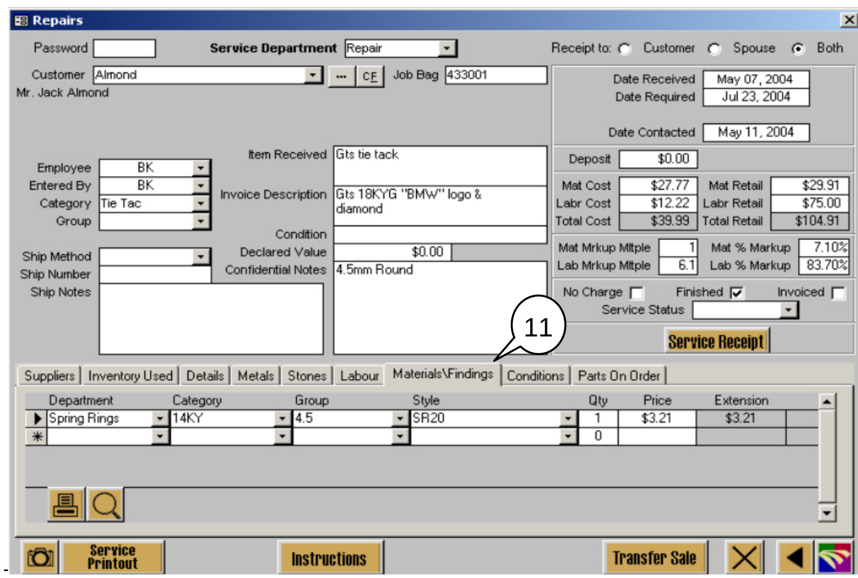
11. In the **Materials\Findings** tab section; select the Materials\Findings Department, Category, Group, and Style to calculate the price of the materials\findings. This will update the **Mat Cost** and **Mat Retail** fields.



Click to print a snap shot of the information in the window. Note this section does print costs.

Click to print the Labour and Materials information sheet.

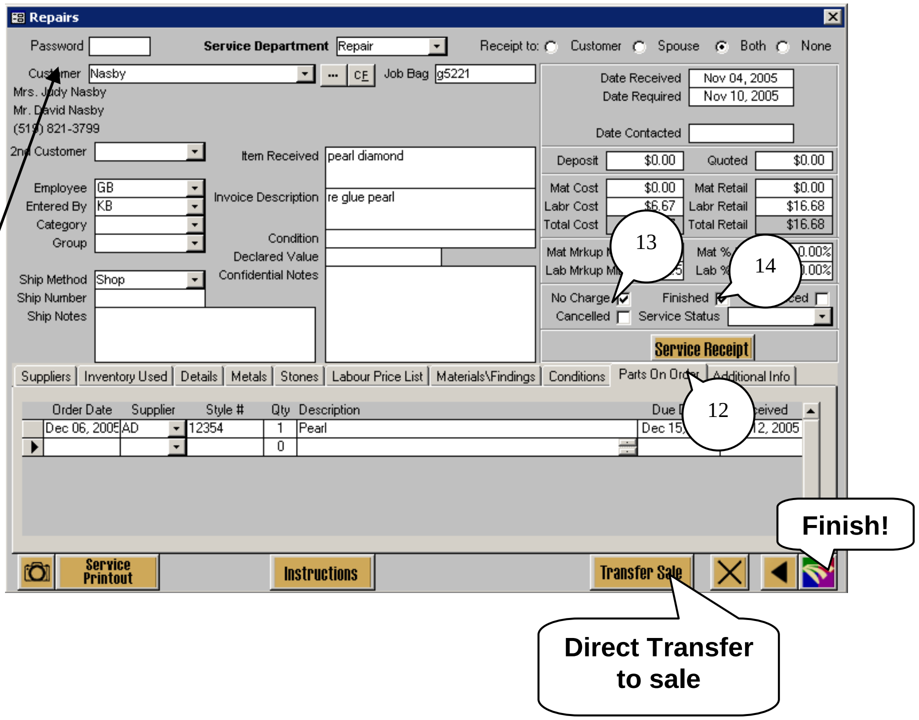
Press this button to change express prices.



12. In the **Parts on Order** tab section, enter the parts that need to be ordered and the date required.

13. If you do not want to charge the customer for this job bag, click on the **No Charge** check box.
Note: You still need a cost and retail price for the job. When you transfer the job bag to a sale, it will automatically reduce the price to zero. This helps to give accurate reporting.

14. When the job bag is complete and ready for the customer, click on the **Finished** check-box.
Note: You cannot edit the job bag once you have click on Finished. If changes are required, enter the password in the **Password** text-box.



When you are finished, click on the button to save the information and close the window.

Related Task

When the customer arrives to pick up the completed item, open the **Enter New Sale** window (see section **Entering in a New Sale 8A-1**). Complete the customer information. Then from the **SKU** drop-down list, select the **Repair** option.

Creating a Stock Item Job Bag

Purpose

Use this feature to record and track information about the creation of items by the staff at your store for stock. This feature can also be used to combine inventory pieces.

To open the **Stock Item** window, from the **Main Switchboard**, click on the **Job Bags** button to open the **Job Bags** menu. Click on the **Enter a New Job Bag** button to open the **Service** window. From the **Service** window, select **Stock Item** from the **Service Department** drop-down list.

1. Click on the CE button to search for the customer that the Repair is for. When you find the customer, click on the **Transfer** button to transfer the customer to this window. This feature will also search for spouses of customers. If this is a new customer, click on the ... button to add the customer.

2. Double-click on the **Job Bag** text-box to generate a Job Bag Number, or manually enter in a number.

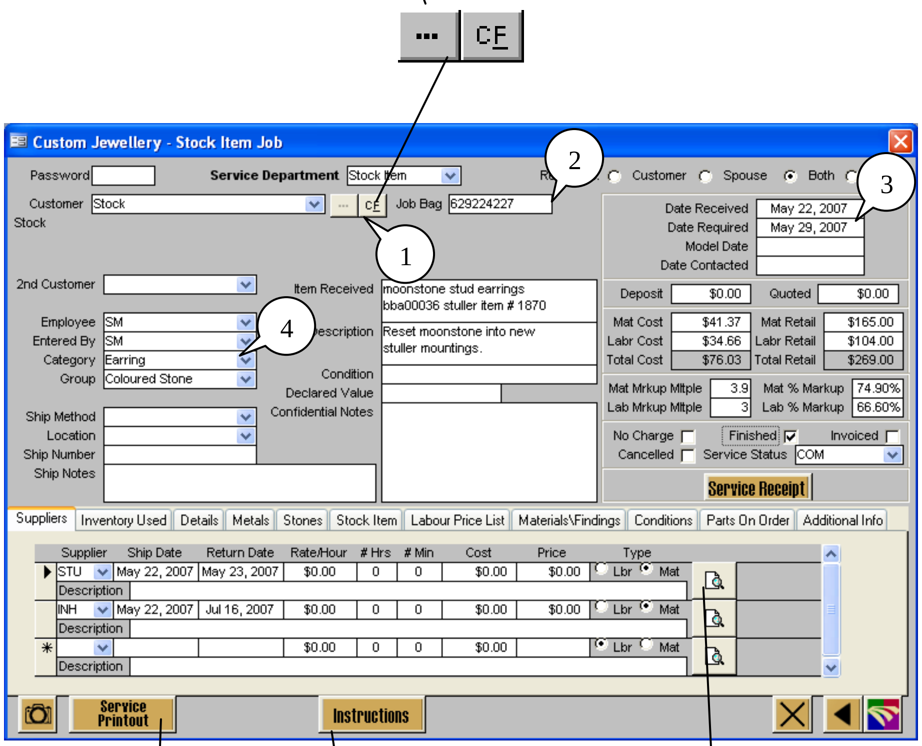
3. Type the date that the work is required to be finished, in the **Date Required** text-box.

When the work is completed, enter the date that the customer was contacted to come to the store and pick up the item, into the **Date Contacted** text-box. This will open the Customer Correspondence window. Complete the fields as displayed on the screen. **See Chapter 5, Section 5B-4.**

4. Select the Employee Code from the **Employee** drop-down list of the employee that took in the job bag. Then select the Employee Code from the **Entered By** drop-down list that is entering the information for the job bag. Select the category that the Repair will belong to, from the **Category** drop-down list. Then select the group that the Repair belongs to, from the **Group** drop-down list.

Click to add a new customer.

Click to find a customer.



Click to print a snap shot of the information in the window.

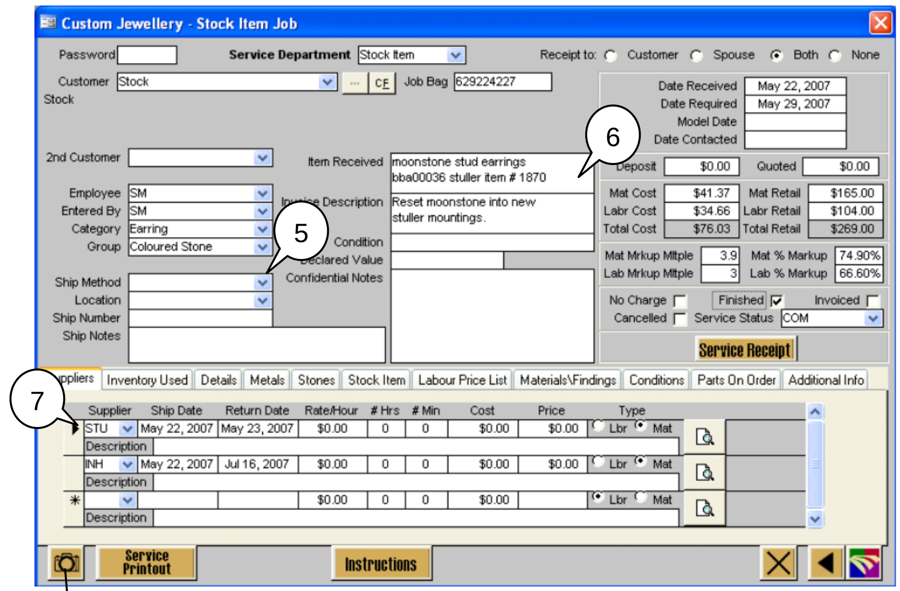
Gives information about the job bag based on the service task list.

To print off instructions for the suppliers please click this button.

5. If the item will be shipped, select a shipping method from the **Ship Method** drop-down list. Then enter the Ship Number and Ship Notes into the corresponding text-boxes.

6. Enter the details of the item the customer is providing for the Repair into the **Item Received** text-box. Then type a description of what of the two SKU's that will be merged into one stock item piece. The final description of the piece to be made is typed in the **Invoice Description** text-box.

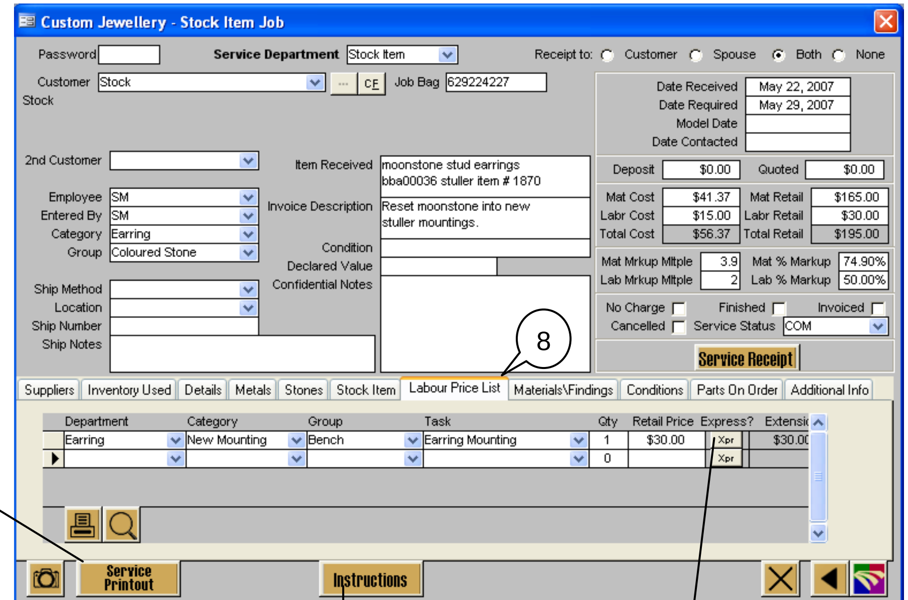
7. In the Suppliers tab section, select a supplier from the **Supplier** drop-down list, and them enter the cost of the custom work into the Cost text-box. If you know the retail price, type that into the Price text box. Then select either **Labr** or **Mat** as the type of work for the supplier. This will update either the **Labr Cost** and **Labr Retail** or **Mat Cost** and **Mat Retail** fields.



Click to attach or view the *before* and *after* pictures of the item.

8. In the **Labour Price List** tab section, select the select the Labour Department, Category, Group, and Task to calculate the price of the labour job. This will update the **Labr Cost** and **Labr Retail** fields. **Note:** The Labr Cost and Labr Retail fields will not be updated if you have already entered information in the Suppliers tab as Labr type.

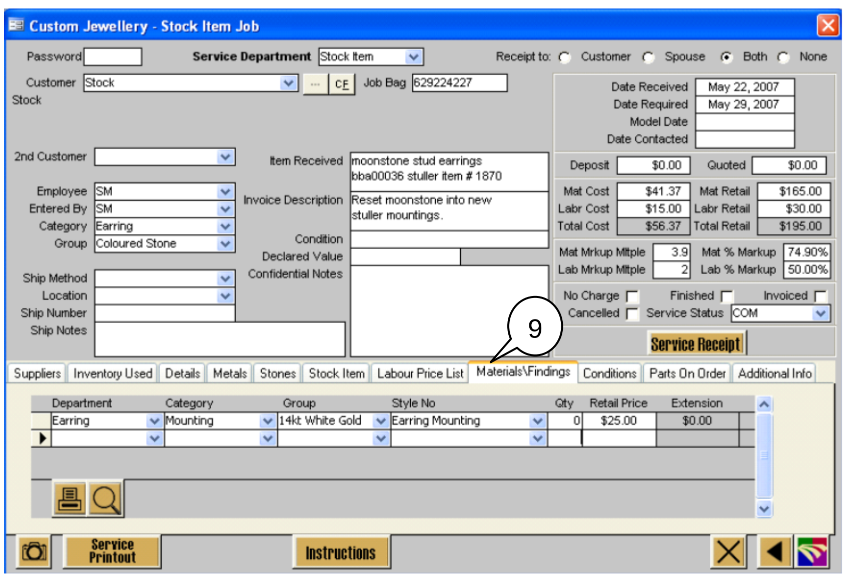
9. In the **Materials\Findings** tab section; select the Materials\Findings Department, Category, Group, and Style to calculate the price of the materials\findings. This will update the **Mat Cost** and **Mat Retail** fields.



Click to print a snap shot of the information in the window. Note this section does print costs.

Click to print the Labour and Materials information sheet.

Press this button to change express prices.



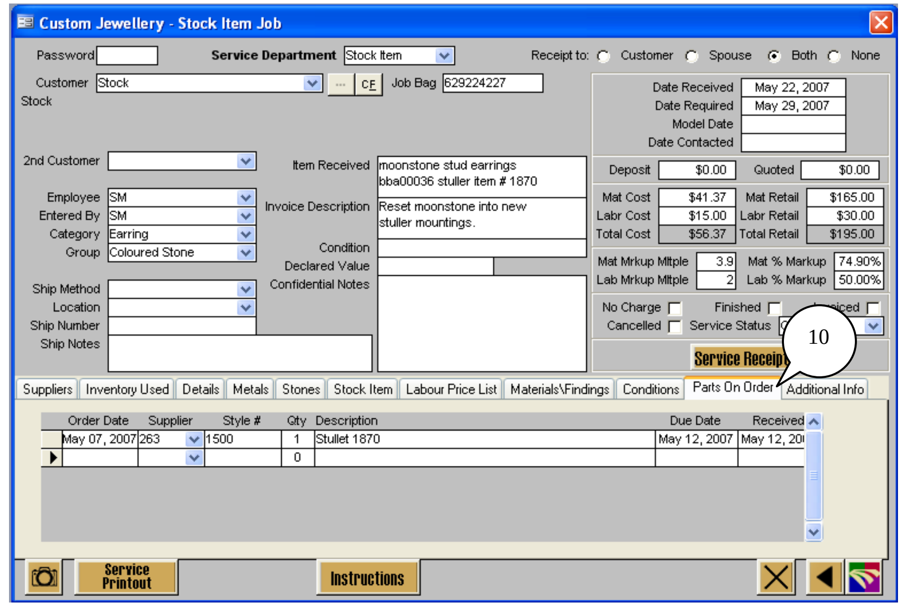
10. In the **Parts on Order** tab section, enter the parts that need to be ordered and the date required.

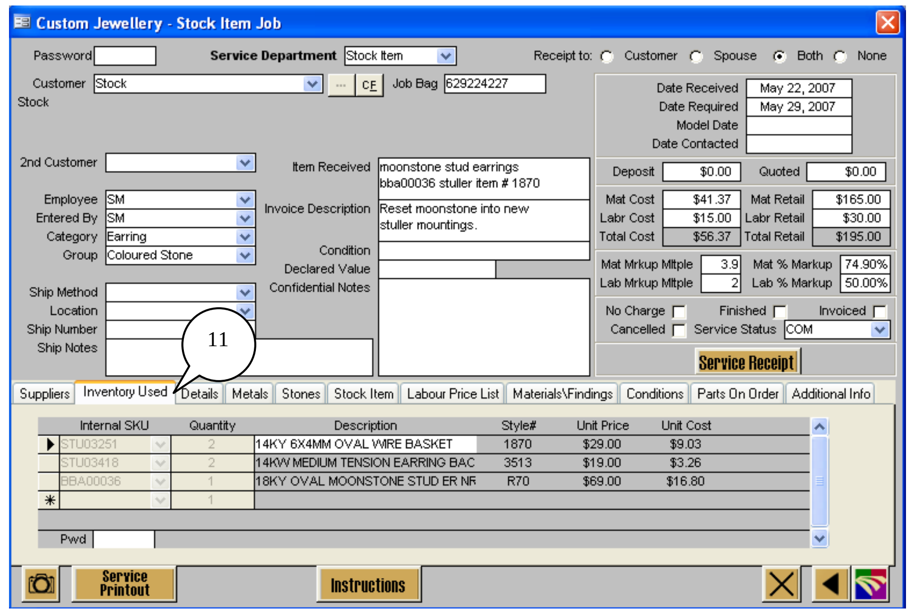
11. Enter any inventory that you are using for the stock item in the **Inventory Used** tab.

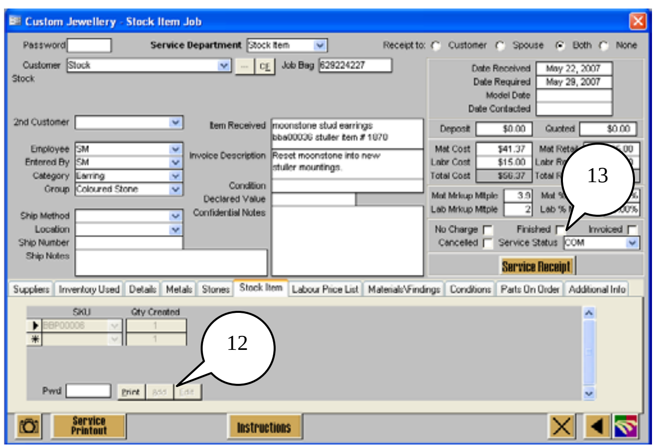
12. When the item is completed, click on the **Stock Item** tab to open the Stock Item area. Then click on the **Add** button to open the **Inventory** window. Add the item to inventory (see section **Adding New Inventory 3A-1**). You will need to change the supplier code from XX to your store's supplier code. The Job Bag number will automatically be updated to the new SKU number that has been added.

13. When the job bag is complete, click on the **Finished** check-box. After you click on the **Finished** check-box, the system automatically removes the used items from inventory, and adds the new SKU number to inventory. **Note:** You cannot edit the job bag once you have clicked on Finished. If changes are required, enter the password in the **Password** text-box.

When you are finished, click on the  button to save the information and close the window.







Creating a Watch Job Bag

Purpose

Use this feature to keep track of both the watch repairs your store performs, and the suppliers that the item has been sent to for repairs.

To open the **Repairs** window, from the **Main Switchboard**, click on the **Job Bags** button to open the **Job Bags** menu. Click on the **Enter a New Job Bag** button to open the **Service** window. From the **Service** window, select **Repair** from the **Service Department** drop-down list.

1. Click on the CE button to search for the customer that the Repair is for. When you find the customer, click on the **Transfer** button to transfer the customer to this window. This feature will also search for spouses of customers. If this is a new customer, click on the ... button to add the customer.

2. Double-click on the **Job Bag** text-box to generate a Job Bag Number, or manually enter in a number.

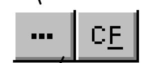
3. Type the date that the work is required to be finished, in the **Date Required** text-box.

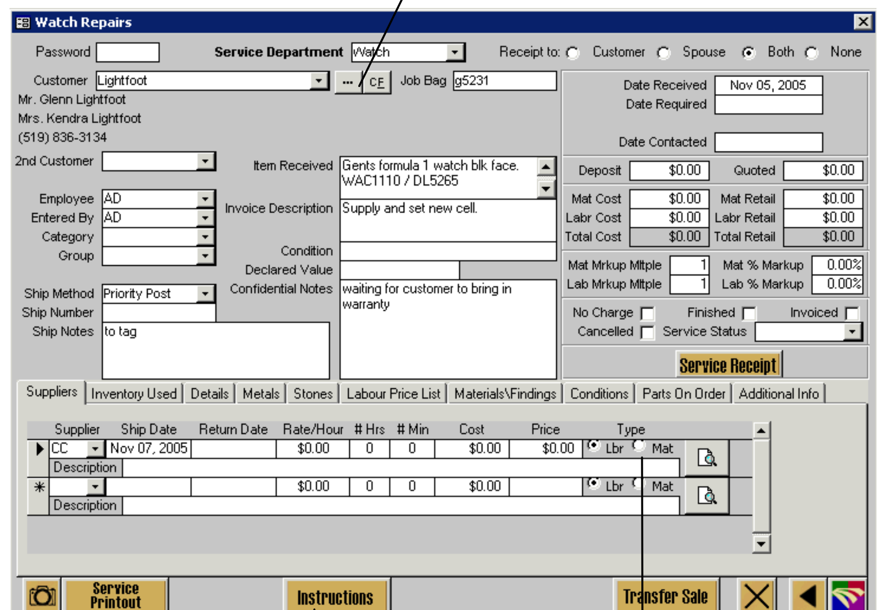
When the work is completed, enter the date that the customer was contacted to come to the store and pick up the item, into the **Date Contacted** text-box. This will open the Customer Correspondence window. Complete the fields as displayed on the screen. **See Chapter 5, Section 5B-4.**

4. Select the Employee Code from the **Employee** drop-down list of the employee that took in the job bag. Then select the Employee Code from the **Entered By** drop-down list that is entering the information for the job bag. Select the category that the Repair will belong to, from the **Category** drop-down list. Then select the group that the Repair belongs to, from the **Group** drop-down list.

Click to add a new customer.

Click to find a customer.





Click to print a snap shot of the information in the window.

Gives information about the job bag based on the service task list.

To print off instructions for the supplier please click this button, anything written in the description box of the supplier will be printed on these instructions.

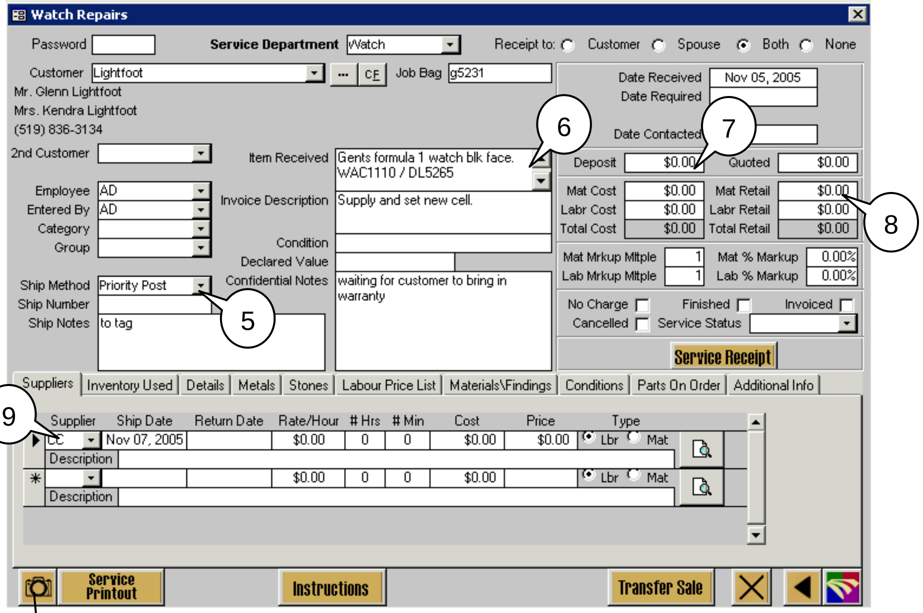
5. If the item will be shipped, select a shipping method from the **Ship Method** drop-down list. Then enter the Ship Number and Ship Notes into the corresponding text-boxes.

6. Enter the details of the item the customer is providing for the Repair into the **Item Received** text-box. Then type a description of what repair is to be done, in the **Invoice Description** text-box. Note the condition of the item in the **Condition** text-box, and its monetary value in the **Declared Value** text-box.

7. If the customer wants to put a deposit towards the job, enter the amount in the **Deposit** field. This will open the Deposits window. Complete the fields as displayed on the screen. **See Chapter 9, Section 9C-1.** The **Quoted** field is used to put a value that was quoted to the customer.

8. Enter the price quoted into the **Mat Retail** and **Labr Retail** fields

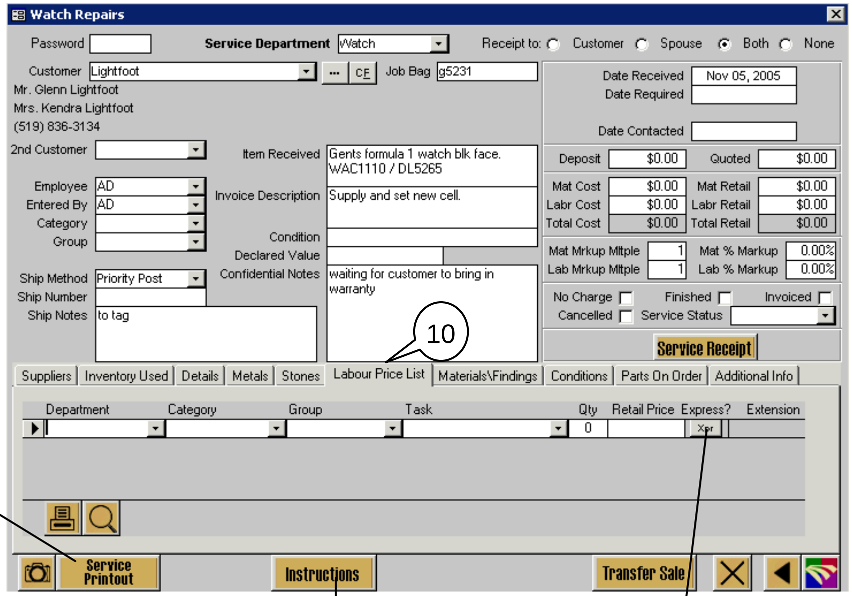
9. In the **Suppliers** tab section, select a supplier from the **Supplier** drop-down list, and then enter the cost of the repair into the **Cost** text-box. Then select either **Labr** or **Mat** as the type of work for the supplier. This will update either the **Labr Cost** or **Mat Cost** fields.



Click to attach or view the *before* and *after* pictures of the item.

10. In the **Labour** tab section, select the select the Labour Department, Category, Group, and Task to calculate the price of the labour job. This will update the **Labr Cost** and **Labr Retail** fields.
    Note: The Labr Cost and Labr Retail fields will not be updated if you have already entered information in the Suppliers tab as Labr type.

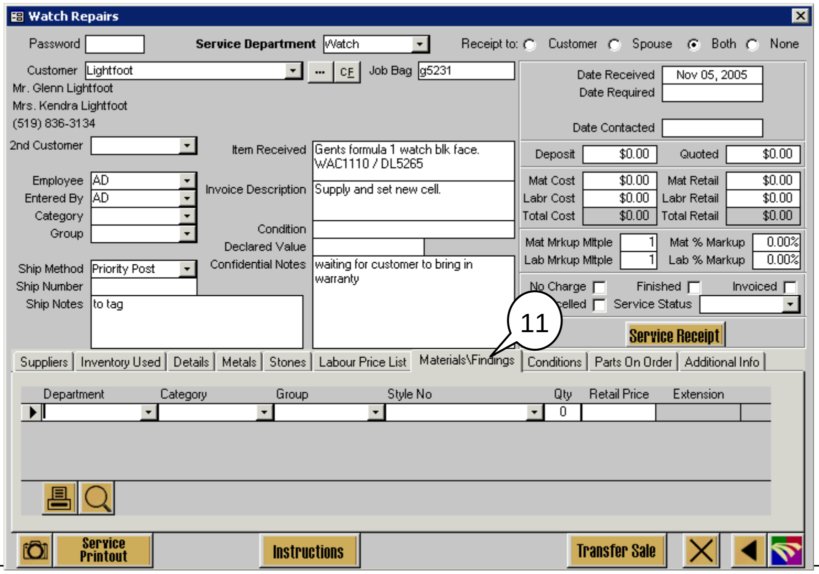
11. In the **Materials\Findings** tab section; select the Materials\Findings Department, Category, Group, and Style to calculate the price of the materials\findings. This will update the **Mat Cost** and **Mat Retail** fields.

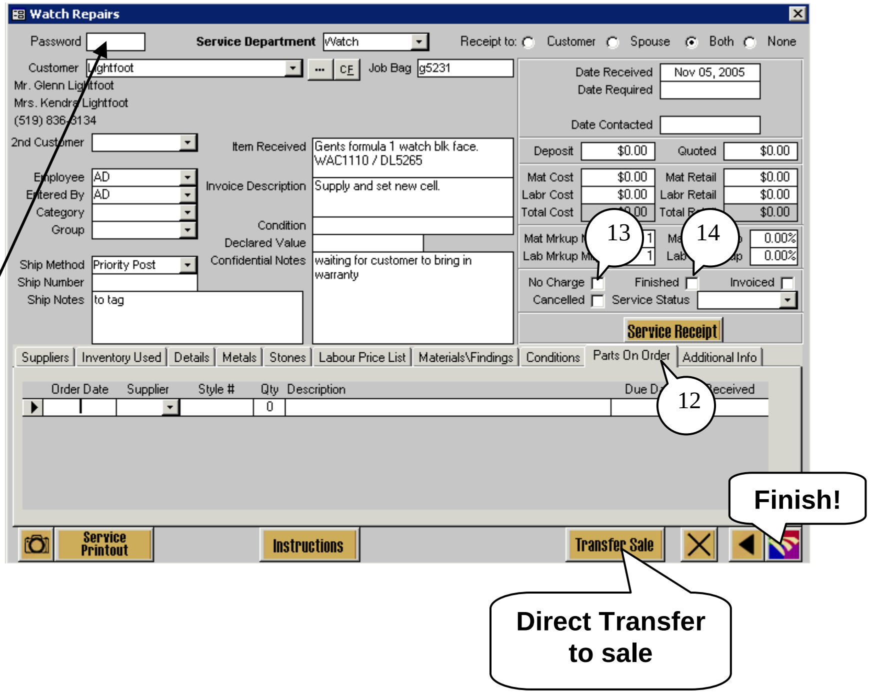


Click to print a snap shot of the information in the window. Note this section does print costs.

Click to print the Labour and Materials information sheet.

Press this button to change express prices.





12. In the **Parts on Order** tab section, enter the parts that need to be ordered and the date required.

13. If you do not want to charge the customer for this job bag, click on the **No Charge** check box.
    Note: You still need a cost and retail price for the job. When you transfer the job bag to a sale, it will automatically reduce the price to zero. This helps to give accurate reporting.

14. When the job bag is complete and ready for the customer, click on the **Finished** check-box.
    Note: You cannot edit the job bag once you have click on Finished. If changes are required, enter the password in the **Password** text-box.

When you are finished, click on the button to save the information and close the window.

Related Task

When the customer arrives to pick up the completed item, open the **Enter New Sale** window (see section **Entering in a New Sale 8A-1**). Complete the customer information. Then from the **SKU** drop-down list, select the **Repair** option.

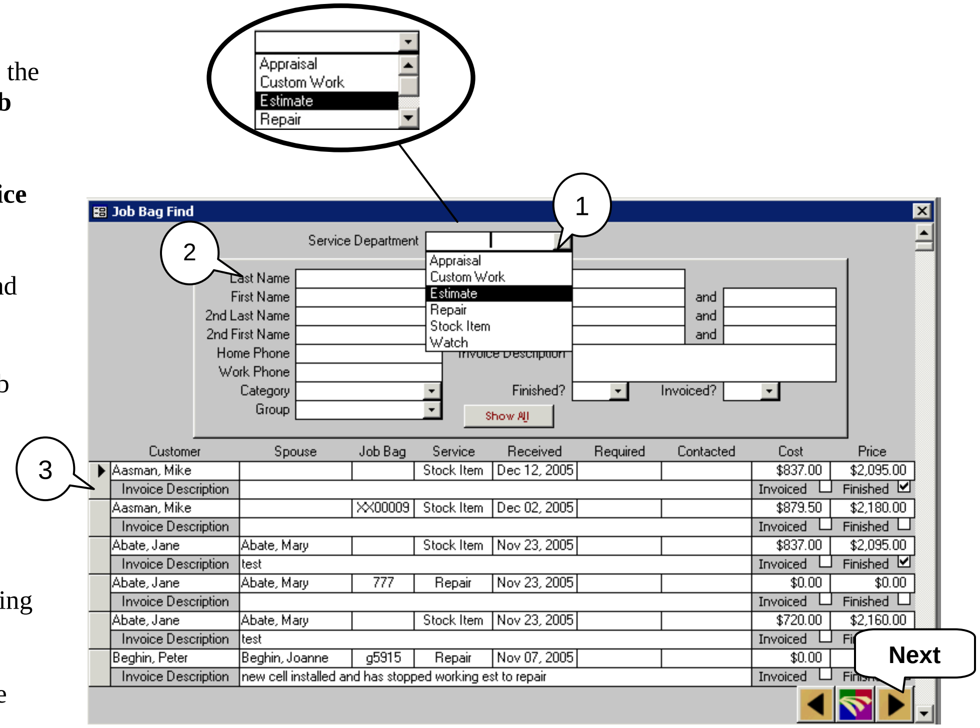
Finding a Saved Job Bag

To open the **Job Bag Find** window, from the **Main Switchboard**, click on the **Job Bags** button to open the **Job Bags** menu. Then click on the **Find a Job Bag** button.

1. Select type of Job Bag that you are a searching for, from the **Service Department** drop-down list.

2. Type the surname of the customer into the **Last Name** text-box and then press the **Enter** key to view the search results below.

3. Select the Job Bag, and then click on the button to open the Job Bag in the **Custom Jewellery** window.



Search Options:

- You may also search by the First Name, Job Bag Number, and telephone number by typing the information into the corresponding text-boxes.

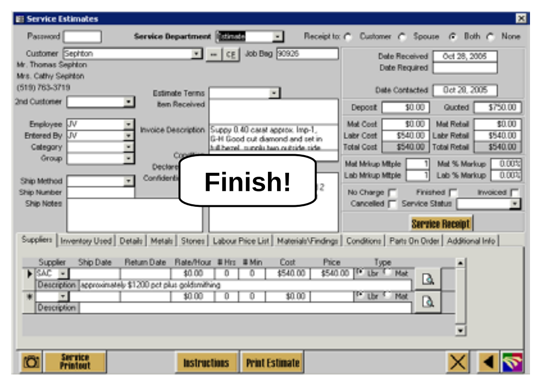
- When finding a job bag you may now search for a job bag by the SKU number of the inventory used within the job bag.

- To search for a Job Bag that was Required, Received or Contacted in a specific date range, enter that range into the corresponding Between/and text-boxes.

- To search for a Job Bag that is finished, select the Yes option from the **Finished?** drop-down list.

- To search for a Job Bag that has been invoiced, select the Yes option from the **Invoiced?** drop-down list.

- To search for a Job bag by its Category or Group, select the category or group name from the corresponding drop-down lists.



Shortcut

Try double-clicking on the name of the customer whose Job Bag you wish to view.

Add Suppliers to Job Bags

Purpose

Use this feature to add a new supplier to multiple job bags under the Suppliers tab in Job Bags.

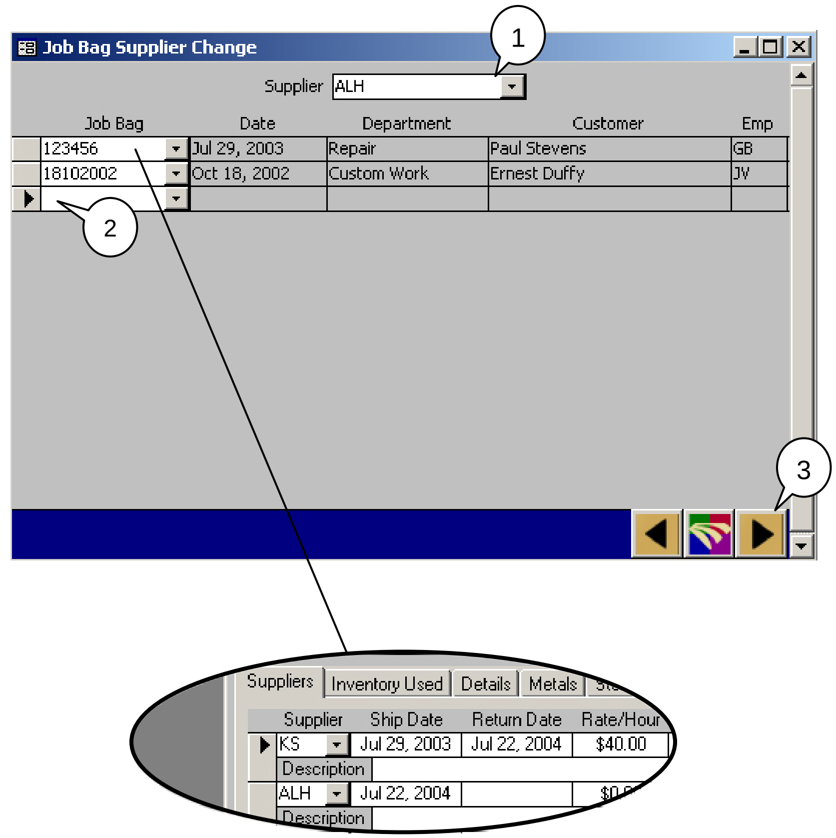
To open the **Job Bag Supplier Change** window, select **Job Bag Supplier Change** from the **Functions** menu.

1. Select the Supplier to add from the **Supplier** drop-down list.

2. Enter the job bag number or select it from the **Job Bag** drop-down list.

3. Click on the button to perform the operation. If the operation is successful, you will receive the following confirmation message.

A new supplier is now added to the selected job bags with the Return Date for the previous supplier (if any) and the Ship Date for the new supplier as the current date (See oval picture).



Performing a Break-apart on an Item

Purpose

Use this feature to record the act of separating an item into its base components, for use in another item.

To open the **Product Break Apart** window, from the **Main Switchboard**, click on the **Break Apart** button to open the **Break Apart** menu. Then click on the **Enter a New Break Apart** button.

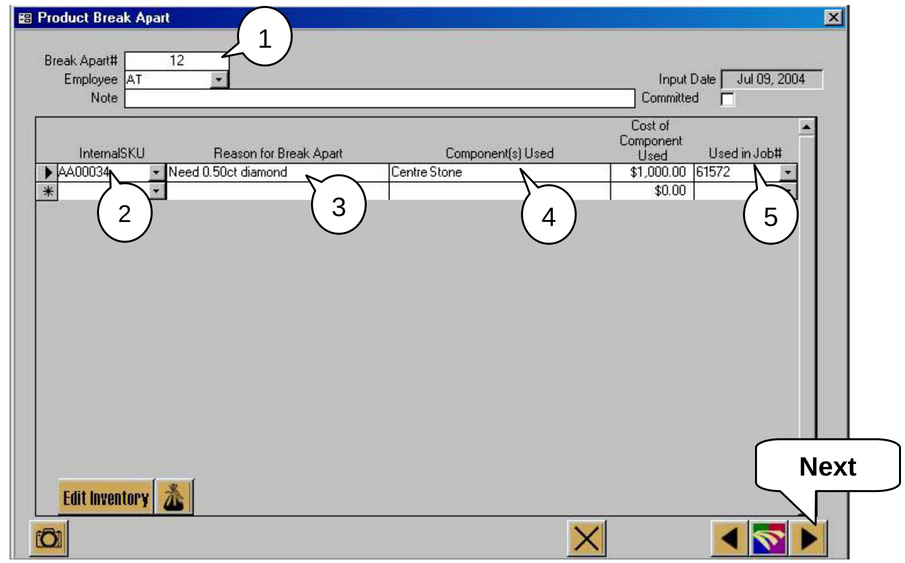
1. Enter your Employee Code into the **Employee** text-box, or select it from the **Employee** drop-down list.

2. Select the SKU number for the item you are breaking apart, from the first available **Internal SKU** drop-down list.

3. Enter the reason for the Break-apart into the corresponding **Reason for Break Apart** text-box.

4. Type the description of the components used for the Break-apart, in the corresponding **Component(s) Used** text-box. Then enter the cost of the components into the corresponding **Cost of Component Used** text-box.

5. Select the Job Bag Number that the components were used in, from the corresponding **Used in Job#** drop-down list.

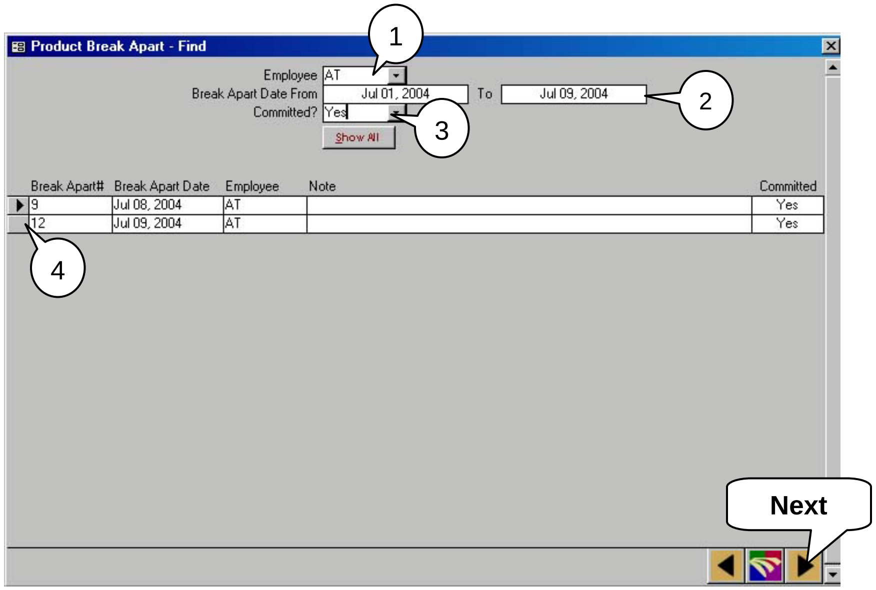


You may enter additional items for the same Break-apart, by selecting them each time from the next available **Internal SKU** drop-down list.

When you are finished, click on the ▶ button to save the information and send the transaction. You will receive a confirmation message if the Break-apart is successful and the item will be removed from inventory.

Finding a Saved Break-apart

To open the **Product Break Apart - Find** window, from the **Main Switchboard**, click on the **Break Apart** button to open the **Break Apart** menu. Then click on the **Find a Break Apart** button.



1. Select the Employee Code for the employee that performed the break-apart from the **Employee** drop-down list.

2. Enter the date range for when the break-apart was done into the corresponding **Break Apart Date From/To** text-boxes, and then press the **Enter** key. If you don't know this range, skip this step.

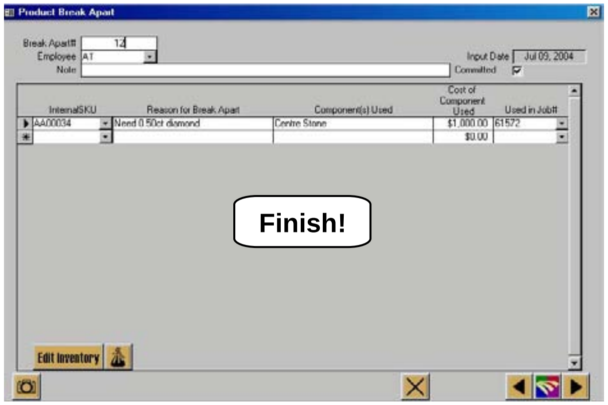
3. Select the yes or no option from the **Committed?** Drop-down list. If you don't know this information, skip this step.

To view a list of all of the Product Break-Apart, click on the **Show All** button.

When you are finished, select the break-apart that you wish to view, and then click on the ▶ button to open the **Product Break Apart** window.

Shortcut

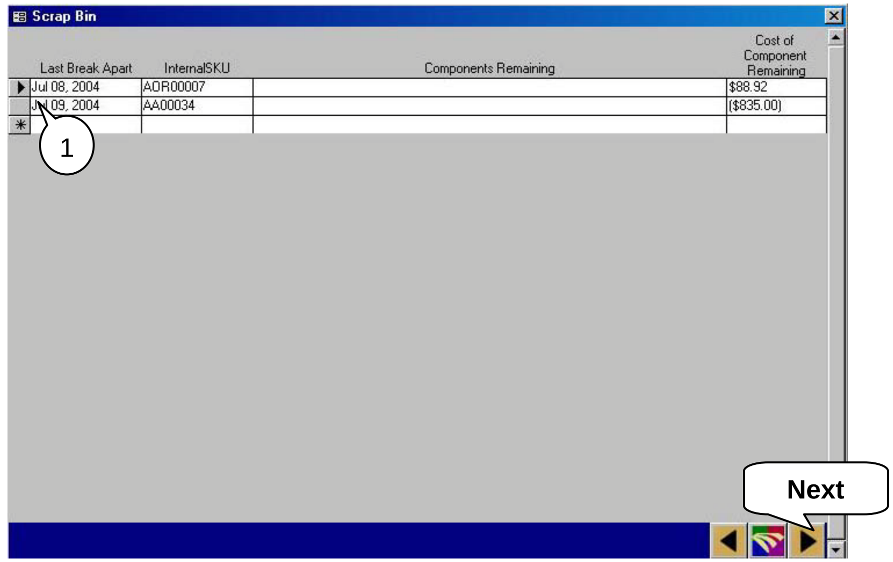
Try double-clicking on the Break Apart Number for the Break-apart you wish to view.



Viewing and Modifying the Scrap Bin

Purpose

Use this feature to record all of the unused parts that were left over during a break-apart.

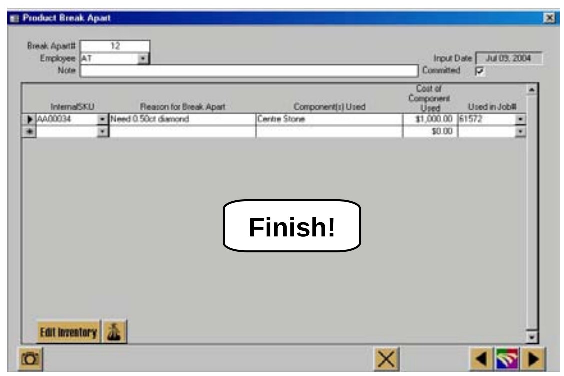


To open the **Scrap Bin** window, from the **Main Switchboard**, click on the **Break Apart** button to open the **Break Aparts** menu. Then click on the **Scrap Bin** button.

1. Select the component you wish to view, then click on the ▶ button to view the details of the break-apart in the **Product Break Apart** window.

Although all break-aparts will appear in this list, you must manually enter a description of the unused components into the corresponding **Components Remaining** text-box, and the cost into the corresponding **Cost of Component Remaining** text-box.

To remove items from the list, double-click on the corresponding **Components Remaining** text-box, and edit the list. Often you will do this if a part is being used, or melted down.



Chapter 7: Special Orders

Creating a New Special Order

Purpose: Use this feature to order items that are usually in stock, but are currently out stock, and are required for a customer by a certain date.

To open the **Special Orders – Enter a New Special Order** window, from the **Main Switchboard**, click on **the Special Orders** button to open the **Special Orders** menu. Then click on the **Enter a New Special Order** button.

1. Click on the CE button to search for the customer that the order is for. When you find the customer, click on the **Transfer** button to transfer the customer to this window. If this is for a new customer, click on the ··· button to enter the customer.

2. If this is a special order for a gift registry, select the gift registry from the **Gift Registry#** drop-down list.

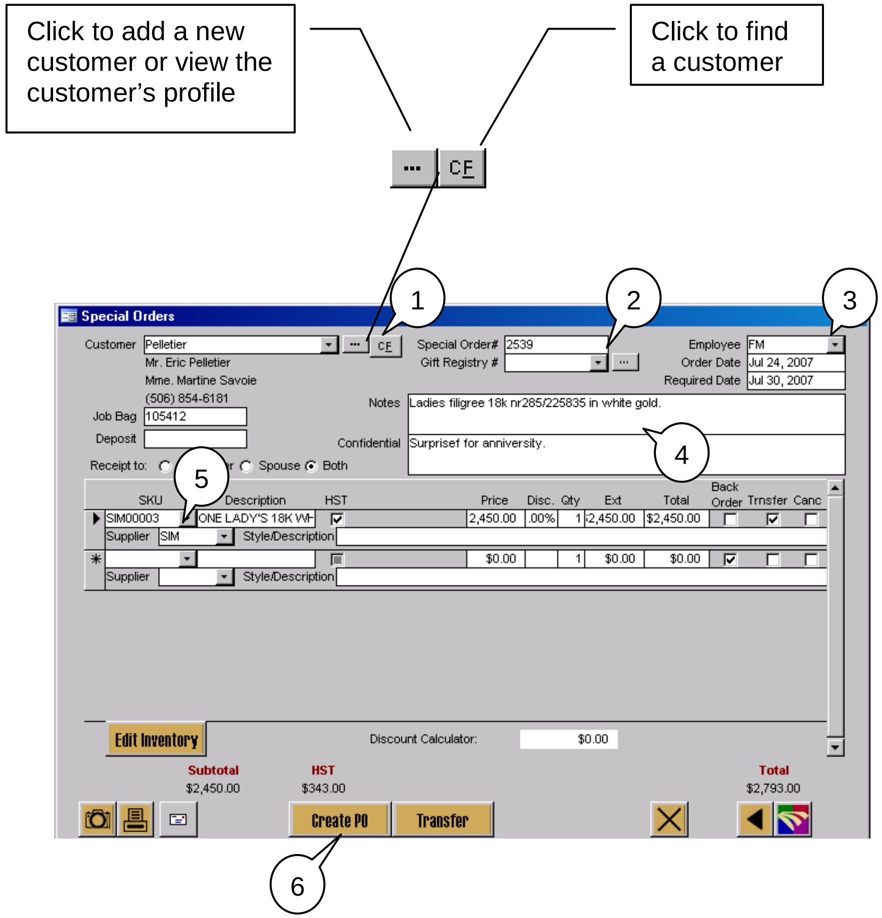
3. Enter your employee code into the **Employee** text-box, or select it from the **Employee** drop-down list. Then enter the date that you want the order to arrive into the **Required Date** text-box.

4. Enter any notes about the order into the **Notes** text-box.

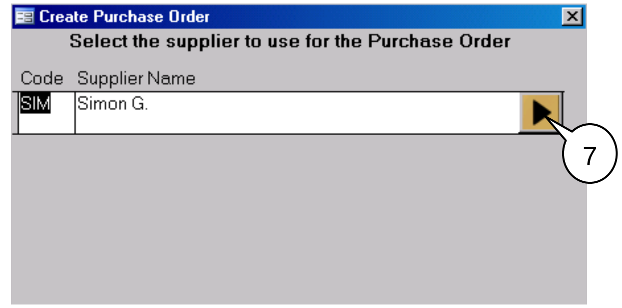
5. Select the SKU for the item that you are special ordering, from the **SKU** drop-down list. Select the SKUs for as many items as the customer wishes to order.

If the SKU is not listed, select the supplier name from the **Supplier** drop-down list, and enter a description of the item if a new SKU is required.

6. To create the Purchase Order for the Special Order, click on the **Create PO** button (you may have multiple suppliers).

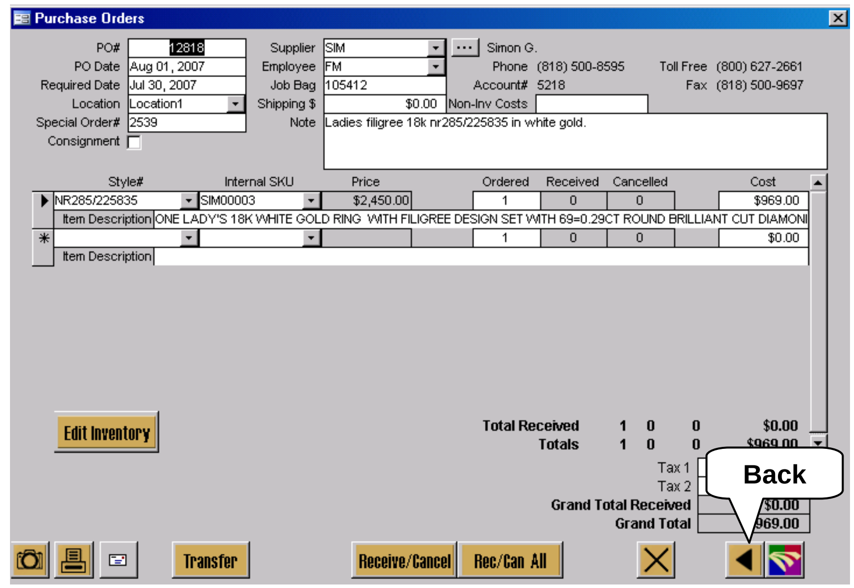


7. Click on the  button to select the supplier for the Purchase Order.



The Purchase Order will then be generated based on the valued you have entered into the Special Order (see the section **Composing a New Purchase Order 4A-1** for more information).

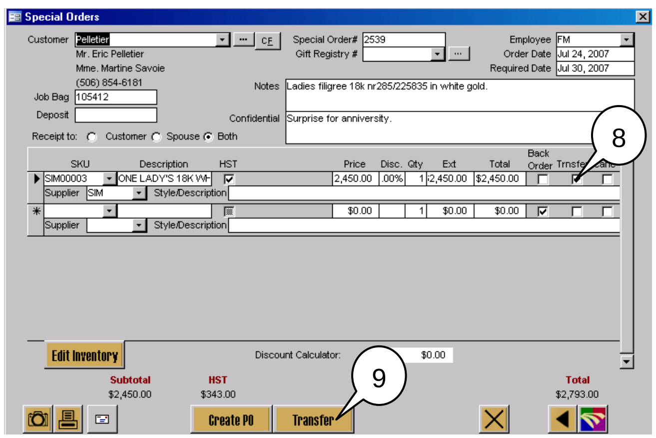
Find the Special Order (see the section **Finding a Saved Special Order 7B-1**) and view it in the **Special Orders** window.



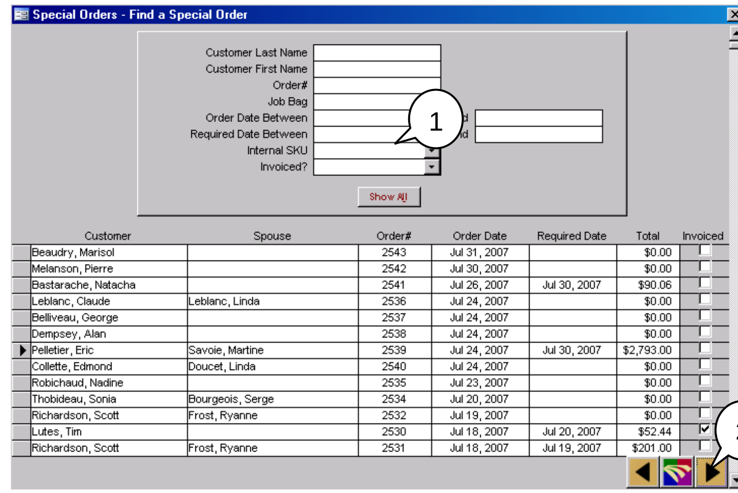
8. To transfer the Special Order to an invoice for printing, select the corresponding **Transfer** check boxes. Uncheck the corresponding **Back Order** check boxes, if not unchecked already. (It is automatically unchecked when the corresponding Purchase Order is received.) You may also check the **Canc** box if the special order has been cancelled.

9. Click on the **Transfer** button to transfer the special order to a sale.

The Special Order will open in the **Sales** window. See the section **Entering a New Sale 8A-1** to learn how to invoice your Special Order.



Finding a Saved Special Order

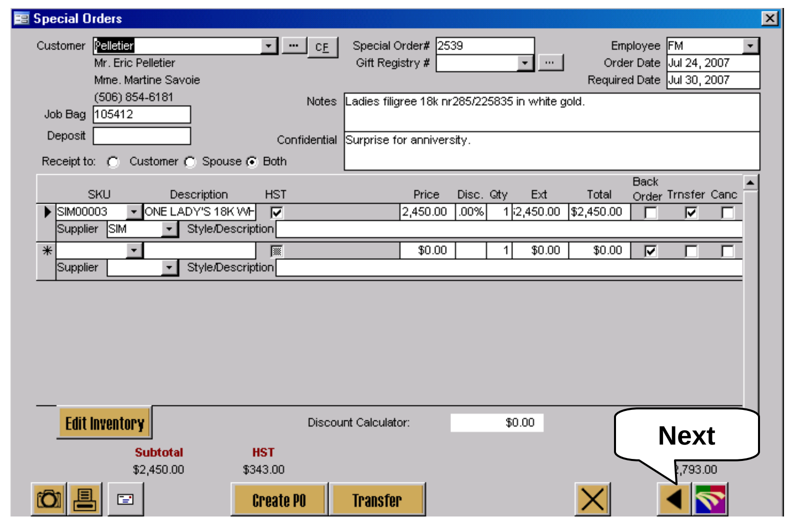


To open the **Special Orders – Find Special Order** window, from the **Main Switchboard**, click on the **Special Orders** button to open the **Special Orders** menu. Then click on the **Find a Special Order** button.

1. Type the last name of the customer who requested the Special Order, in the **Last Name** text-box. Then press the **Enter** key to view your search results below.

2. Select the Special Order you wish to view, and then click on the ▶ button to view it in the **Special Orders – Enter your Special Order** window.

To view a list of all of the special orders, click on the **Show All** button. This will also clear all of the information from the search text-boxes.



Search Options:

- To search by the customer's first name, enter it into the **First Name** text-box.
- To search by the Order Number, enter it into the **Order#** text-box.
- To search by the date the order was made, enter the range into the corresponding **Order Date Between/and** text-boxes.
- To search by the date that the order is required by, enter the range into the corresponding **Required Date Between/and** text-boxes.
- To search by items that are invoiced, select Yes from the corresponding drop-down lists.

Shortcut

Try double-clicking on the name of the customer who's Special Order you wish to view.

Chapter 8: Sales

Entering in a New Sale

Purpose

Use this feature to calculate and record the information for a sale, and to update inventory.

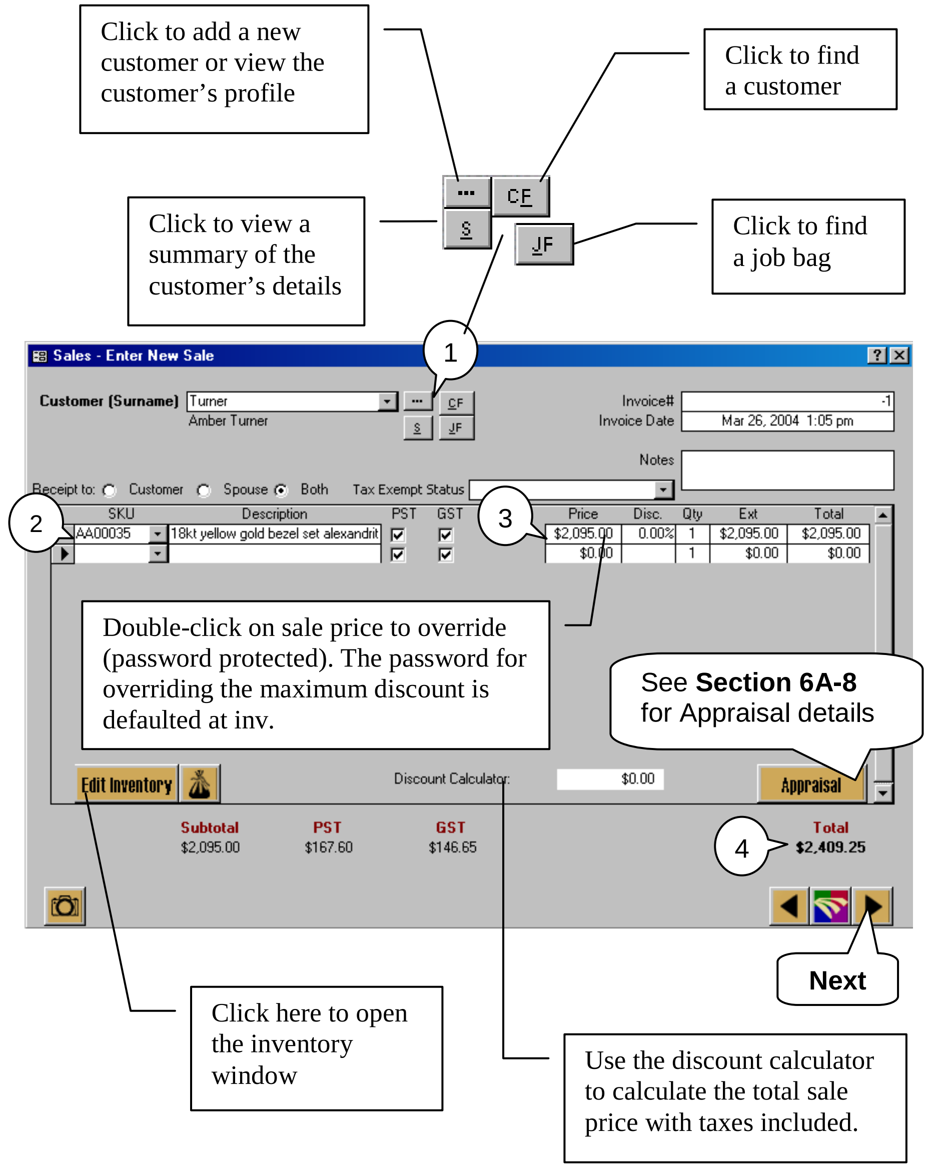
To open the **Enter New Sale** window, click on the **Sales** button from the **Main Switchboard**. Then click on the **Enter a New Sale** button.

1. Click on the CE button to search for the customer's name. This feature will search for spouses as well. When you find the customer, click on the **Transfer** button to transfer the customer to this window. If the customer is a new one, click on the ... button. Then click on the **Receipt to** button for the person whom the receipt will be addressed to.

2. Type the SKU number of the sale item into the **SKU** text-box, or choose it from the **SKU** drop-down list. The description of the item will appear in the **Description** text-field.

3. The price of the item will appear in the **Price** column. To discount the item, type the decimal amount (.10 for 10%) in the corresponding cell of the **Disc.** column. The price in the **Ext.** column will then change to the discounted price. Next, choose the quantity of the item in the sale, and then type that amount in the corresponding cell in the **Qty** column. The amount in the corresponding cell of the **Total** column will then change to include the quantity.

4. Repeat steps 1-3 to enter in additional sale items. With each new item entered, the total at the bottom of the screen will update to reflect the new sub-total and tax totals. When you have finished entering all items, click on the button to advance to the **Complete Invoice** window.



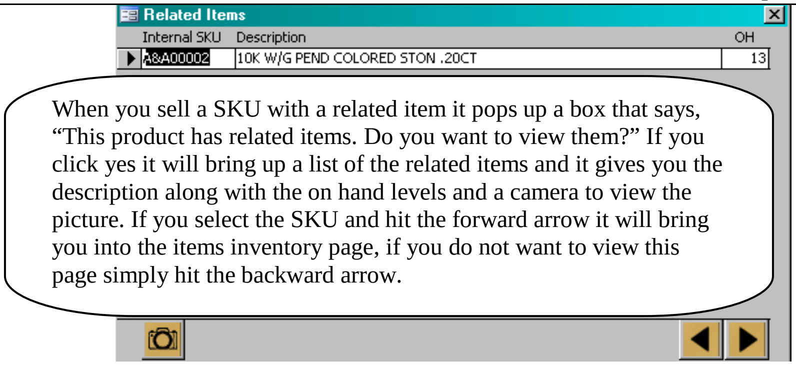
5. In the **Complete Invoice** window, enter your Employee Code in the **Employee** text-box, or choose it from the **Employee** drop-down list. If a second employee is required to make this sale, have that employee enter her code into the **2nd Employee** text-box. This feature is useful for tracking commission earnings for employees and can be split up to four ways.

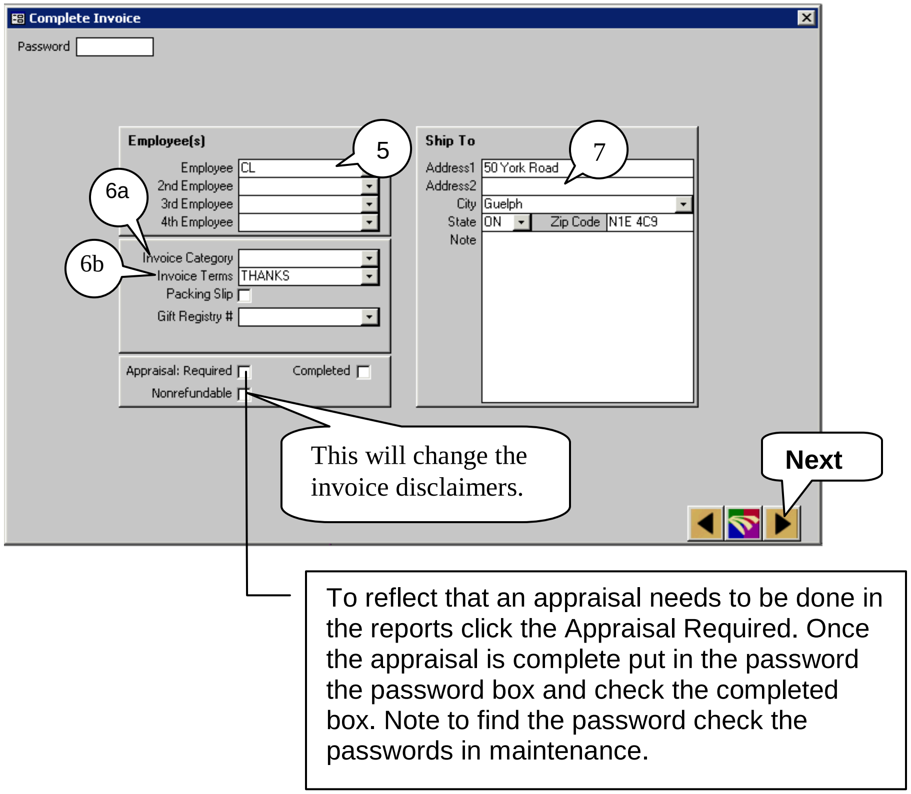
6 a. The **invoice category** is used if you would like to categorize certain sales. If you are having a special sale and would like to know all sales that came from that particular event you would choose that event name as the invoice category.

b. Choose a message to appear on the invoice by selecting it from the **Invoice Terms** drop-down list. The default message is THANKS, but you may choose other messages as well. You may make changes to the messages that appear in this drop-down list from the **Maintenance menu** by clicking **Maintenance**/**System**/**Invoice Terms**.

7. If the item is being shipped, enter the address information into the **Ship To** section of the window. When you are finished entering in the address information, click on the button to go to the **Payments** window.

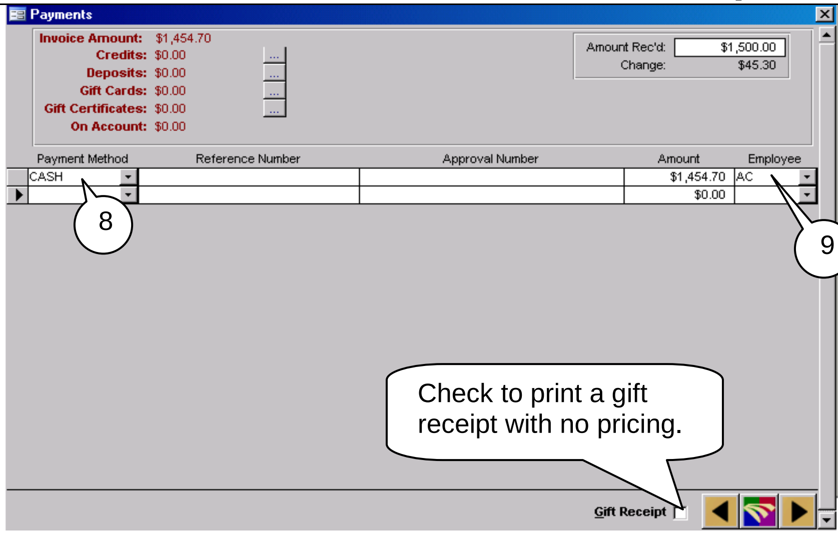
The total price of the sale will appear in the **Invoice Amount** text-field. If the customer has a gift certificate, gift card, deposit or credit available its value will appear in the corresponding text-fields.





8. Select the method of payment from the **Payment Method** drop-down list. Then type in the reference number of the payment method (i.e. Gift Certificate #, Gift Card #, Check # or Credit Card #) into the **Reference Number** text-box. If the payment method requires an approval number, enter it into the **Approval Number** text field.

9. Type the amount of money received into the **Amount** text-box. Then enter your Employee Code into the **Employee** text-box. Click on the ▶ button to finish the transaction and print the invoice.



Finding a Previously Entered Sale

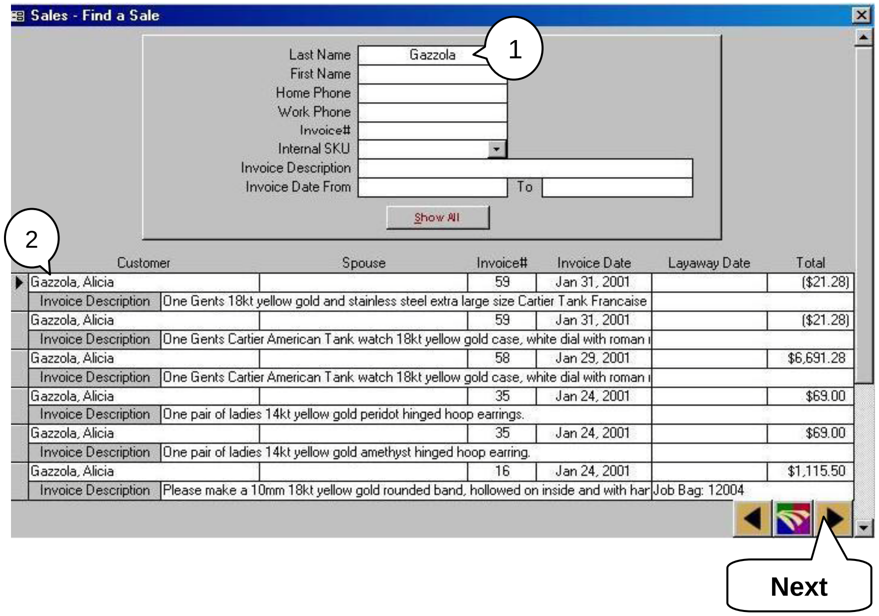
To open the **Sales – Find a Sale** window, from the **Main Switchboard**, click on the **Sales** button to open the **Sales** menu. Then click on the **Find a Sale** button.

Shortcut

Try double-clicking on the name of the customer for the Sale you wish to view.

1. Type the surname of the customer who bought the items into the **Last Name** text-box. Then press the **Enter** key to view the search results in the area below.

2. Select the sales record to view, and then click on the button to open the **Sales** window.



Search Options

- To search by the customer's first name, type the name into the **First Name** text-box. You can also search by partial names. Search for **Last Name** in the same manner.

- To search by the customer's home telephone number, type the number with area code into the **Home Phone** text-box.

- To search by the customer's work telephone number, type the number with area code into the **Work Phone** text-box.

- To search by the invoice number, enter it into the **Invoice#** text-box.

- To search by the Internal SKU number, select it from the **Internal SKU** drop-down list.

- To search by the invoice description, enter it into the **Invoice Description** text-box.

- To search for sales that took place within a specific date range, enter the start and end dates into the **Invoice Date From/To** text-boxes.

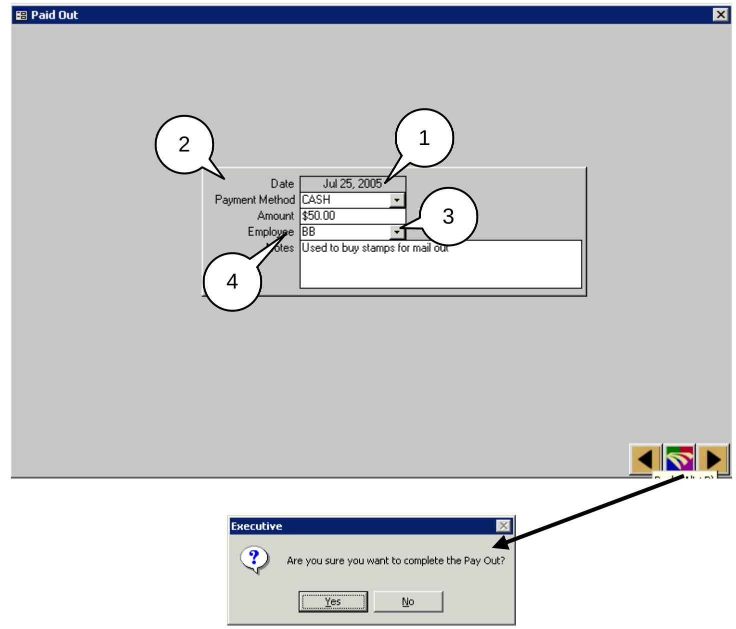
Entering in a Pay Out

Purpose

Use this feature to record the money that is taken from the till.

To open the **Pay Out** window, click on the **Sales** button from the **Main Switchboard**. Then click on the **Paid Out** button.

1. The date will be automatically placed in the **Date** field.
2. Type the amount of the paid out that was taken.
3. Select the employee that has made the pay out.
4. Make a note in the **Notes** field as to why the money was needed and click the ▶ to finish the pay out. A box will pop up asking if you want to complete the Pay Out, click Yes.



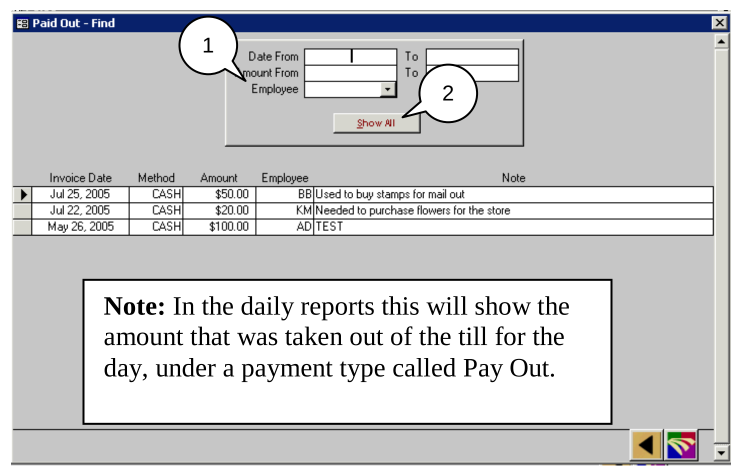
Finding a Paid Out

Purpose

Use this feature to find a pay out.

To open the **Pay Out** window, click on the **Sales** button from the **Main Switchboard**. Then click on the **Find A Pay Out** button.

1. You are able to search for a pay out by date range, amount of the pay out, and by the employee.
2. You may also click the **Show All** button to view all of the pay out's. All of the information needed is on the screen provided. Click to finish the search.

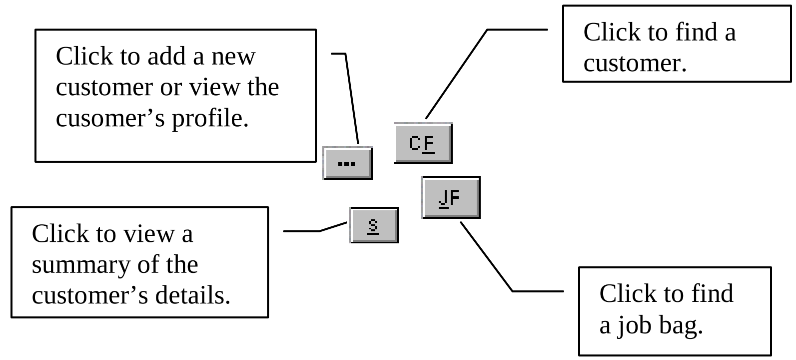


Note: In the daily reports this will show the amount that was taken out of the till for the day, under a payment type called Pay Out.

Making a Layaway

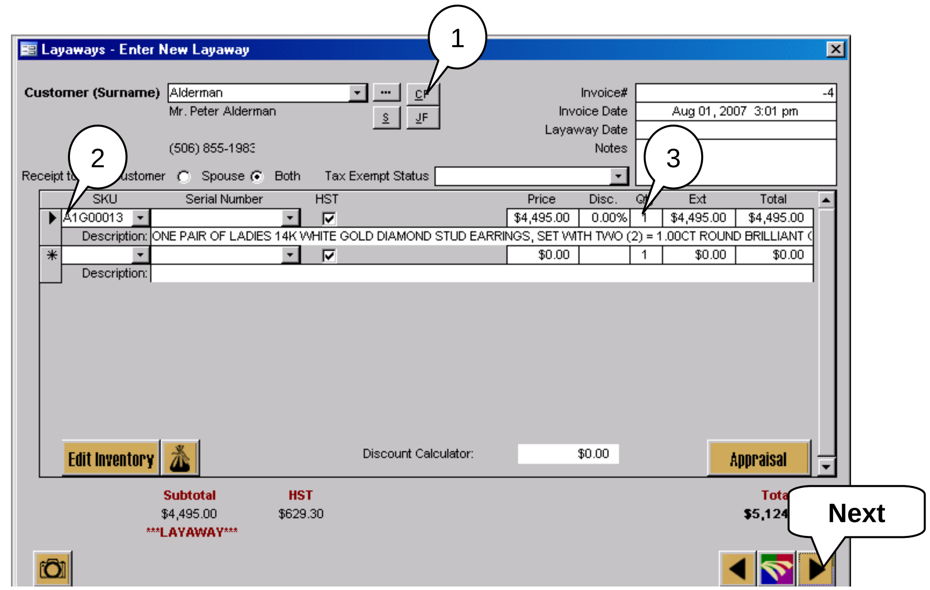
Purpose

Use this feature to record when a customer makes a partial payment for an item, but does not receive that item until the balance owing is paid.



To open the **Layaways** window, from the **Main Switchboard**, click on the **Layaways** button to open the **Layaways** menu. The click on the **Enter a New Layaway** button.

NOTE: When an item is put on layaway the taxes will not be paid until the final payment is made on the layaway.



1. Click on the CE button to search for the customer's name. When you find the customer, click on the **Transfer** button to transfer the customer to this window. This will also search for the customers' spouses. Then select if the receipt is going to a customer, spouse or both, by clicking on the corresponding **Receipt to** button.

2. Scan the Bar Code of the item that the customer is putting on layaway. Alternatively, you may select the SKU for the item from the **SKU** drop-down list, or type it into the **SKU** text-box.

3. Enter the number of items that are being put on layaway, into the corresponding **Qty** text-box.

When you are finished, click on the button to open the **Complete Invoice** window.

Tip

The invoice number will first appear as –1. This is normal, and allows for more than one sale entered in at a time.

4. In the **Complete Invoice** window, enter your employee code in the **Employee** text-box, or choose it from the **Employee** drop-down list. If a second employee is required to make this sale, have that employee enter her code into the **2nd Employee** text-box. The layaway can be split by up to 4 sales people.

5. Choose a message to appear on the invoice by selecting it from the **Invoice Terms** drop-down list. The default message is THANKS, but you may choose other messages as well.

6. If the item is being shipped, enter the address information into the **Ship To** section of the window.

When you are finished entering in the address information, click on the ▶ button to open the **Payments** window.

7. Select the method of payment from the **Payment Method** drop-down list. Then type in the reference number of the payment method (i.e. Gift Certificate #, Gift Card #, Check # or Credit Card #) into the **Reference Number** text-box. If the payment method requires an approval number, enter it into the **Approval Number** text field.

8. Type the amount of money received into the **Amount** text-box. Then enter your Employee Code into the **Employee** text-box. Click on the ▶ button to finish the transaction and print the invoice.

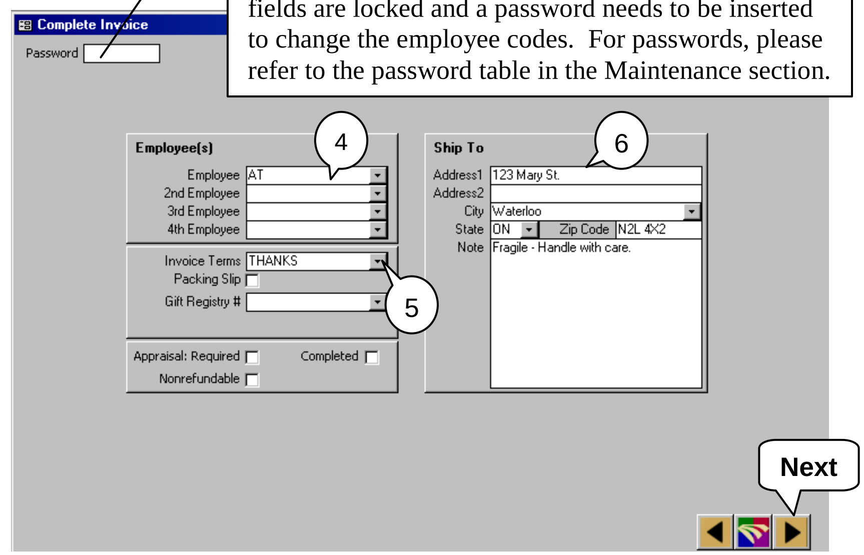
9. To balance the transaction, select the **ACCNT** option from the next available **Payment Method** drop-down list. Then type the remainder amount of money owing, into the corresponding **Amount** text-box.

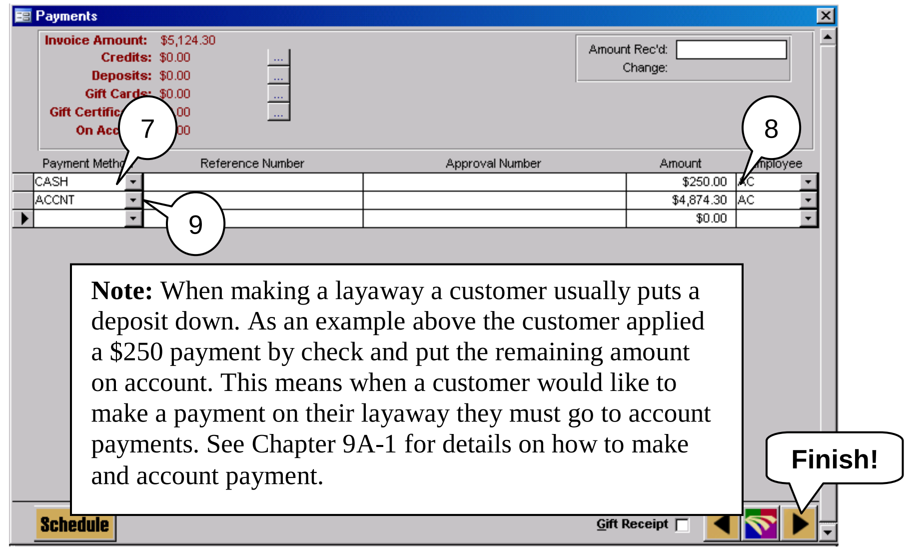
When you are finished, click on the ▶ button to process the transaction and print the invoice.

Note

Commissions are not paid on a layaway until the final payment is received.

Note: Once the layaway is complete, the employee fields are locked and a password needs to be inserted to change the employee codes. For passwords, please refer to the password table in the Maintenance section.





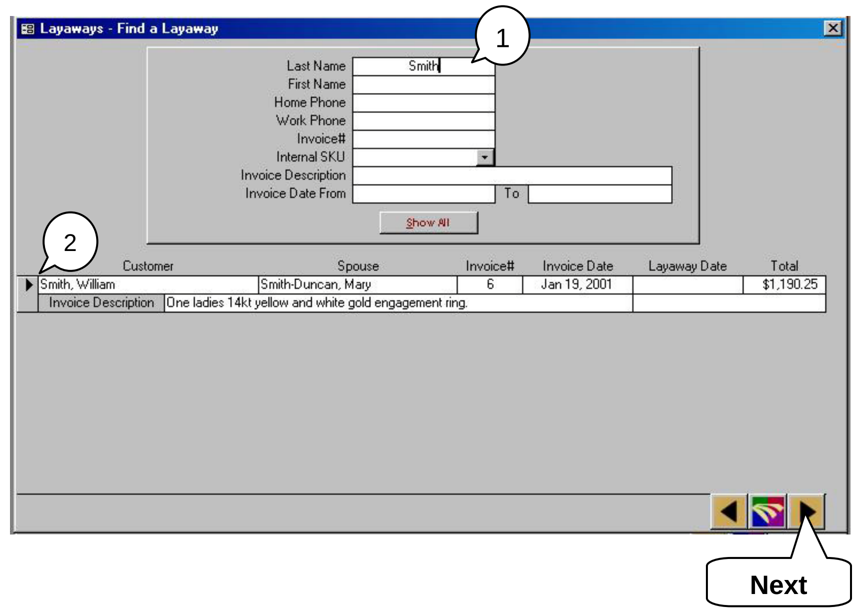
Note: When making a layaway a customer usually puts a deposit down. As an example above the customer applied a $250 payment by check and put the remaining amount on account. This means when a customer would like to make a payment on their layaway they must go to account payments. See Chapter 9A-1 for details on how to make and account payment.

Finding an Existing Layaway

To open the **Layaways – Find a Layaway** window, from the **Main Switchboard**, click on the **Layaways** button to open the **Layaways** menu. The click on the **Find a Layaway** button.

1. Type the surname of the person whose name the Layaway is under, in the **Last Name** text-box. Then press the **Enter** key to view the search results in the area below.

2. Select the Layaway you wish to view, and then click on the ▶ button to view it in the **Layaways** window.



Search Options:

- To search by the customer's first name, enter the name into the **First Name** text-box. You can also search by partial names. Search for **Last Name** in the same manner.

- To search by the customer's home telephone number, type the number with area code into the **Home Phone** text-box.

- To search by the customer's work telephone number, type the number with area code into the **Work Phone** text-box.

- To search by the Layaway's invoice number, enter the number into the **Invoice#** text-box.

- To search by the Layaway's internal SKU #, select it from the **Internal SKU** drop-down list.

- To search by the Layaway's invoice description, enter anything that may be in the description in the **Invoice Description** text-box.

- To search by a date range, enter the start and end date into the **Invoice Date From/and** text-boxes.

Shortcut

Try double-clicking on the name of the customer whose layaway you wish to view, to open the Layaways window.

Entering in an Insurance Sale

Purpose

Use this feature to process and record sales made due to insurance claims. This helps to track which insurance companies are sending clients to your store.

To open the **Insurance Sales** window, from the **Main Switchboard**, click on the **Insurance Sales** button to open the **Insurance Sales** menu. Then click on the **Enter a New Insurance Sale** button.

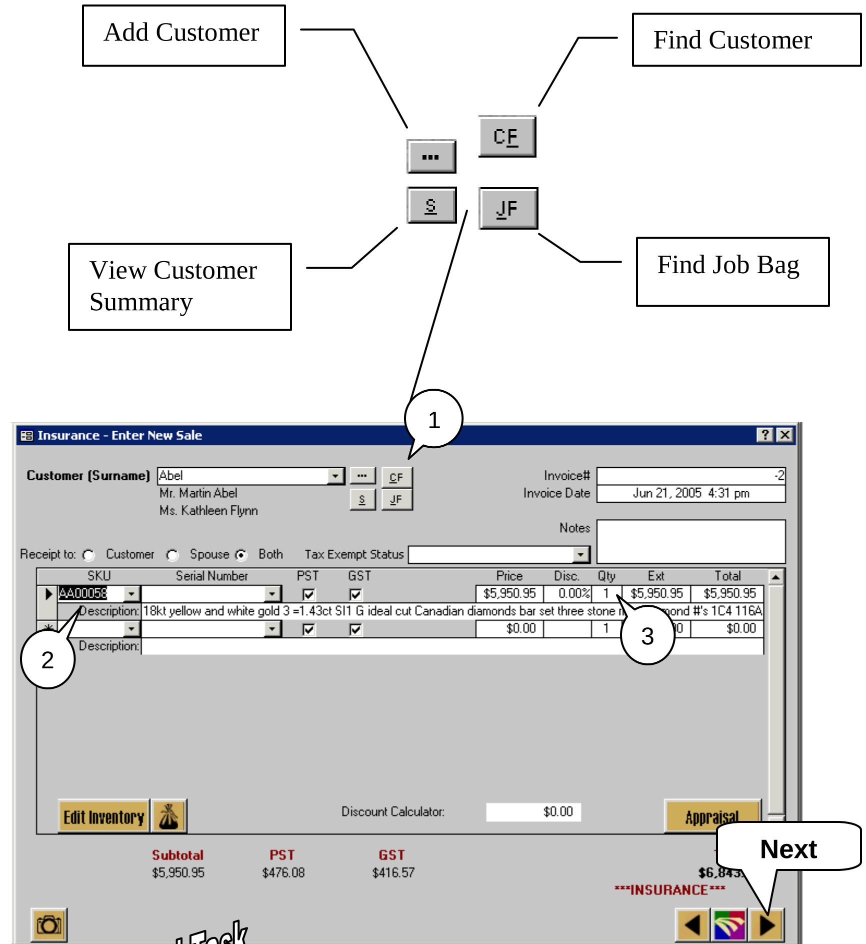
1. Click on the CF button to search for the name of the customer. This feature will search for customers' spouses as well. When you find the customer, click on the **Transfer** button to transfer the customer to this window. If this is an insurance sale for a new customer, click on the ... button to enter the customer into the database. Then select if the receipt is going to a Customer, Spouse or Both.

2. Type the SKU number of the sale item into the **SKU** text-box, or choose it from the **SKU** drop-down list. The description of the item will appear in the **Description** text-field.

3. The price of the item will appear in the **Price** column. Next, choose the quantity of the item to be insured, and then type that amount in the corresponding cell in the **Qty** column. The amount in the corresponding cell of the **Total** column will then change to include the quantity.

4. Repeat steps 1-3 to enter in additional items to be insured. With each new item entered, the total at the bottom of the screen will update to reflect the new sub-total and tax totals.

When you are finished, click on the ▶ button to save the information and open the **Complete Invoice** window.



Related Task

Although your store sells the item to the customer, Executive is constructed based on the assumption that the Insurance Company, not your customer will provide the payment check for the claim.

5. Select the name of the Insurance Company from the **Insurance Company** drop-down list.

6. Enter your Employee Code in the **Employee** text-box, or choose it from the **Employee** drop-down list. If a second employee is required to make this sale, have that employee enter her code into the **2nd Employee** text-box. This feature is useful for tracking commission earnings for employees and can be split by up to four sales associates.

7. Choose a message to appear on the invoice by selecting it from the **Invoice Terms** drop-down list. The default message is THANKS, but you may choose other messages as well. You may make changes to the messages that appear in this drop-down list from the **Maintenance menu** by clicking **Maintenance**../**System**../**Invoice Terms**.

8. If the item is being shipped, enter the address information into the **Ship To** section of the window. When you are finished entering in the address information, click on the ▶ button to go to the **Payments** window.

9. Select the method of payment from the **Payment Method** drop-down list. If there is a reference number for the payment method, enter it into the corresponding **Reference Number** drop-down list (i.e. Check ID). Similarly, if an approval number is required (i.e. credit card), enter it into the **Approval Number** text-box.

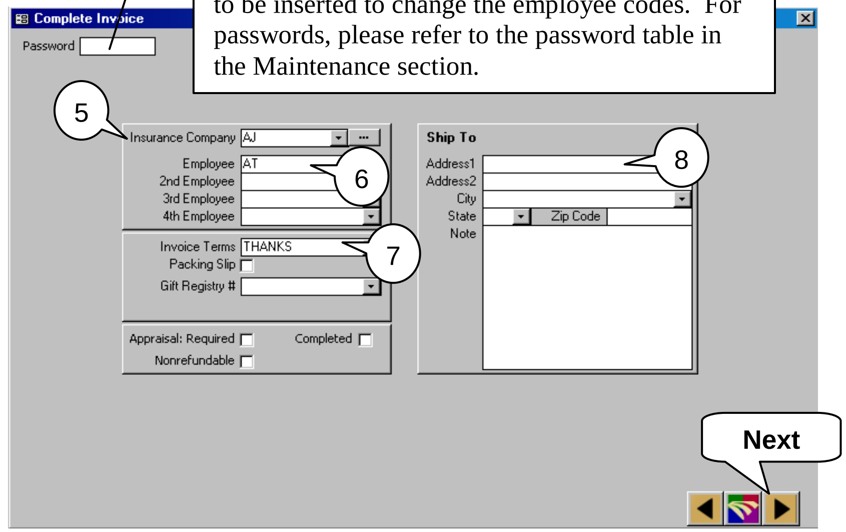
10. Enter the amount of money received into the corresponding **Amount** text-box.

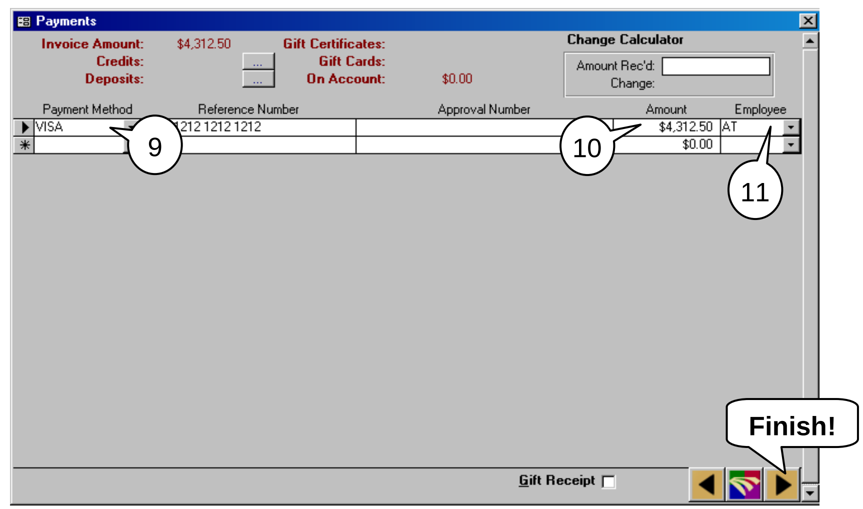
11. Enter your Employee Code into the **Employee** text-box, or select it from the **Employee** drop-down list.

To enter more than one payment method, click on the next available **Payment** text-box, and type in the information.

When you are finished, click on the ▶ button to save the information and print the invoice.

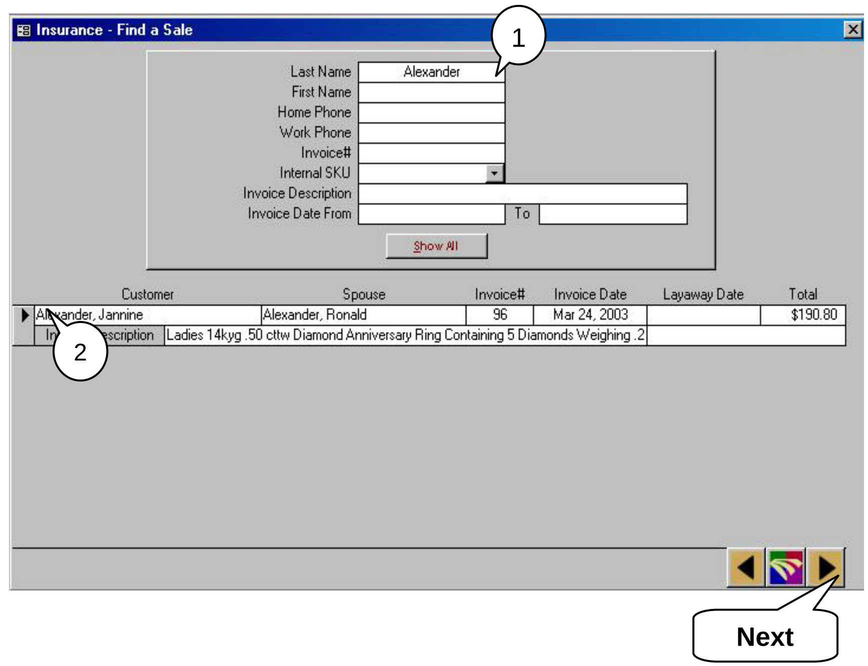
Note: Once the insurance sale is complete, the employee fields are locked and a password needs to be inserted to change the employee codes. For passwords, please refer to the password table in the Maintenance section.





Finding an Insurance Sale

To open the **Insurance – Find a Sale** window, from the **Main Switchboard**, click on the **Insurance Sales** button to open the **Insurance Sales** menu.



1. Type the surname of the customer who owns the insured item, into the **Last Name** text-box. Then press the **Enter** key to view the search results in the area below.

2. Select the insurance record you wish to view, and the click on the ▶ button to open it in the **Sales** window.

Search Options:

- To search by the customer's first name, enter the name into the **First Name** text-box. You can also search by partial names. Search for **Last Name** in the same manner.
- To search by the customer's home telephone number, type the number with area code into the **Home Phone** text-box.
- To search by the customer's work telephone number, type the number with area code into the **Work Phone** text-box.
- To search by the Layaway's invoice number, enter the number into the **Invoice#** text-box.
- To search by the Layaway's internal SKU #, select it from the **Internal SKU** drop-down list.
- To search by the Layaway's invoice description, enter anything that may be in the description in the **Invoice Description** text-box.
- To search by a date range, enter the start and end date into the **Invoice Date From/and** text-boxes.

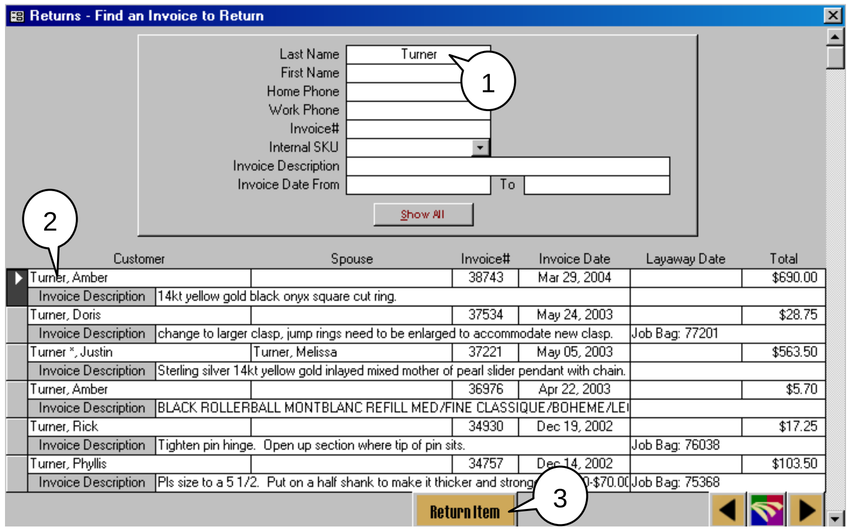
Shortcut

Try double-clicking on the name of the customer whose Insurance Sale you wish to view, to open it in the **Sales** window.

Returning an Item

Purpose

Use this feature to process and record a sales-return made by a customer, as well as to update inventory.



To open the **Returns** window, from the **Main Switchboard**, click on the **Return Items** button.

1. To search for the sale invoice that contains the item you want to return, enter the customer's surname into the **Last Name** text-box. For more information on searching, see the **Finding a Previously Entered Sale** section.

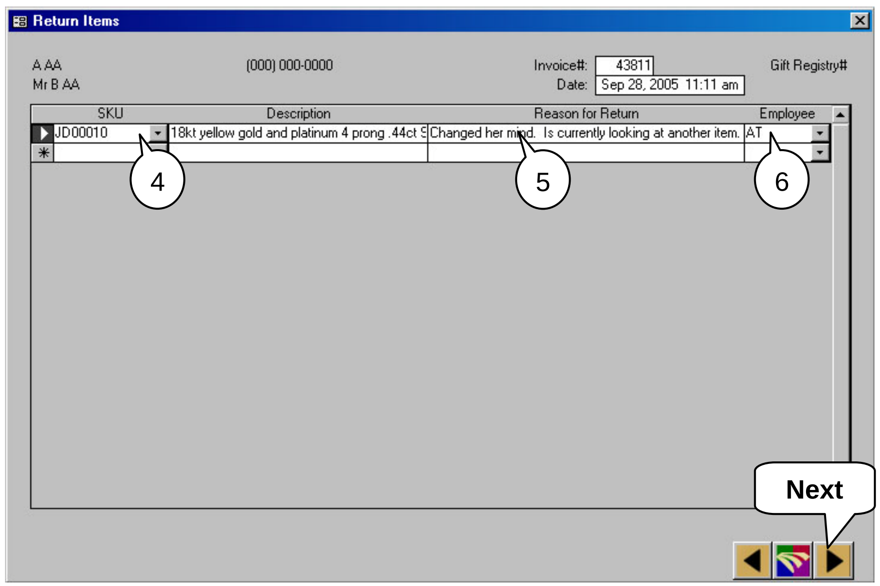
2. Select the invoice for the item you wish to return.

3. Click on the **Return/Invoice** button to open the **Return Items** window.

4. To select the SKU for the item that is being returned, select it from the **SKU** drop-down list. You may select as many items as are on the invoice, by selecting them in the additional **SKU** drop-down lists.

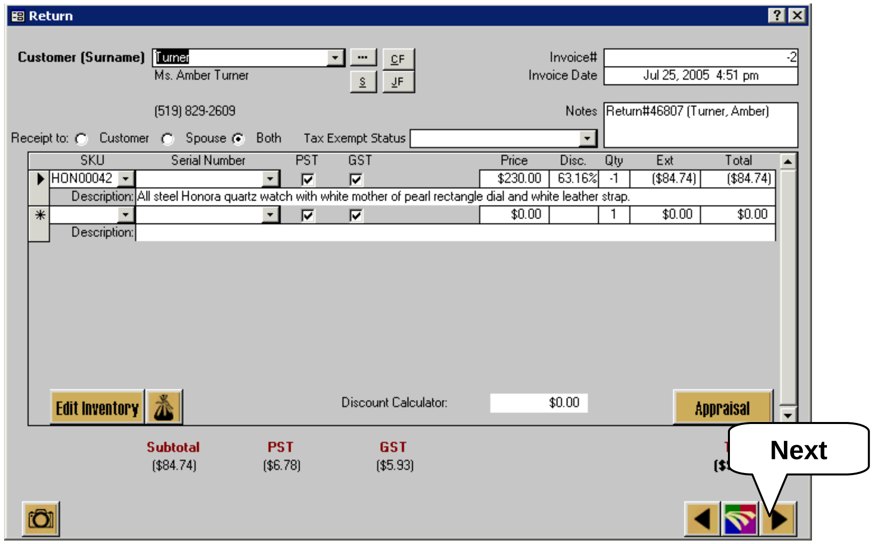
5. Enter the reason for the return into the corresponding **Reason for Return** text-box. It is important to provide a reason for the return, so that the kinds of reasons can be tracked using reports, and problem areas remedied.

6. Type your Employee Code into the **Employee** text-box, or select it from the **Employee** drop-down list.



When you are finished, click on the ▶ button to advance to the next **Return** window.

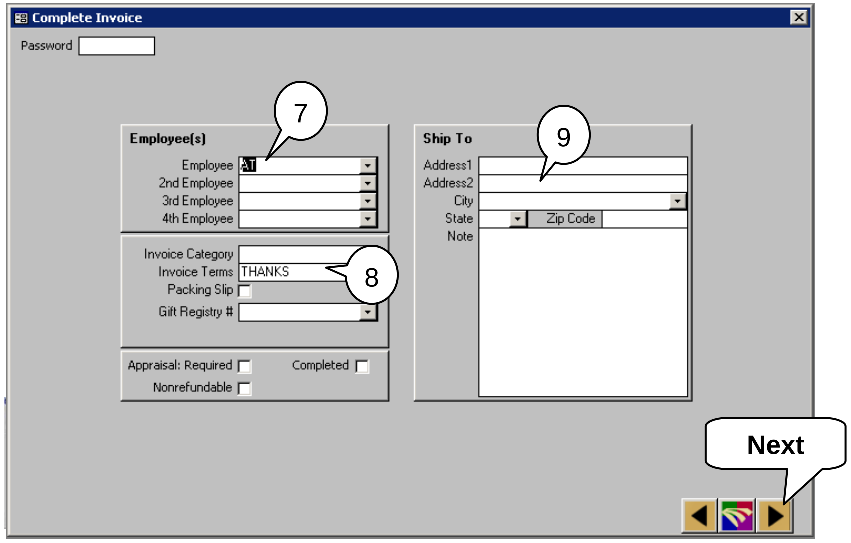
Check to make sure that the invoice information is correct, and then click on the button to open the **Complete Invoice** window.



7. In the **Complete Invoice** window, the Employee Code for the employee who made the original sale will appear in the Employee text-box. Leave this code in the box (in case a commission needs to be returned).

8. Choose a message to appear on the invoice by selecting it from the **Invoice Terms** drop-down list. The default message is THANKS, but you may choose other messages as well. You may make changes to the messages that appear in this drop-down list from the **Maintenance menu** by clicking **Maintenance**../**System**../**Invoice Terms**.

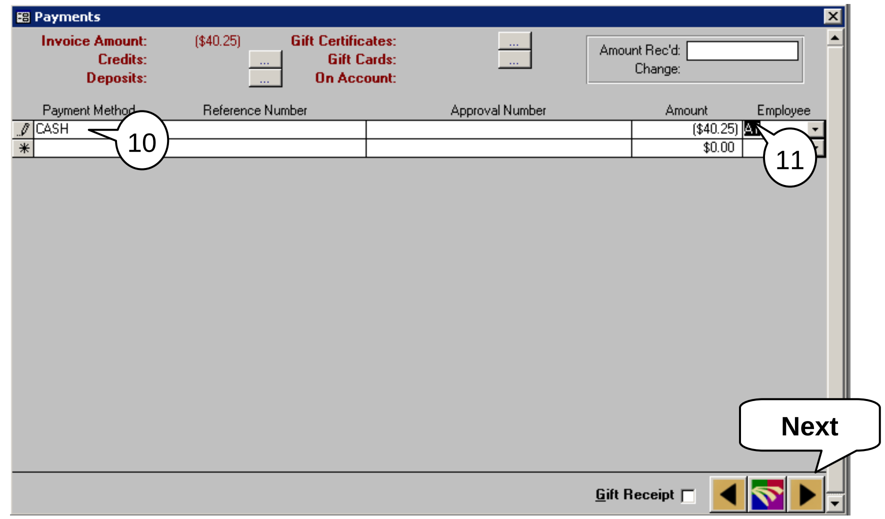
9. If the return invoice is being shipped, enter the address information into the **Ship To** section of the window. When you are finished entering in the address information, click on the button to go to the **Payments** window.



10. Select the refund type from the **Method of Payment** drop-down list. **Note:** If issuing a check for the refund, select STRCHK as the payment method.

11. Type your Employee Code into the **Employee** text-box, or select it from the **Employee** drop-down list.

When you are finished click on the ▶ button to save the information and print the invoice.



Related Task

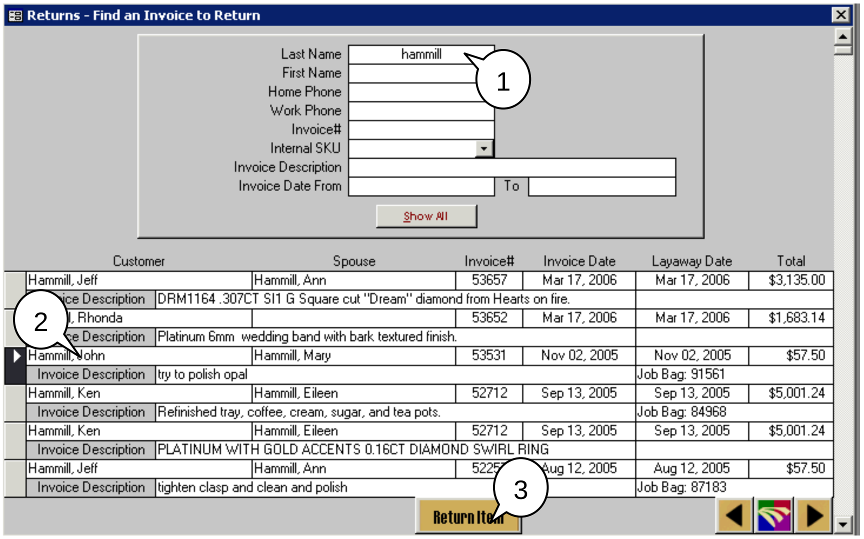
In the case where you are only giving Store Credit for a returned item, choose **ACCNT** as the payment method.

This will balance the transaction, and transfer the amount as a credit on the person's credit profile.

Exchanging an Item

Purpose

Use this feature to process and record the exchange of a sale item for another item in the store's inventory. Inventory levels will then be adjusted.



To open the **Returns** window, from the **Main Switchboard**, click on the **Return Items** button.

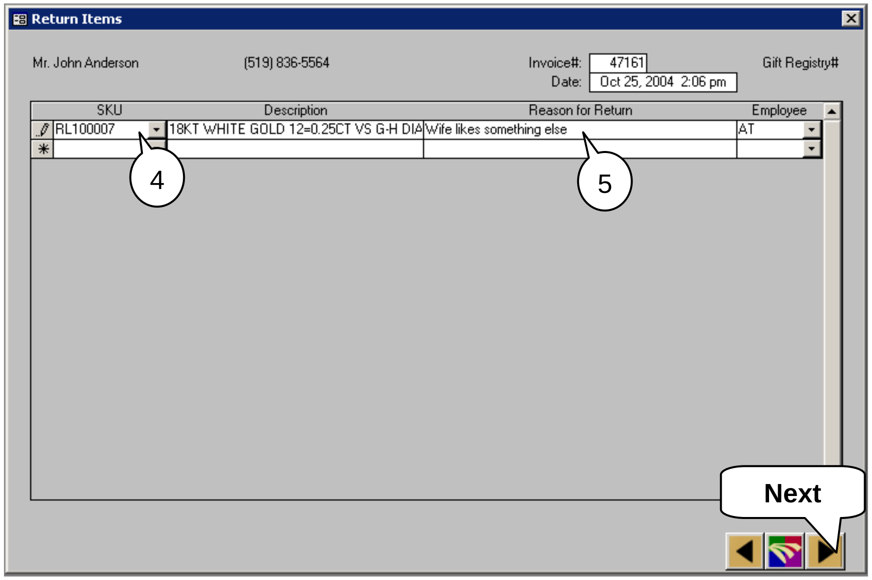
1. To search for the Sales Invoice that contains the item you want to exchange, enter the customer's surname into the **Last Name** text-box. For more information on searching, see the **Finding a Previously Entered Sale** section.

2. Select the invoice for the item you wish to exchange.

3. Click on the **Return Item** button to open the **Return Items** window.

4. To select the SKU for the item that is being returned, select it from the **SKU** drop-down list. You may select as many items as are on the invoice, by selecting them in the additional **SKU** drop-down lists.

5. Enter the reason why the customer is returning the item, into the corresponding **Reason for Return** text-box. Then enter your Employee Code into the corresponding Employee text-box.



When you are finished, click on the ▶ button to advance to the next **Return** window.

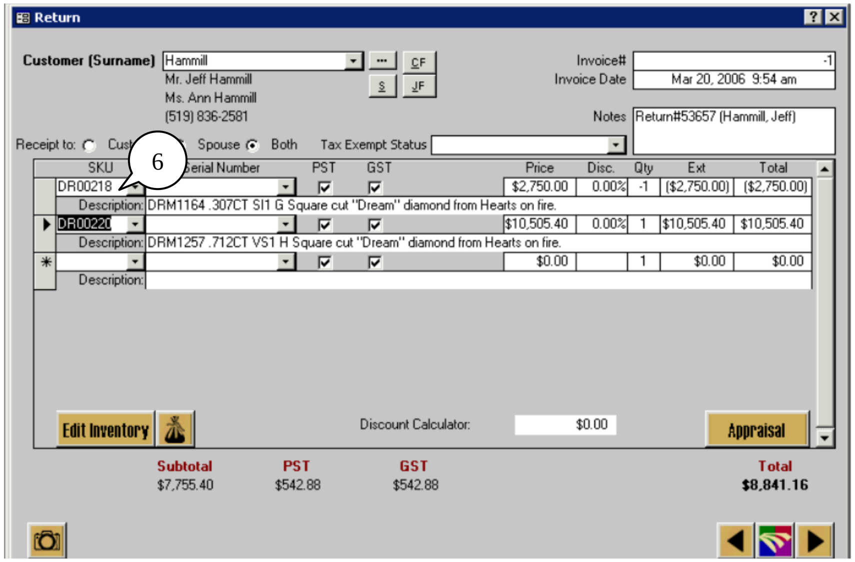
6. Select the new item that the customer is exchanging the old one for, from the next available **SKU** drop-down list.

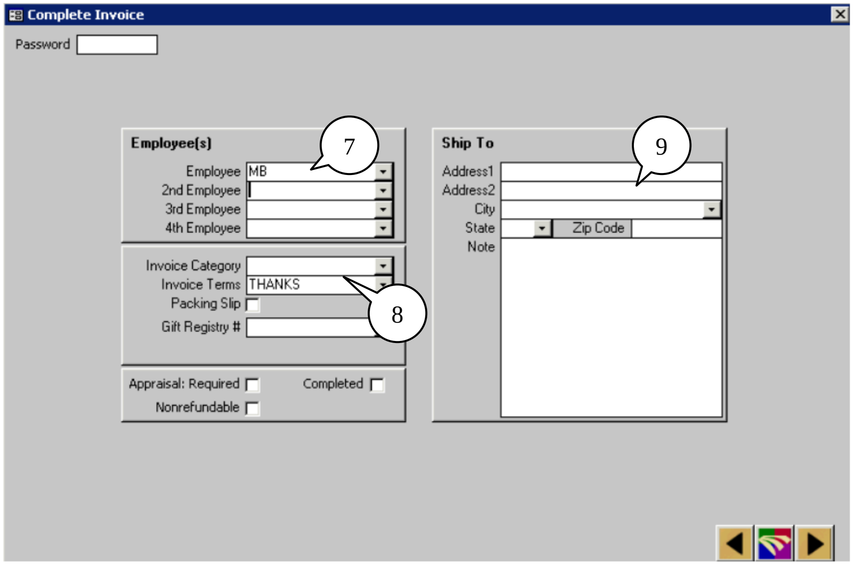
Check to make sure that the invoice information is correct, and then click on the button to open the Complete Invoice window.

7. In the **Complete Invoice** window, enter your employee code in the **Employee** text-box, or choose it from the **Employee** drop-down list. If a second employee is required to make this sale, have that employee enter her code into the **2nd Employee** text-box.

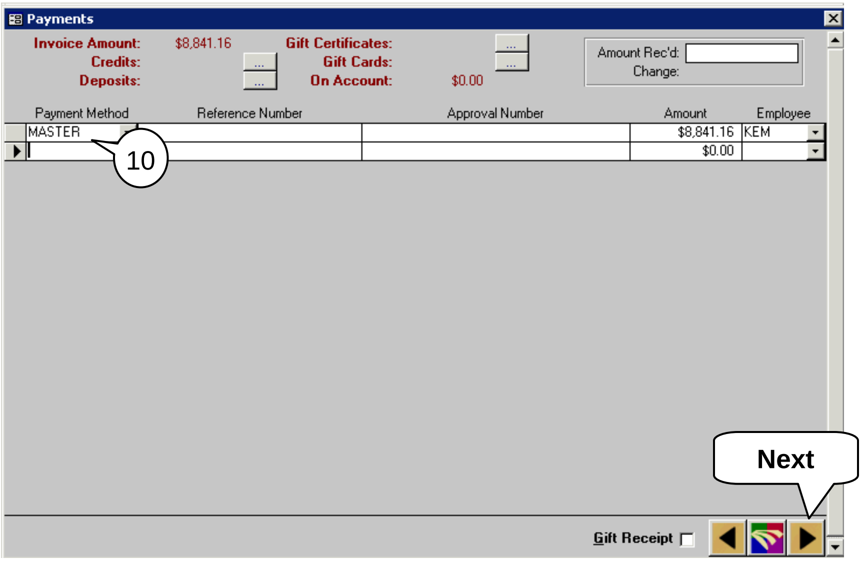
8. Choose a message to appear on the invoice by selecting it from the **Invoice Terms** drop-down list. The default message is THANKS, but you may choose other messages as well. You may make changes to the messages that appear in this drop-down list from the **Maintenance menu** by clicking **Maintenance../System../Invoice Terms**.

9. If the exchanged item is being shipped, enter the address information into the **Ship To** section of the window. When you are finished entering in the address information, click on the button to go to the **Payments** window.





10. Select the refund type from the **Method of Payment** drop-down list. If there is Reference Number or Approval Number, enter it in the corresponding text-boxes. Then select your Employee Code from the corresponding **Employee** drop-down list.



When you are finished click on the button to save the information and print the invoice.

Chapter 9: Payments

Making an Account Payment

Purpose

Use this feature to record payments made towards invoices that have outstanding balances owing, either Layaways or Account Sales.

To open the **Account Payments** window, from the **Main Switchboard**, click on the **Payments** button to open the **Payments** menu. Then click on the **Account Payment** button.

1. Click on the CE button to search for the customer's name. When you find the customer, click on the **Transfer** button to transfer the customer to this window. This feature will search for customers' spouses as well.

2. Select the invoice that you will be making the payment on, from the **Invoice Number** drop-down list.

3. Select the method of payment that the customer is using to put money on the account. If there is a reference number, or approval number for the method of payment, enter each one into the corresponding text-boxes.

4. The total amount owing for the invoice will appear in the corresponding **Amount** text-box. If the customer is only paying part of the amount, enter the change in the **Amount** text-box.

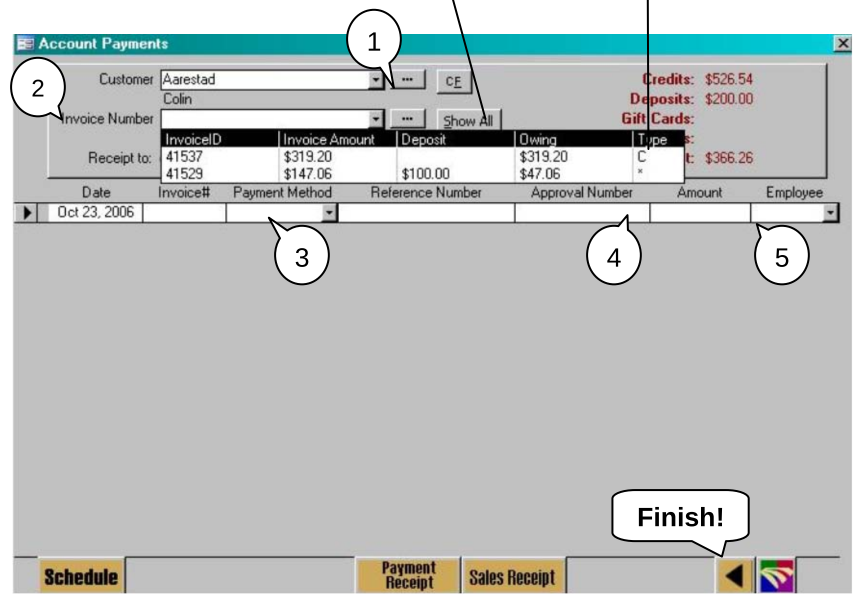
5. Enter your Employee Code into the corresponding **Employee** text-box, or select it from the **Employee** drop-down list.

To print a receipt for the account payment, click on the **Payment Receipt** button.

When you are finished, click on the button to save the information and close the window.

Click here to see all invoices that have been paid for.

A charged sale is marked with the letter C and a layaway account is marked with the symbol *.



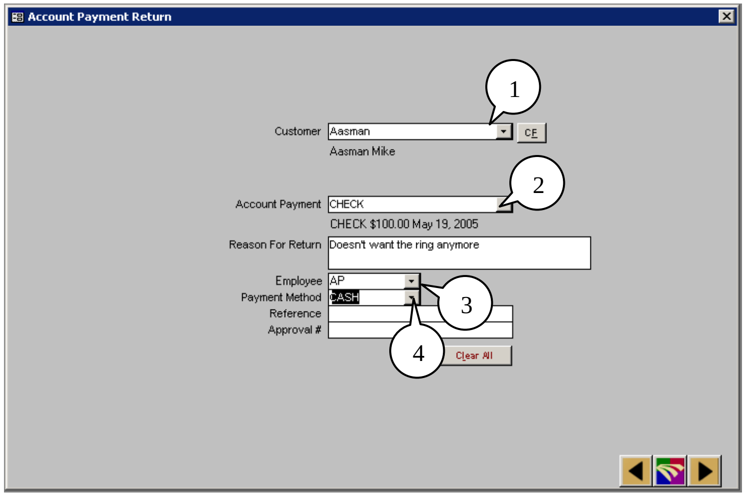
Click here to print a receipt showing the payment made for this transaction only.

Click here to print a receipt itemizing all payments and the outstanding balance.

Returning an Account Payment

Purpose

Use this feature to process the return of an Account Payment.



To open the **Return Account Payment** window, from the **Main Switchboard**, click on the **Payments** button to open the **Payments** window. Then click on the **Return Account Payment** button.

1. Select the customer to whom you are returning the payment, from the **Customer** drop-down list. Only customers who currently have account payments will appear on this list.

2. Select the account payment record that contains the payment that is being returned, from the **Account Payment** drop-down list.

3. Enter your Employee Code into the corresponding **Employee** text-box, or select it from the **Employee** drop-down list.

4. Select the method of payment you are using to return the account payment from the **Payment Method** drop-down list. If there is a reference number, or approval number for the method of payment, enter each one into the corresponding text-boxes.

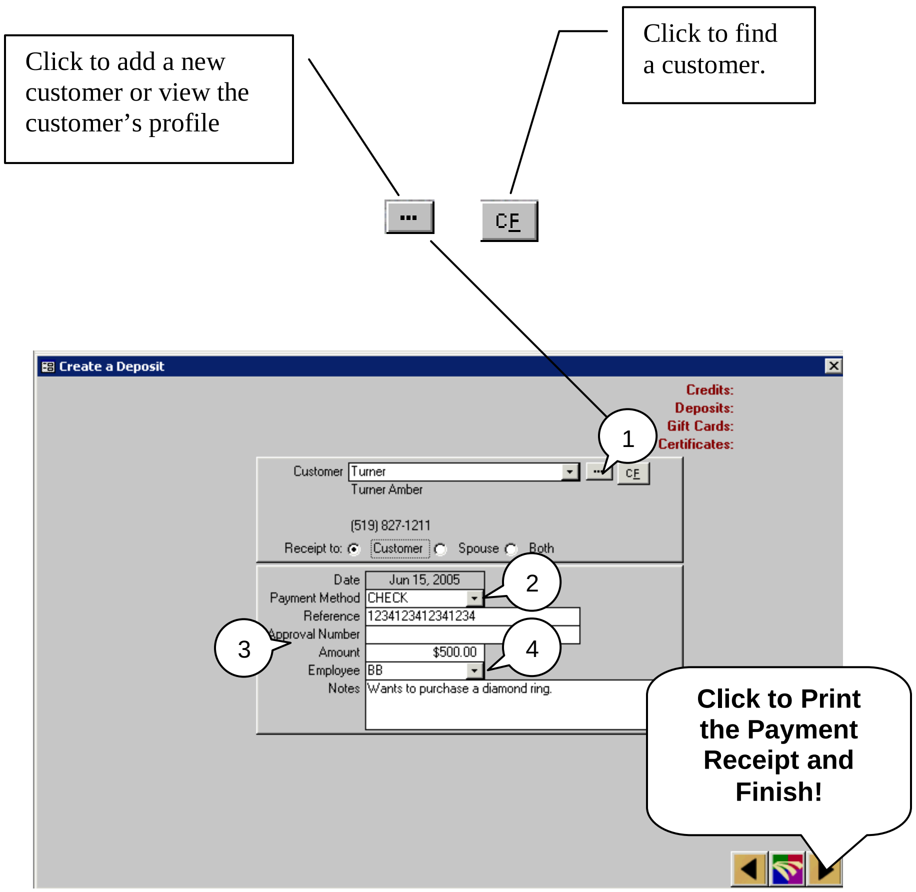
When you are finished, click on the ▶ button to print a refund receipt.

Making a Deposit

Purpose

Use this feature to record deposits made by a customer that will be used towards an as of yet, undetermined future purchase.

To open the **Deposit** window, from the **Main Switchboard**, click on the **Payments** button to open the **Payments** menu. Then click on the **Deposit** button.



1. Click on the CE button to find the customer who is making the deposit. When you find the customer, click on the **Transfer** button to transfer the customer to this window. This feature will also search for customers' spouses. If this is a new customer, click on the ... button to add the customer to the database.

2. Select the method of payment that the customer will be using to make the deposit from the **Payment Method** drop-down list. If there is a reference number, or approval number for the method of payment, enter each one into the corresponding text-boxes.

3. Type the amount of money that the customer is putting down as a deposit, into the corresponding **Amount** text-box.

4. Enter your Employee Code into the corresponding **Employee** text-box, or select it from the **Employee** drop-down list.

When you are finished, click on the ▶ button to save the information and print off the payment receipt.

Returning a Deposit

Purpose

Use this feature to process the return of a Deposit, usually in cases where a customer requires the deposited amount for another purpose.

To open the **Return a Deposit** window, from the **Main Switchboard**, click on the **Payments** button to open the **Payments** window. Then click on the **Return a Deposit** button.

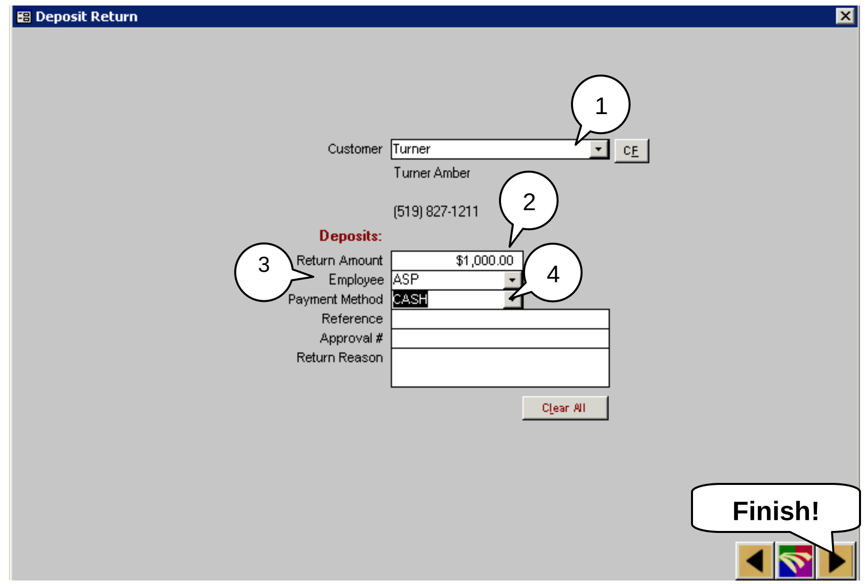
1. Select the customer to whom you are returning the payment, from the **Customer** drop-down list. Only customers who currently have deposits will appear on this list.

2. Type in the return amount of the deposit in the corresponding **Return Amount** box.

3. Enter your Employee Code in the corresponding **Employee** text-box, or select it from the **Employee** drop-down list.

4. Select the method of payment you are using to refund the customer from the **Payment Method** drop-down list. If there is a reference number, or approval number for the method of payment, enter each one into the corresponding text-boxes. Be sure to fill out the reason for the return.

When you are finished, click on the button to print a refund receipt.



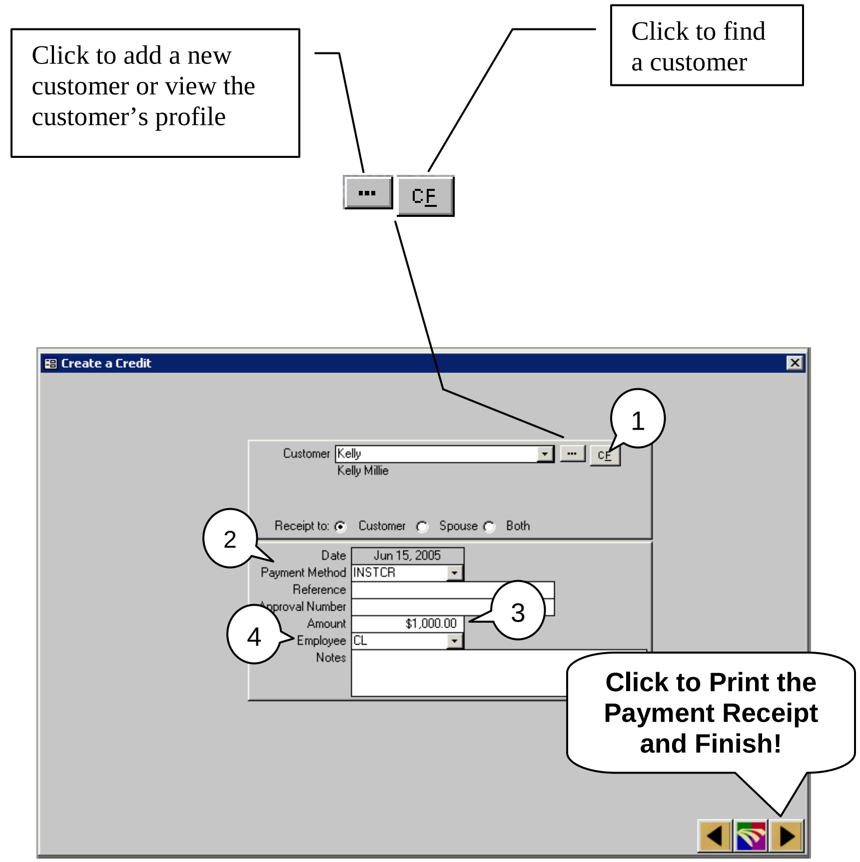
Tip

If you are only returning part of the deposit, you must first refund the entire amount, and then reissue another deposit for the value that the customer wishes to remain as a deposit.

Giving a Credit

Purpose

Use this feature to give customers a store credit when they are returning jewellery purchased from the store, or are trading jewellery into the store.



To open the **Credit** window, from the **Main Switchboard**, click on the **Payments** button to open the **Payments** menu. Then click on the **Credit** button.

1. Click on the CE button to find the customer to whom the credit will be given. When you find the customer, click on the **Transfer** button to transfer the customer to this window. This feature will also search for customers' spouses. If this is a new customer, click on the ··· button to add the customer to the database.

2. Select the method of payment from the **Payment Method** drop-down list. If there is a reference number, or approval number for the method of payment, enter each one in the corresponding text-boxes.

3. Type the credit amount that the customer is receiving into the corresponding **Amount** text-box.

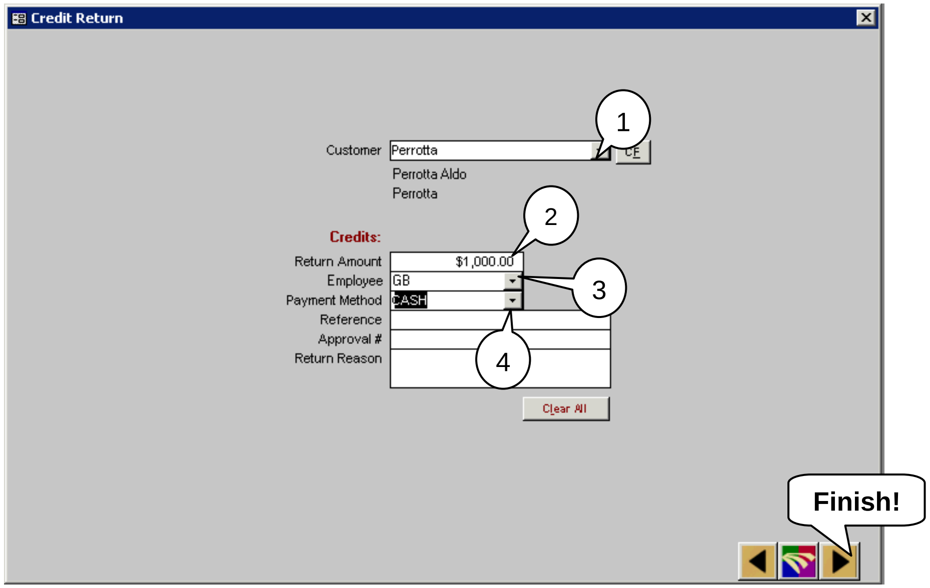
4. Enter your Employee Code into the corresponding **Employee** text-box, or select it from the **Employee** drop-down list.

When you are finished, click on the ▶ button to save the information and print off the payment receipt.

Returning a Credit

Purpose

Use this feature to process the return of a credit.



To open the **Return a Credit** window, from the **Main Switchboard**, click on the **Payments** button to open the **Payments** window. Then click on the **Return a Credit** button.

1. Select the customer to whom you are returning the credit, from the **Customer** drop-down list. Only customers who currently have credits will appear on this list.

2. Type in the credit return amount into the **Return Amount** box.

3. Enter your Employee Code into the corresponding **Employee** text-box, or select it from the **Employee** drop-down list.

4. Select the method of payment you are using to refund to the customer the payment, from the **Payment Method** drop-down list. If there is a reference number, or approval number for the method of payment, enter each one into the corresponding text-boxes. If there is a reason for the credit input the reason it in the **Return Reason** box.

When you are finished, click on the button to print a refund receipt.

Adding a Payment Schedule

Purpose

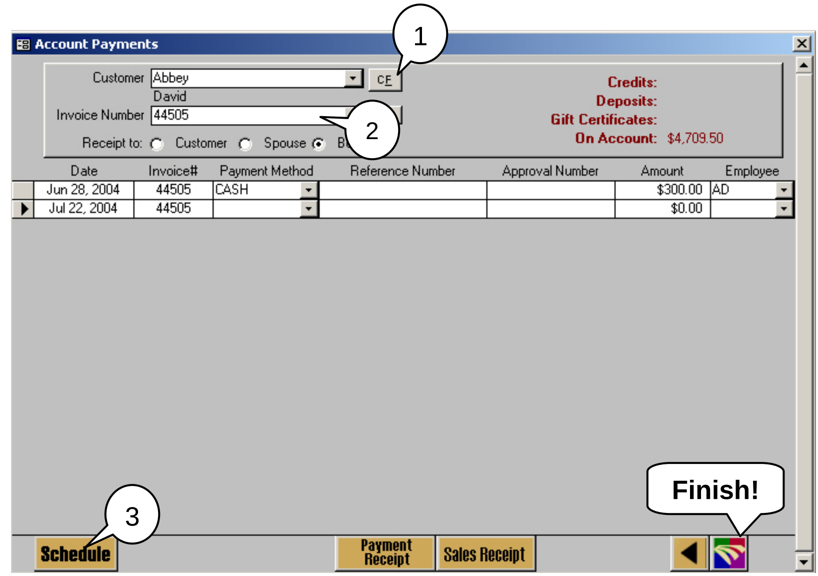
Use this feature to create payment reminders towards invoices that have outstanding balances.

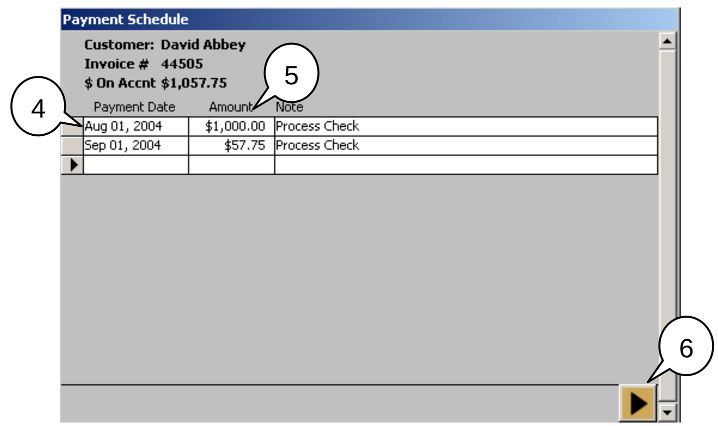
To open the **Payment Schedule** window, from the **Main Switchboard**, click on the **Payments** button to open the **Payments** menu. Then click on the **Account Payment** button.

1. Click on the CE button to search for the customer's name. When you find the customer, click on the **Transfer** button to transfer the customer to this window. This feature will search for customers' spouses as well.
2. Select the invoice that you will be adding the payment schedule for, from the **Invoice Number** drop-down list.
3. Click on the **Schedule** button.
4. Enter the date of the first payment in the **Payment Date** field.
5. Enter the amount of the first payment in the **Amount filed** and the corresponding note in the **Note** field. Then add any more payments if needed.
6. Once you have finished entering all the payments, click on the button to go back to the **Account Payments** window.

Note: You will be automatically prompted to create a payment schedule during a Layaway or Sale made on Account.

When you are finished, click on the button to save the information and close the window.





Tip

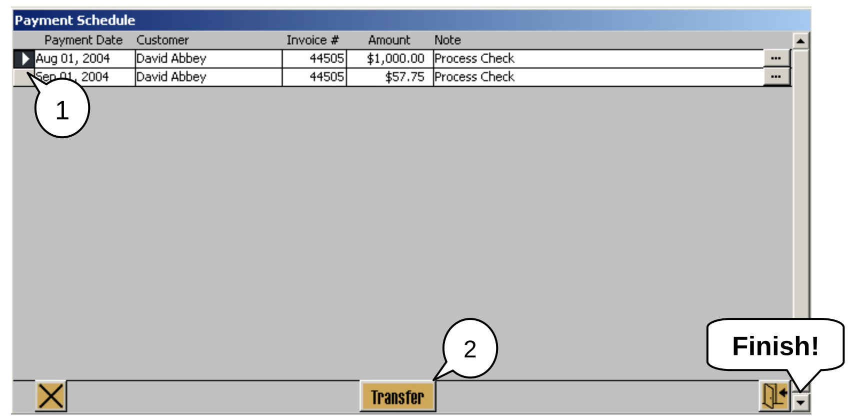
If you would like a reminder of all payments in the payment schedule, see **Chapter 1, Section 1L-6.** In the **Store Setup**, check on the **Show Payment Reminder?** checkbox.

Processing a Payment Schedule

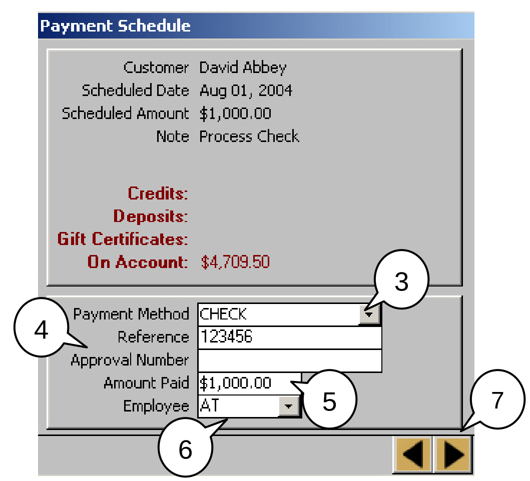
To open the **Payment Schedule** window, select **Check Payment Schedule** from the **Functions** menu.

1. Select the payment that you would like to process.
2. Click on the **Transfer** button.
3. Select the method of payment that the customer has asked to pay for the invoice with.
4. If there is a reference number, or approval number for the method of payment, enter each one into the corresponding text-boxes.
5. The total amount for the payment will appear in the corresponding **Amount** text-box.
6. Enter your Employee Code into the corresponding **Employee** text-box, or select it from the **Employee** drop-down list.
7. Click on the button to complete the payment process.

When you are finished, click on the button to save the information and close the window.



Click here to delete a payment from the Payment Schedule.



Chapter 10: Memorandums

Entering in a New Memorandum

Purpose

Use this feature to record when customers take an item home for decision making-purposes, when staff members need show an item to potential clients outside of the store, or when staff borrows items for special events.

Shortcut

Try double-clicking on the due date field to display calendar.

To open the **Memorandums** window, from the **Main Switchboard**, click on the **Memorandums** button to open the **Memorandums** menu. Then click on the **Enter a New Memorandum** button.

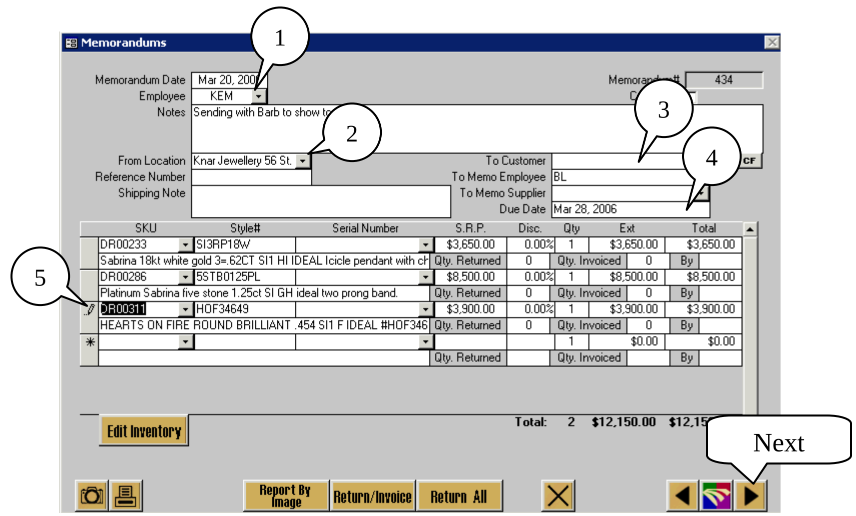
1. Enter your Employee Code into the **Employee** text-box. If there is a note to attach to this memorandum, enter it in the **Notes** text-box.

2. Select the store that the item is being taken out of, from the **From Location** drop-down list.

3. If a customer is taking the item, select that customer's name from the **To Customer** drop-down list. If a staff member is taking the item, select that employee's name from the **To Memo Employee** drop-down list.

4. Enter the day that the item is to be returned in the **Due Date** text-box. If more than one item is entered into the same memorandum, they must all be due on the same day.

5. Type the SKU into the first available **SKU** text-box, or select it from the **SKU** drop-down list. Then enter the number of that item being taken, into the corresponding **Qty** text-box. Enter as many SKUs as needed for different items being taken out.



When you have finished, click on the ▶ button to send your memorandum to inventory. If the send is successful, you will receive a confirmation message.

Finding an Existing Memorandum

To open the **Memorandum – Find a Memorandum** window, from the **Main Switchboard**, click on the **Memorandums** button to open the **Memorandums menu**. Then click on the **Find a Memorandum** button.

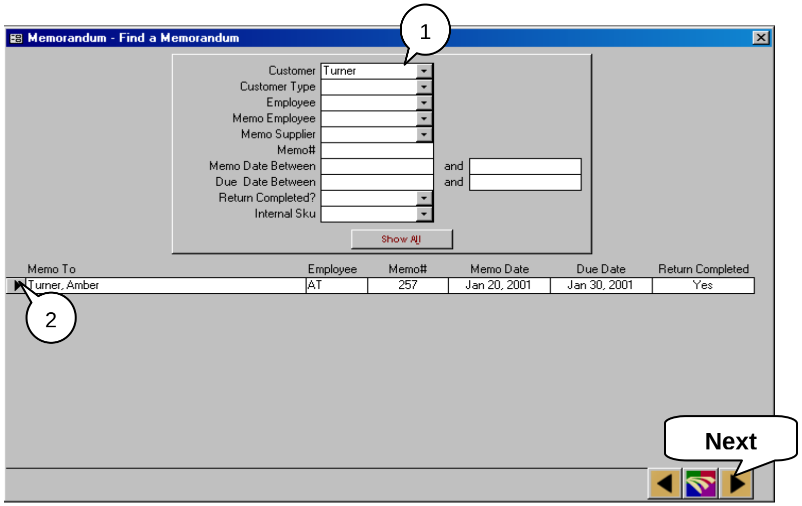
Shortcut

Try double-clicking on the name of the customer or employee to whom the memorandum was issued.

1. Select the customer whose name the Memorandum is in, from the **Customer** drop-down list. If it was an employee, select that employee's name from the **Employee** drop-down list. Then press the **Enter** key to display the search results in the area below.

2. Select the Memorandum you want to view, and then click on the button to open it in the **Memorandum** window.

To list all of the memorandums, click on the **Show All** button. This will also clear the information from all of the search text-boxes.



Search Options:

- To search by the type of customer, select it from the **Customer Type** drop-down list.

- If it was an employee who was issued the memorandum, select that person's name from the **Memo Employee** drop-down list. Select **Memo Supplier** if a supplier issued the memorandum.

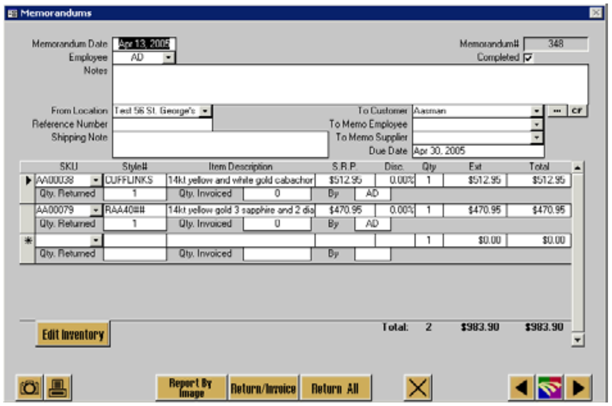
- To search by the memo number, enter it into the **Memo#** text-box.

- To search by the date the memorandum was issued, enter the date range into the corresponding **Memo Date Between/and** text-boxes.

- To search by the date that the memorandum was/is due, enter the date range into the corresponding **Due Date Between/and** text-boxes.

- To search for only memorandums that have been completed, select the **Yes** option from the **Return Completed** drop-down list.

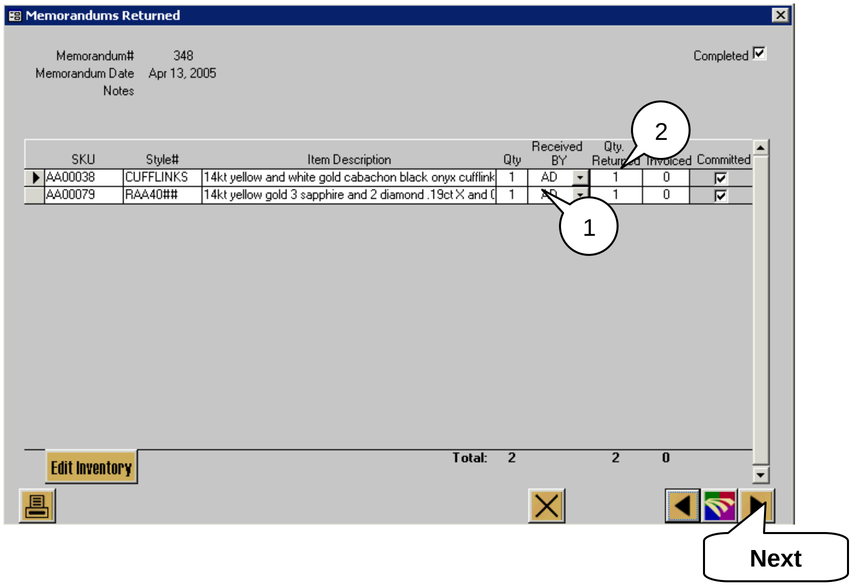
- To search by **Internal Sku**, select the appropriate Sku from the drop-down list.



Returning a Memorandum

Purpose

Use this feature to record when a customer or staff member returns an item that has been signed out in a Memorandum.



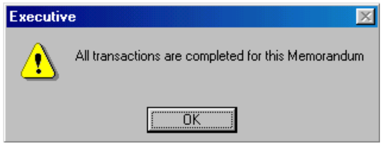
Find the memorandum you are returning (see **Section 10B: Finding a Memorandum**)

To open the **Memorandums Returned** window, from the **Memorandums** window, click on the **Return/Invoice** button.

1. Type your Employee Code into the corresponding **Employee** text-box, or select it from the **Employee** drop-down list.

2. To enter the number of items being returned for each item taken out, enter it into the corresponding **Qty Returned** text-box.

When you are finished, click on the button to complete the return of the memorandum. If the return is successful, you will receive a confirmation message.



Related Task

If the customer wants to purchase the item after the memorandum has been completed, open memorandum in the **Memorandums** window, and click on the **Return/Invoice** button. Choose QtyReturned 0 and Qty Invoiced 1 and it will automatically transfer to the Sales screen. This only works for customers NOT employees or suppliers.

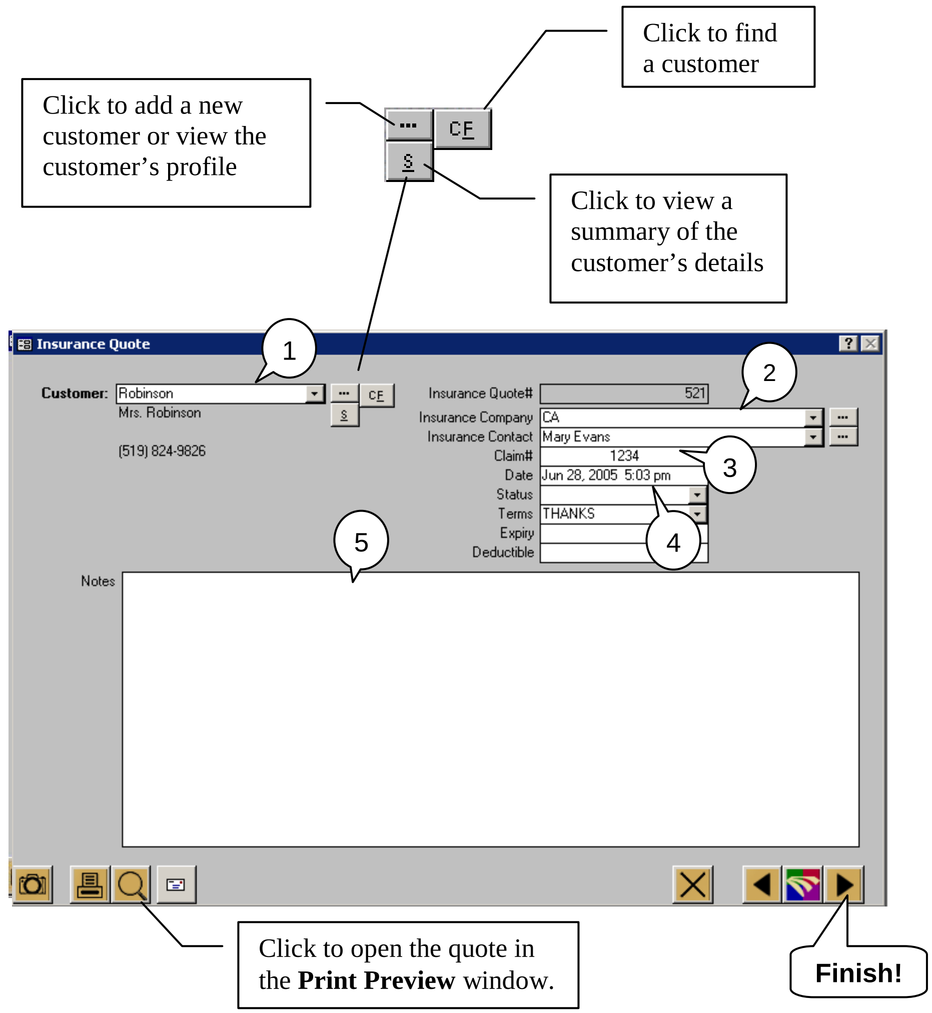
Chapter 11: Insurance Quotes

Creating an Insurance Quote

Purpose

Use this feature to keep track of the Insurance Quotes your store issues out to customers. It is searchable by both the customer and the insurance company.

To open the **Insurance Quote** window, from the **Main Switchboard**, click on the **Insurance Quotes** button, to open the **Insurance Quote** menu. Then click on the **Enter a new Insurance Quote** button.



1. Select the customer's name from the **Customer** drop-down list or by using the CF button.

2. Select the insurance company's name from the **Insurance Company** drop-down list. Then select the contact name from the **Insurance Contact** drop-down list. If this is a new insurance company or insurance contact, click on the button to enter in a new one.

3. Enter the Insurance Claim Number into the **Claim#** text-box.

4. Select the status of the insurance quote from the **Status** drop-down list. The status ranges from Preparing Quote to Approved. Then enter the **Expiry** date of the quote into the **Expiry** field

5. Type the content of the insurance letter that will be printed for the customer, in the **Notes** text-box.

When you have finished, click on the button to save your information and close the window.

Related Task

When viewing the Insurance Quote, click on the button to modify the page margins for printing.

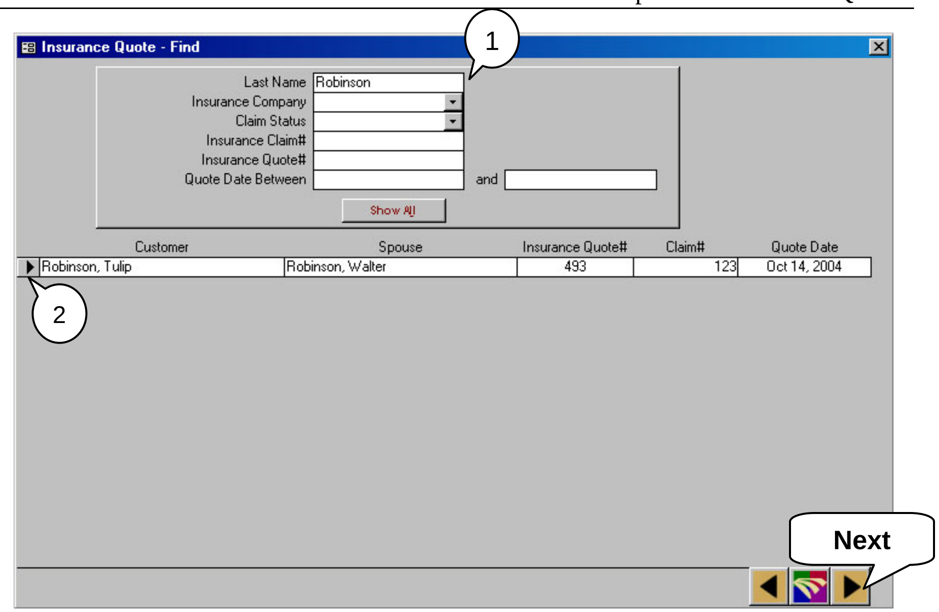
Finding an Existing Insurance Quote

Often a customer or insurance company will want to take some time to review the insurance quote. When the customer returns, you will need to search for that original quote.

To open the **Insurance Quote - Find** window, from the **Main Switchboard**, click on the **Insurance Quotes** button to open the **Insurance Quote** menu. Then click on the **Find an Insurance Quote** button.

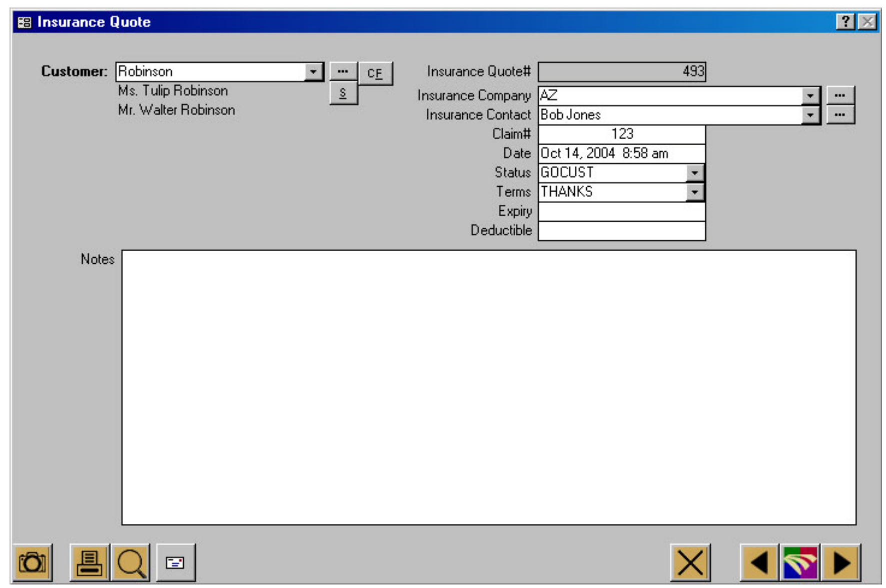
1. Enter the last name of the customer into the **Customer Last Name** text-box. Then press the **Enter** key to view your search results in the Customer area below.

2. Select the customer's Insurance Quote, and then click on the ▶ button to view the details in the **Insurance Quote** window.



Search Options:

- To search by the name of the insurance company, select it from the **Insurance Company** drop-down list
- To search by the status of an insurance claim, select that status from the **Claim Status** drop-down list.
- To search by the Insurance Claim Number, enter it into the **Insurance Claim#** text-box.
- To search by the date that the quote was issued, type the date range into the corresponding **Quote Date Between/and** text boxes.



Shortcut

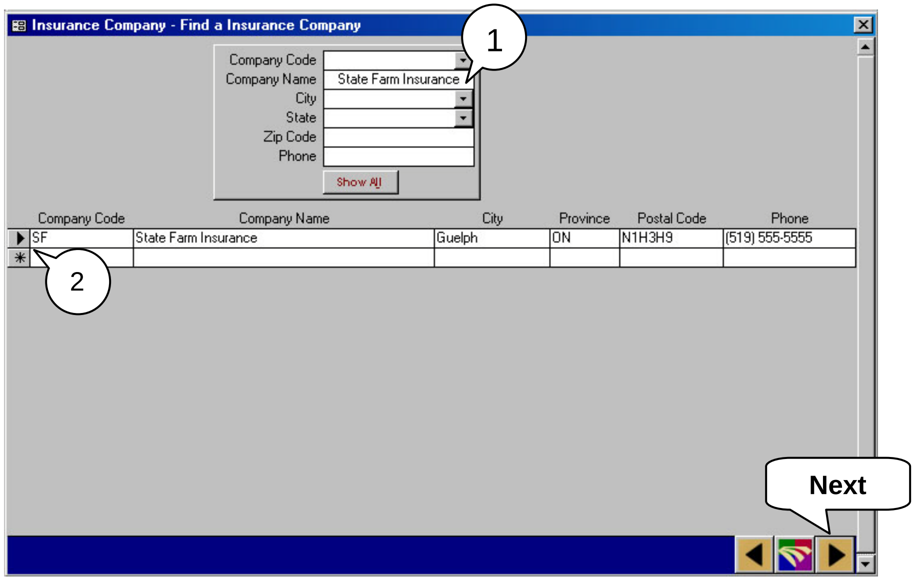
Try double-clicking on the name of the customer or insurance company for the quote you wish to view.

Finding an Insurance Company

To open the **Find an Insurance Company** window, select **Insurance Company – Find** from the **Maintenance** menu.

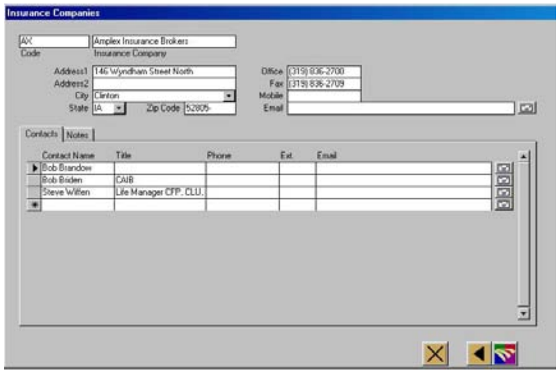
1. Type what you remember of the insurance company's name into the **Company Name** text-box. Then press the **Enter** key to view the search results below.

2. Select the insurance company from the list, and then click on the ▶ button to open the **Insurance Companies** window.



Search Options:

- To search by the Company Code, select it from the Company Code drop-down list.
- To search by the City or State, select it from the corresponding drop-down list.
- To search by the Insurance Company's Zip Code, enter it into the **Zip Code** text-box.
- To search by the company's telephone number, enter the number with the area code into the **Phone** text-box.



Shortcut

Try double-clicking on the name of the insurance company to view its details.

Chapter 12: Gift Certificates

Entering a New Gift Certificate

Gift certificates should all have a pre-printed number on them. Executive **only prints the receipt** for the gift certificate using the information that you input.

To open the **Gift Certificates** window, from the **Main Switchboard**, click on the **Gift Certificate** button to open the **Gift Certificates** menu. Then click on the **Enter a New Gift Certificate** button.

1. Enter the number that is printed on the gift certificate into the Gift Certificate# text-box.

2. Select the name of the customer giving the gift certificate from the Customer (From) drop-down list. Then select the name of the customer receiving the gift certificate from the Customer (To) text-box. If the customer purchasing the gift certificate is the same customer who intends to redeem it, then put the same name in both the From and To text-boxes.

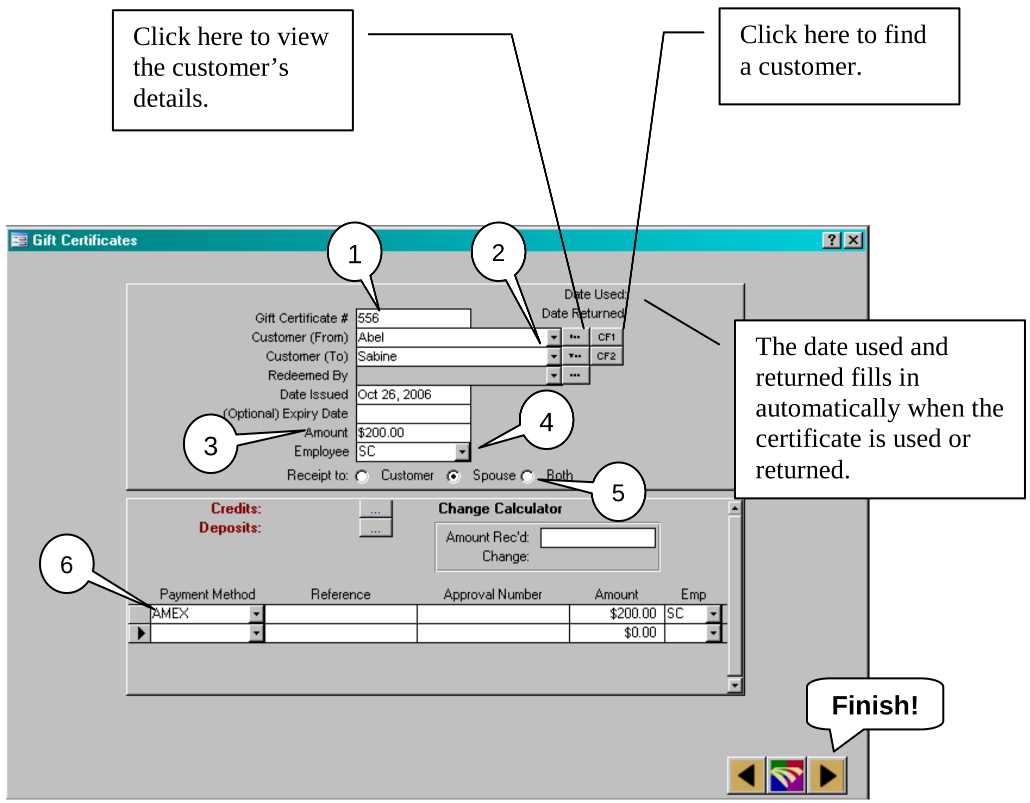
3. Enter the dollar purchase value of the gift certificate into the **Amount** text-box.

4. Type your Employee Code into the **Employee** text-box, or select it from the **Employee** drop-down list.

5. Choose the **Receipt to** options to spouse, customer or both.

6. Select the payment method that the customer is paying for the gift certificate with, from the **Payment Method** drop-down list. Then enter the reference number (if applicable) for the payment method. If the method requires an approval number, enter that number into the **Approval Number** text box.

When you have finished, click on the ▶ button to print the receipt and save the information.



Related Task

To redeem a gift certificate, see the section **8A-1 Entering a New Sale** in **Chapter 8: Sales**.

Finding an Existing Gift Certificate

To open the **Gift Certificates – Find a Gift Certificates** window, from the **Main Switchboard**, click on the **Gift Certificate** button to open the **Gift Certificates** menu. Then click on the **Find a Gift Certificate** button.

To find a gift certificate:

1. Type the number of the gift certificate into the **Gift Certificate#** text-box and press the **Enter** to see the search results.

2. You may also search by the name of the customer giving the certificate, by selecting that customer's name from the **Customer (From)** drop-down list.

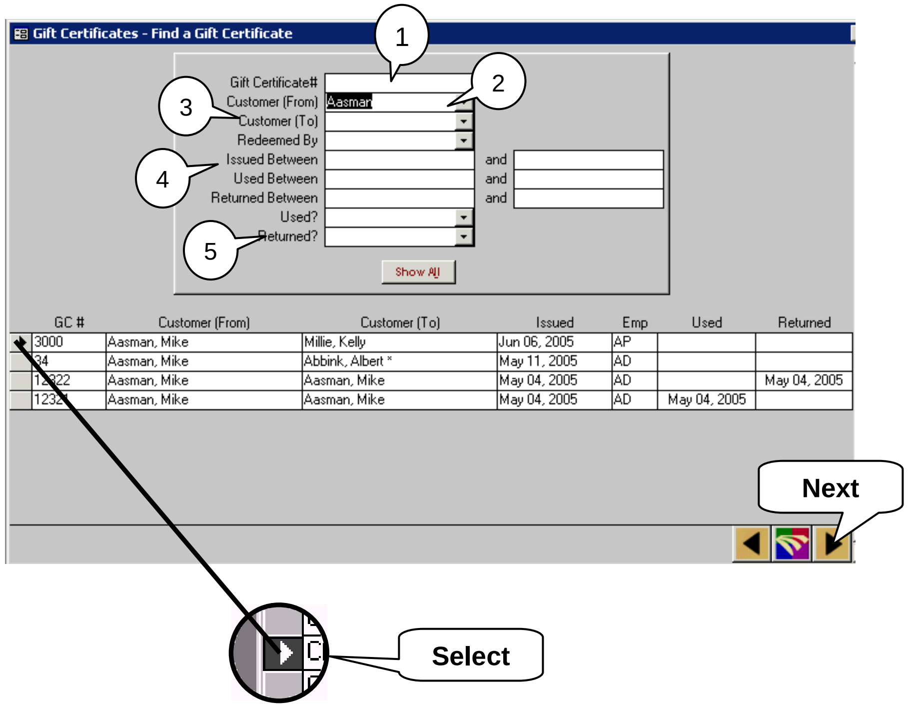
3. To search by the name of the customer who is receiving the gift certificate, select that customer's name from the **Customer (To)** drop-down list.

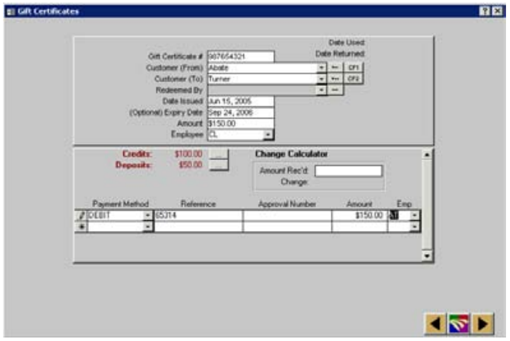
4. To search by the date the gift certificate was purchased, enter the date range into the **Issued Between/and, Used Between/and, and Returned Between/and** text-boxes.

5. You may also choose whether the gift certificate has been used or returned or not in the drop down lists.

You may view a list of all of the gift certificates by clicking on the **Show All** button (this will clear all of the information from the search text-boxes as well).

To view a gift certificate, select it and then click on the button to view it in the **Gift Certificates** window.





Shortcut

Try double-clicking on the Gift Certificate Number to view the gift certificate.

Returning a Gift Certificate

Purpose

Use this feature to process and record the return of a Gift Certificate by the customer who purchased it.

To open the **Gift Certificate Return** window, from the **Main Switchboard**, click on the **Gift Certificate** button to open the **Gift Certificates** menu. Then click on the **Return a Gift Certificate** button,

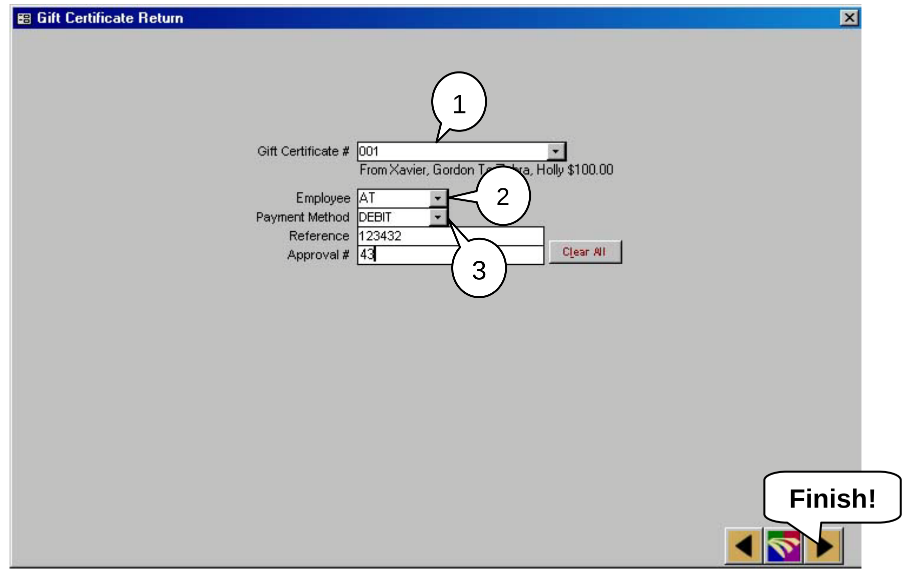
To refund a gift certificate:

1. Type the Gift Certificate Number into the **Gift Certificate#** text-box, or select it from the drop-down list.

2. Type your Employee Code into the **Employee** text box or select it from the **Employee** drop-down list

3. Select the method that the customer used to pay for the gift certificate from the **Payment Method** drop-down list. This method will also be used to refund money to the customer. If applicable, enter in the reference number for the payment method in the **Reference** text-box. If there is an approval number for the payment method, enter it into the **Approval#** text-box.

When you are finished, click on the button to save the information and print the invoice.

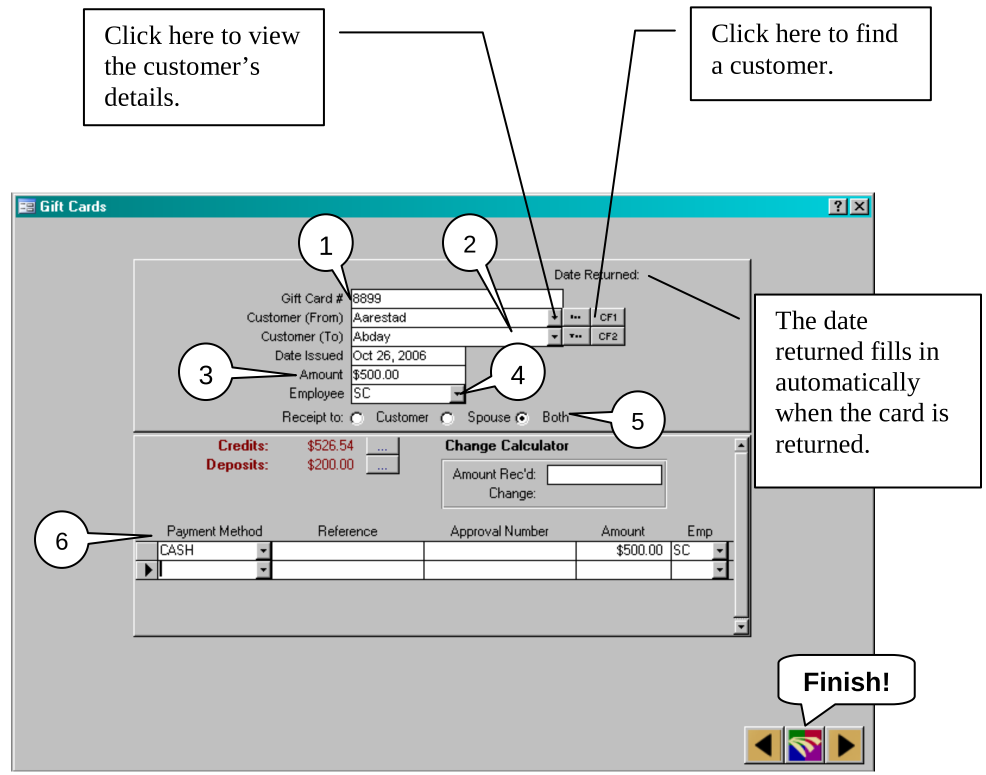


Note: When you find the gift certificate after it has been returned it will show you the returned date.

Entering a New Gift Card

Gift cards should all have a pre-printed number on them. Executive **only prints the receipt** for the gift card using the information that you input.

To open the **Gift Cards** window, from the **Main Switchboard**, click on the **Gift Certificate** button to open the **Gift Cards** menu. Then click on the **Enter a New Gift Card** button.



1. Enter the number that is printed on the gift card into the **Gift Card#** text-box.

2. Select the name of the customer giving the gift card from the **Customer (From)** drop-down list. Then select the name of the customer receiving the gift certificate from the **Customer (To)** text-box. If the customer purchasing the gift certificate is the same customer who intends to redeem it, then put the same name in both the **From** and **To** text-boxes.

3. Enter the dollar purchase value of the gift certificate into the **Amount** text-box.

4. Type your Employee Code into the **Employee** text-box, or select it from the **Employee** drop-down list.

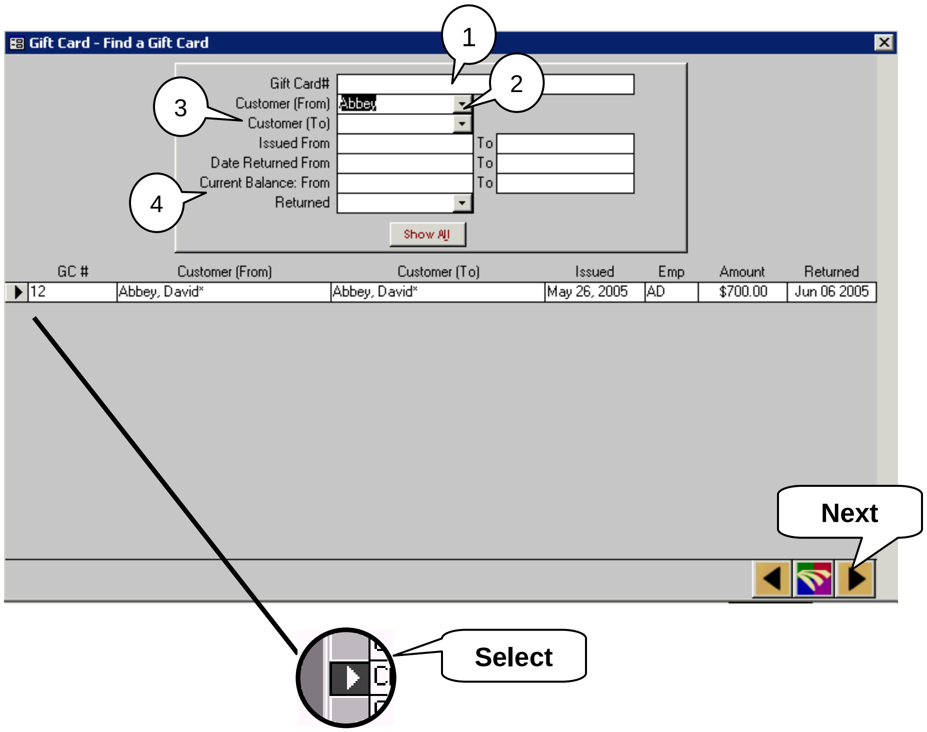
5. Choose the **Receipt to** options to spouse, customer or both.

6. Select the payment method that the customer is paying for the gift certificate with, from the **Payment Method** drop-down list. Then enter the reference number (if applicable) for the payment method. If the method requires an approval number, enter that number into the **Approval Number** text box.

When you have finished, click on the  button to print the receipt and save the information.

Finding an Existing Gift Card

To open the **Gift Cards – Find a Gift Card** window, from the **Main Switchboard**, click on the **Gift Certificate** button to open the **Gift Cards** menu. Then click on the **Find a Gift Card** button.



To find a Gift Card:

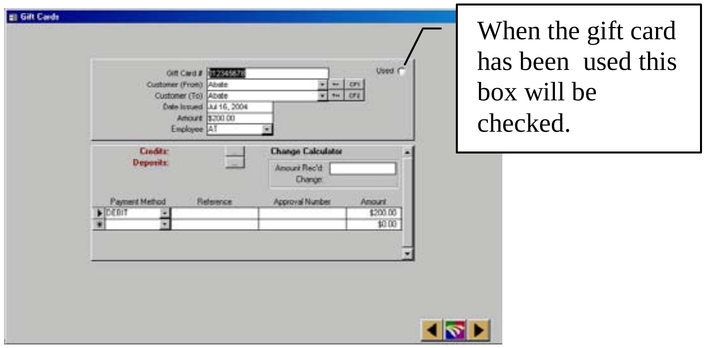
1. Type the number of the Gift Cards into the **Gift Card#** text-box and press the **Enter** to see the search results.

2. You may also search by the name of the customer giving the certificate, by selecting that customer's name from the **Customer (From)** drop-down list.

3. To search by the name of the customer who is receiving the Gift Cards, select that customer's name from the **Customer (To)** drop-down list.

4. To search by the date the Gift Cards was purchased, enter the date range into the **Issued From/to, Date Returned From/to, or Current Balance From/to** text-boxes.

You may used the **Returned** drop-down list to choose whether or not the gift card has been returned. You may view a list of all of the gift cards by clicking on the **Show All** button (this will clear all of the information from the search text-boxes as well).



To view a Gift Cards, select it and then click on the button to view it in the **Gift Cards** window.

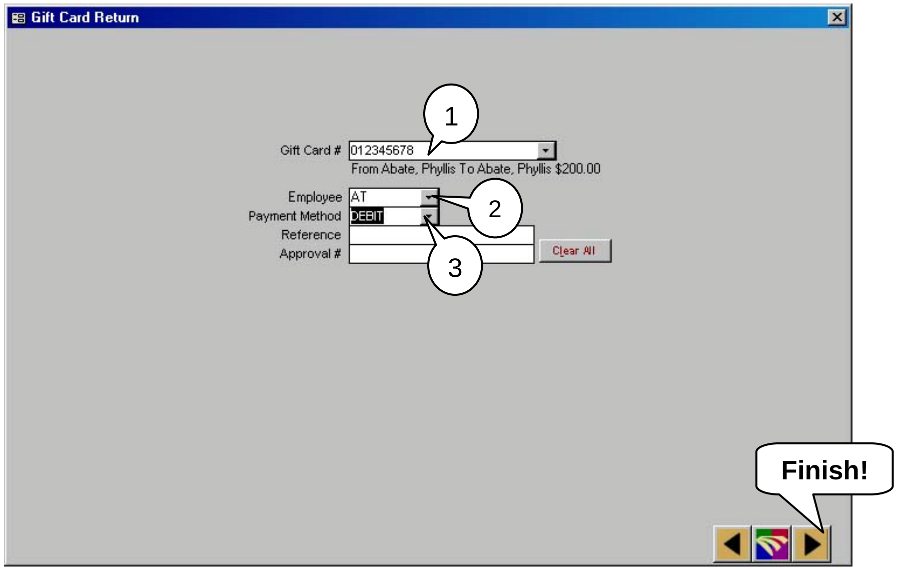
Shortcut

Try double-clicking on the Gift Card number to view the Gift Card.

Returning a Gift Card

Purpose

Use this feature to process and record the return of a Gift Card by the customer who purchased it.



To open the **Gift Card Return** window, from the **Main Switchboard**, click on the **Gift Certificate** button to open the **Gift Cards** menu. Then click on the **Return a Gift Card** button,

To refund a Gift Card:

1. Type the Gift Card Number into the **Gift Card#** text-box, or select it from the drop-down list.

2. Type your Employee Code into the **Employee** text box or select it from the **Employee** drop-down list

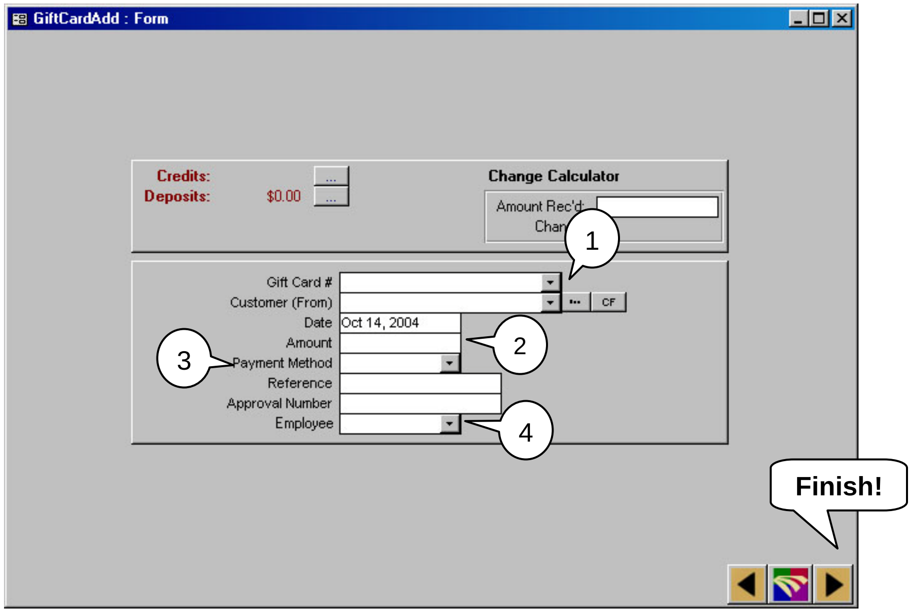
3. Select the method that the customer used to pay for the Gift Card from the **Payment Method** drop-down list. This method will also be used to refund money to the customer. If applicable, enter in the reference number for the payment method in the **Reference** text-box. If there is an approval number for the payment method, enter it into the **Approval#** text-box.

When you are finished, click on the ▶ button to save the information and print the invoice.

Adding to a Gift Card

Purpose

Use this feature to recharge a Gift Card for the customer when they decide they would like to add more money onto it.



To open the **Gift Card Add** window, from the **Main Switchboard**, click on the **Gift Certificate** button to open the **Gift Cards** menu. Then click on the **Add To A Gift Card** button,

To add to a Gift Card:

1. Type the Gift Card Number into the **Gift Card#** text-box, or select it from the drop-down list. The customer's name will appear in the **Customer From** field.

2. Enter in the amount that the customer would like to add to their Gift Card.

3. Select the method that the customer is using to recharge the Gift Card from the **Payment Method** drop-down list. If applicable, enter in the reference number for the payment method in the **Reference** text-box. If there is an approval number for the payment method, enter it into the **Approval#** text-box.

4. Type your Employee Code into the **Employee** text box or select it from the **Employee** drop-down list

When you are finished, click on the button to save the information and print the invoice.

Chapter 13: Gift Registry

Creating a New Gift Registry

Purpose

Use this feature to create a list of items family members may use to purchase gifts for a special event.

To open the **Gift Registry** window, from the **Main Switchboard**, click on the **Gift Registry** button to open the **Gift Registry** menu. Then click on the **Enter a New Gift Registry** button.

To create a gift registry:

1. Select the name of the customer who the registry is for, from the **Customer** drop-down list.

2. Select the event that the registry is for, from the **Event** drop-down list. Then enter the date of the event in the **Event Date** text-box.

3. Select an item that the customer wants on the registry from the **Internal SKU** drop-down list. You may select as many items as you need.

4. Enter the maximum number of each item the customer would like on the registry in the **Quantity** text-box.

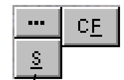
When you have finished, click on the button to save the information and close the window.

Related Task

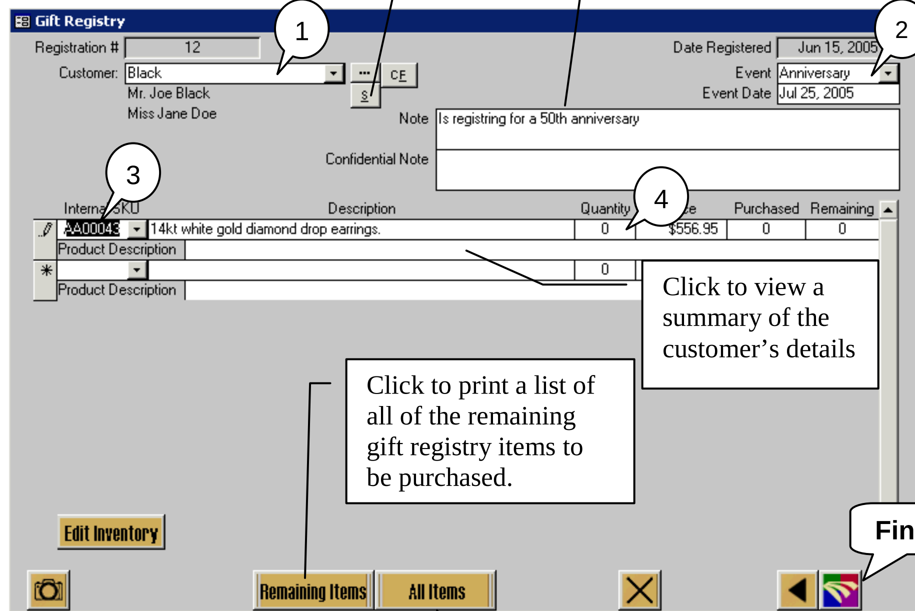
When making a sale, be sure to select the gift registry number from the **Gift Registry#** drop-down list located in the **Complete Invoice** window. This will ensure that the **Quantity** text-box values are adjusted to match the items that are purchased.

Click to add a new customer or view the customer's profile

Click to find a customer



Fill in any notes or confidential notes here.



Click to view a summary of the customer's details

Click to print a list of all of the remaining gift registry items to be purchased.

Finish!

Click to print a list of all of the gift registry items

Finding an Existing Gift Registry

To open the **Gift Registry - Find a Gift Registry** window, from the **Main Switchboard**, click on the **Gift Registry** button to open the **Gift Registry** menu. Then click on the **Find a Gift Registry** button.

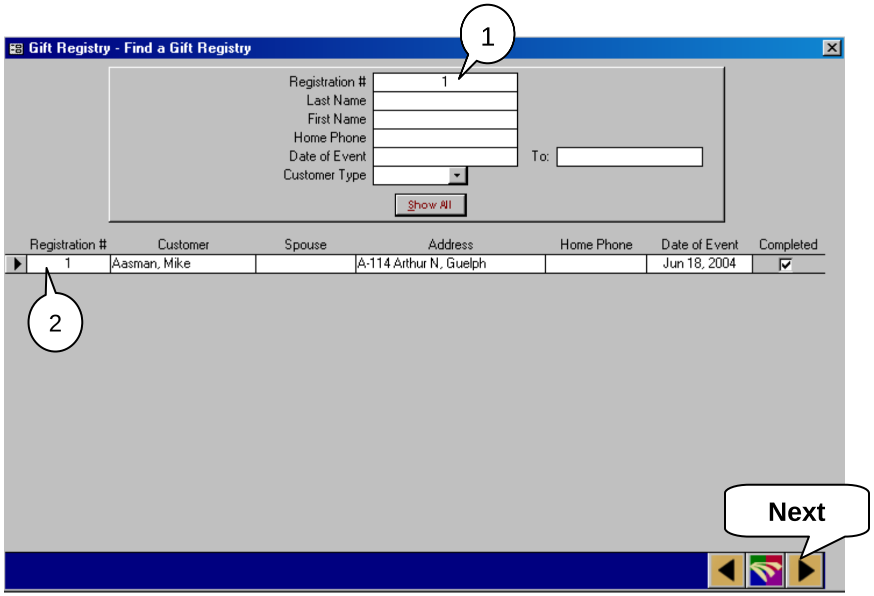
Shortcut

Try double-clicking on the registration number of the registry you wish to view.

To find a gift registry:

1. Enter the Registration number of the gift registry in the **Registration#** textbox and then press the **Enter** key to view the search results.

2. A list of registries that contain the number will appear in the Registration column below. Select the registry that you wish to view, and then click on the button to open those details in the **Gift Registry** window.



To view a list of all of the registries, by click on the **Show All** button. This will also clear information from all of the search text-boxes.

Search Options:

- To search by a customer's surname, type the name into the **Last Name** text-box.
- To search by a customer's first name, type the name into the **First Name** text-box.
- To search by a customer's home phone number, type that number with area code into the **Home Phone** text-box.
- To search by the date of the event that the gift registry is for, type the date range into the corresponding **Date of Event/To** text-boxes.
- To search by the type of a customer, select that type from the **Customer Type** drop-down list.

Chapter 14: Functions

Exporting an Inventory Change

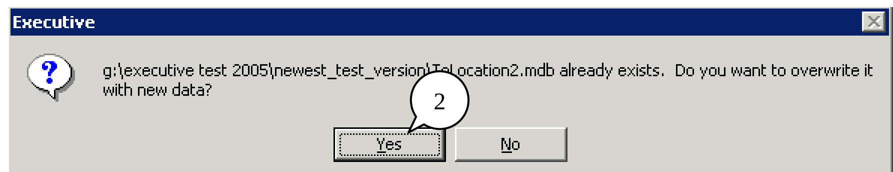
Purpose

Use this feature to copy information on exported inventory to zip disk for use in a second store location.

This function exports any inventory changes that you made. This includes any inventory transferred, during an Inventory Transfer (see the section **Inventory Transfer-14H**), supplier information, product price points and customer city, country and province details.

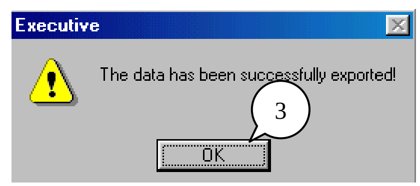
Exporting an Inventory Change From Head Office

1. Select **Export Inventory Changes** from the **Functions** menu. From the Export to Location drop down list. It will automatically ask : **Are you sure you want to export product information?** Click **Yes** button to execute the process.



2. You will then receive a message, indicating that you will be overwriting a file in Location 2. Click **Yes** to overwrite this file. This will happen for each location that you have. Therefore if you have 4 stores this message will pop up 4 times. This overwrites the data adding the new changes into the second location.

3. You will receive a confirmation message, click on the **OK** button to confirm.



If you are at Store Location 1, copy the file **ToLocation2.mdb** from the **Executive** folder (normally on your server or hard drive) to the **Zip** drive that contains the transfer Zip disk. If you are at Store Location 2, copy the file **ToLocation1.mdb** from the **Executive** folder to the transfer Zip disk.

The staff members at the other store will now have to import the file into their Executive Software program.

Exporting an Inventory Change From Another Store

1. Select **Export Inventory Changes** from the **Functions** menu. You will receive a confirmation message, click on the **OK** button to confirm.

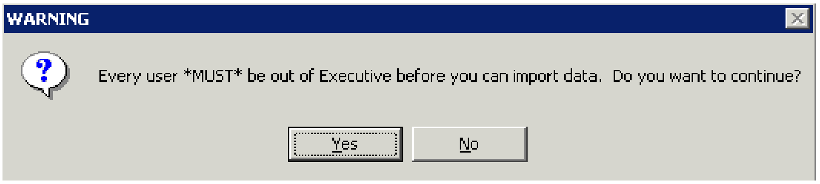
2. If you are at Store Location 1, copy the file **ToLocation2.mdb** from the **Executive** folder (normally on your server or hard drive) to the **Zip** drive that contains the transfer Zip disk. If you are at Store Location 2, copy the file **ToLocation1.mdb** from the **Executive** folder to the transfer Zip disk.

The staff members at the other store will now have to import the file into their Executive Software program.

Importing an Inventory Change

Purpose

Use this feature when updating inventory levels of your other stores into your Location 1 store. Also use this feature in the other stores to update all inventory changes, supplier changes, price point, and customer city, province and country details from Location 1.



This function imports inventory data from a Zip disk (or other source) into your store's Executive. The data must be from another store (i.e. from Location 1 to Location 2) using Executive.

Before importing, put the Zip disk containing the data you are importing into the zip drive of your computer.

Importing an Inventory Change From Another Store

Note: Whenever you are importing data all users MUST be out of Executive to import. A warning box will appear indicating this.

1. If you are at Store Location 1, open the **Zip Drive** window and copy the **ToLocation1.mdb** file to the **Executive** folder (usually located on your server or C: drive). You will receive a confirmation for the file replacement. Click on the **Yes** button. If you are Store 2, open the **Zip Drive** window and copy the ToLocation2.mdb file to the Executive folder.

2. Select **Import Inventory Changes** from the **Functions** menu. You will receive a confirmation message. Click on the **OK** button to confirm.

Reconciling Inventory

Purpose

Use this feature to manually reconcile missing or additional inventory found when doing a hand count.

To open the **Reconcile Inventory** window, select **Inventory Reconciliation** from the **Functions** menu.

1. Enter the Reconcile Inventory Password into the **Password** screen.

2. Select the Store Location of the inventory you are reconciling, from the **Location** drop-down list.

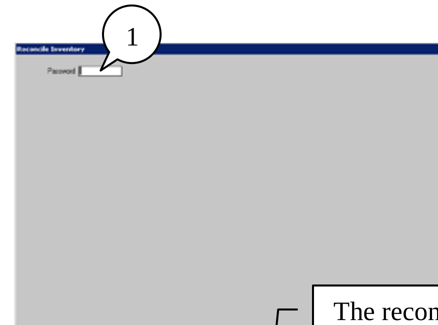
3. Enter you Employee Code into the **Employee** text-box, or select it from the **Employee** drop-down list.

4. Type the reason for the reconciliation, and its circumstances into the **Notes** text-box.

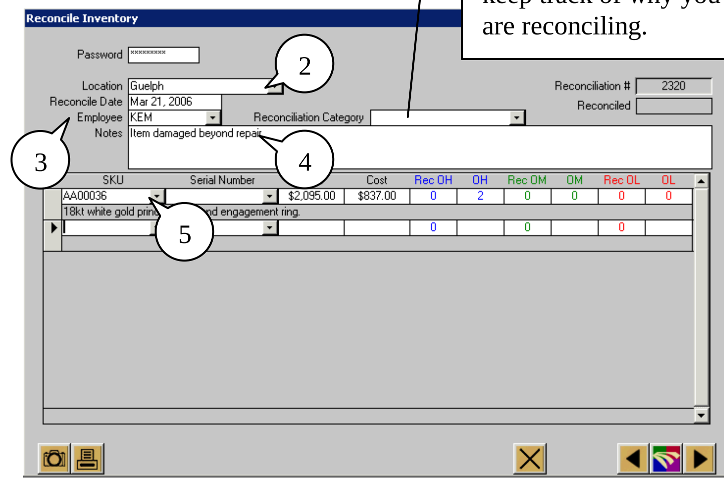
5. Select the SKU for the item you are reconciling, from the first available **SKU** drop-down list. The Item Description will then appear.

6. Count the actual number of items that exist in the store. Then type the difference into the **Rec On Hand**, **Rec Memo** or **Rec Layaway** text-box. For example, if have 1 more item than there is in the **On Hand** text-box, enter **1** into the **Rec on Hand** text-box. If have one less item, enter **-1** into the **Rec on Hand** text-box.

When you are finished, click on the button to complete the Reconciliation. A confirmation message will appear.



The reconciliation category allows you to keep track of why you are reconciling.



Performing an Automated Inventory Reconciliation

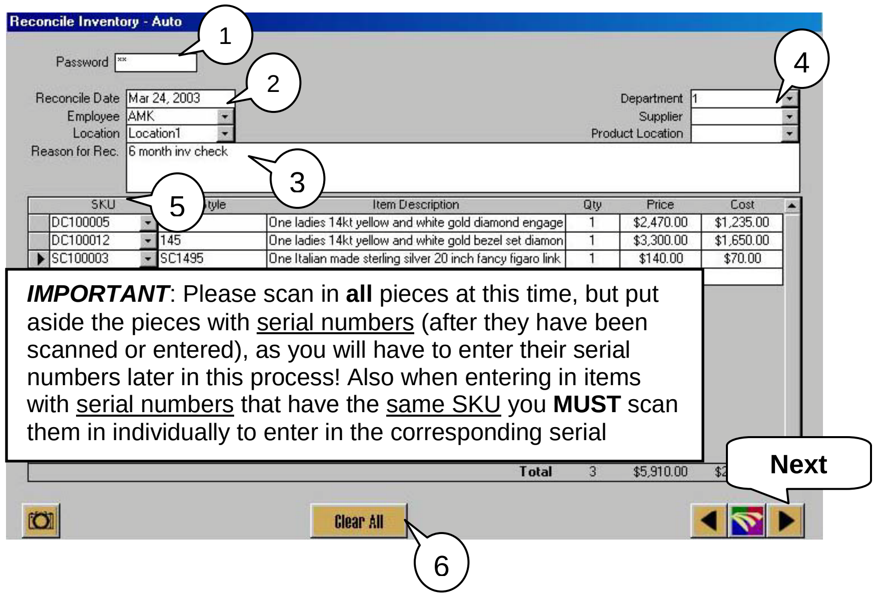
Purpose

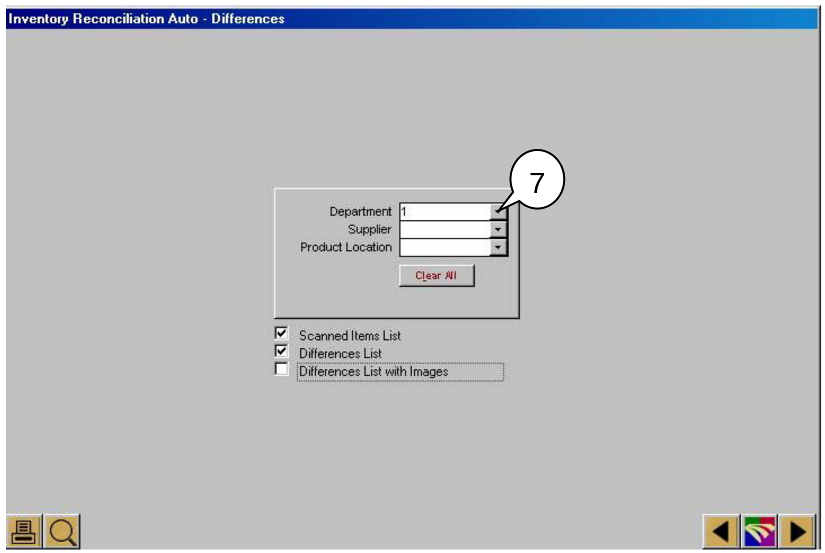
Use this feature when you are doing a hand count of many different inventory items at one time. This is useful for performing annual or quarterly inventory counts.

To open the **Reconcile Inventory - Auto** window, select **Inventory Reconciliation - Auto** from the **Functions** menu.

1. Type the Password for the window into the **Password** text-box.
2. Type your Employee Code into the **Employee** text-box, or select it from the **Employee** drop-down list.
3. Type the reason for doing the reconciliation, into the **Reason for Rec.** text-box.
4. You can reconcile inventory for one cabinet in the store at a time. To do this, select the Product Location from the corresponding drop-down list.
5. Select the SKU number for the first item that you are reconciling from the first available SKU drop-down list. If you are using a code scanner, scan the code instead of selecting it from the drop-down list. Repeat this step for all of the inventory items that you are reconciling.
6. The **Clear All** button, clears all of the scanned items from the list. If there is an old reconciliation Clear it first (it is password protected) and then start scanning. DO NOT press the Clear All button during the count.
7. Select the corresponding check boxes to generate the lists you want to compare. We suggest running the differences list, see next page for more detail.

When you are confident about the change, click on the ▶ button to perform the Automated Inventory Reconciliation.





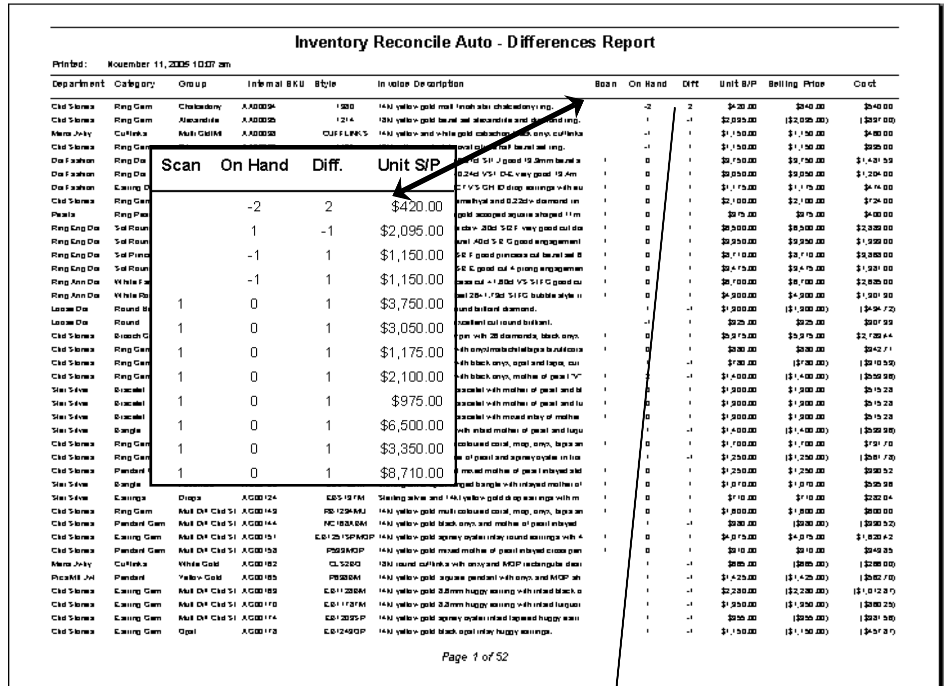
How to use the Differences Report

When comparing the differences list there will be 3 things to focus on before you continue with the auto reconciliation.

The 3 items are scanned, on hand, and difference number. The scanned number is the amount that has been scanned in for this inventory count. The on-hand number is the amount of inventory you currently have in the Executive system. The difference column is the difference between what you have scanned in to what you actually have in the Executive system.

For example: if you scanned in 2 pieces and your current on hand levels in your system are 3 piece then your difference would be -1.

While you are looking over the differences list, highlight any differences that are incorrect so that when you continue on to the next part you are able to fix the errors more efficiently.


Inventory Reconcile Auto - Differences Report

Printed: November 11, 2005 10:07 am

Department | Category | Group | Internal SKU | Style | Invoice Description | Scan | On Hand | Diff | Unit S/P | Selling Price | Cost

Scan	On Hand	Diff.	Unit S/P
	-2	2	$420.00
	1	-1	$2,095.00
	-1	1	$1,150.00
	-1	1	$1,150.00
1	0	1	$3,750.00
1	0	1	$3,050.00
1	0	1	$1,175.00
1	0	1	$2,100.00
1	0	1	$975.00
1	0	1	$6,500.00
1	0	1	$3,350.00
1	0	1	$8,710.00

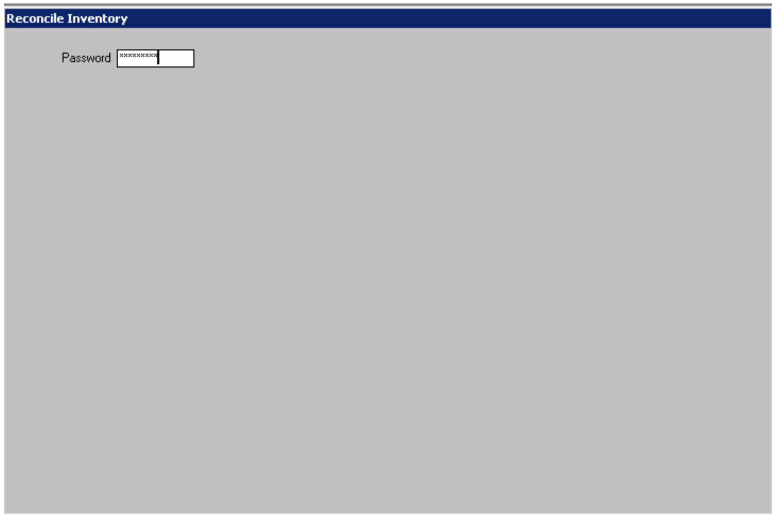
Page 1 of 52

NOTE: Before continuing with the auto reconciliation, take the time to make sure that the differences are correct and then continue on.

7. Type the Reconcile Inventory password into the **Password** text-box. Hit enter and this will take you to the final screen.

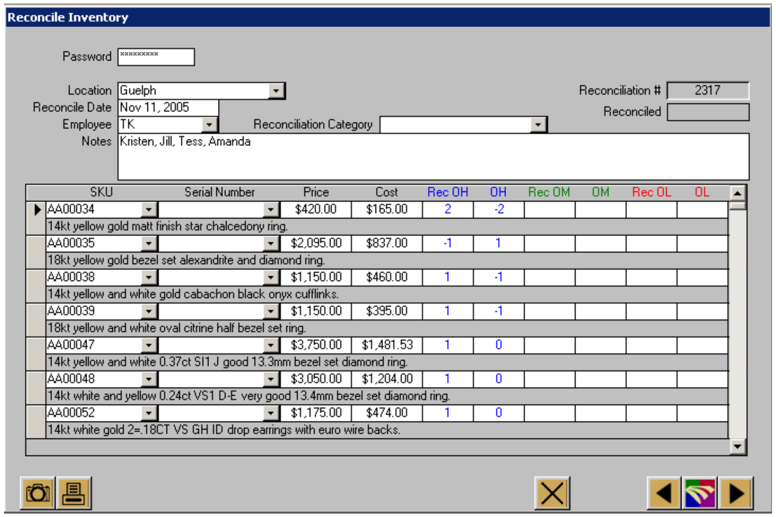
8. In the final screen the **OH number** is the current level in the Executive system. The difference between the **OH** and the **RecOH** level is the amount that will be carried over once the reconciliation is complete. Therefore the difference between these two numbers will be your new inventory levels. Therefore if your **RecOH** displays 2 and the **OH** displays 0 then your new inventory level will be 2, (=RecOH + OH). You can adjust the inventory levels by changing the **RecOH** level.

9. If any inventory piece showing on this last page has a serial number then you must input the serial number at this point. It is critical that you do this or you will not be able to complete your reconciliation.



When you are confident about the change, click on the button to perform the Automated Inventory Reconciliation.

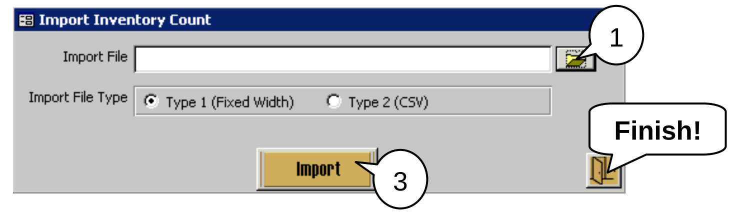
You will receive a confirmation message if the Automated Inventory Reconciliation is successful.

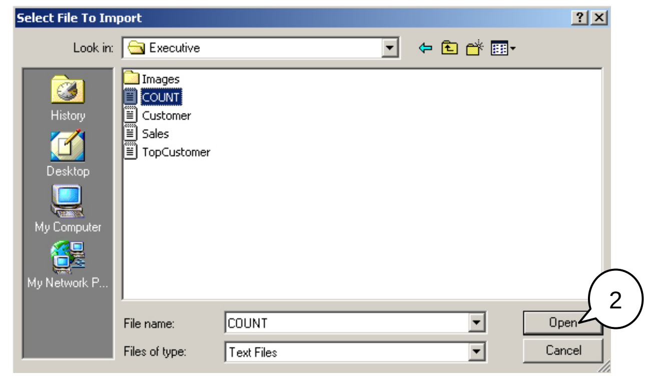


Importing Data from a Handheld Scanner

Purpose

Use this feature to import data from your portable data scanner into Executive.





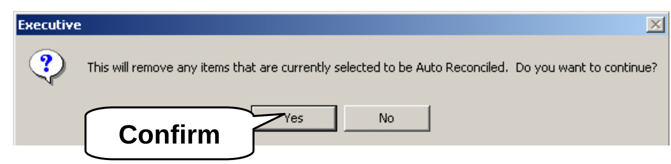
To open the **Import Inventory Count** window, select **Import Reconciliation – Auto File** from the **Functions** menu.

1. Click on the yellow file folder to browse to the text file that you retrieved from the scanner. There are two ways to import the file type. Type 1 is for a fixed width scanner and Type 2 is for a comma-separated scanner. Please check your scanner manual to see which type of file the scanner creates.

2. Once you have found the text file, select it and click on the **Open** button.

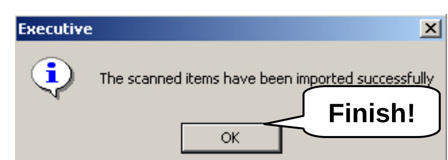
3. Click on the **Import** button to import all the scanned items into the **Reconcile Inventory** window.

Note: The file will overwrite the information already existing in the Reconcile Inventory window. Make sure to check before proceeding.



If the operation is successful, you will receive the following two confirmation messages: This will remove any items that are currently selected to be Auto Reconciled. Do you want to continue? Click **Yes** to confirm.

Please note that you must import the scanned items into the auto reconcile first before adding any items to the auto reconcile manually.



Then a message will pop up stating the scanned items have been imported successfully. Click **OK**.

Complete steps 6 – 9 starting on page 14D-1.

When you have finished, click on the button to save and close the window.

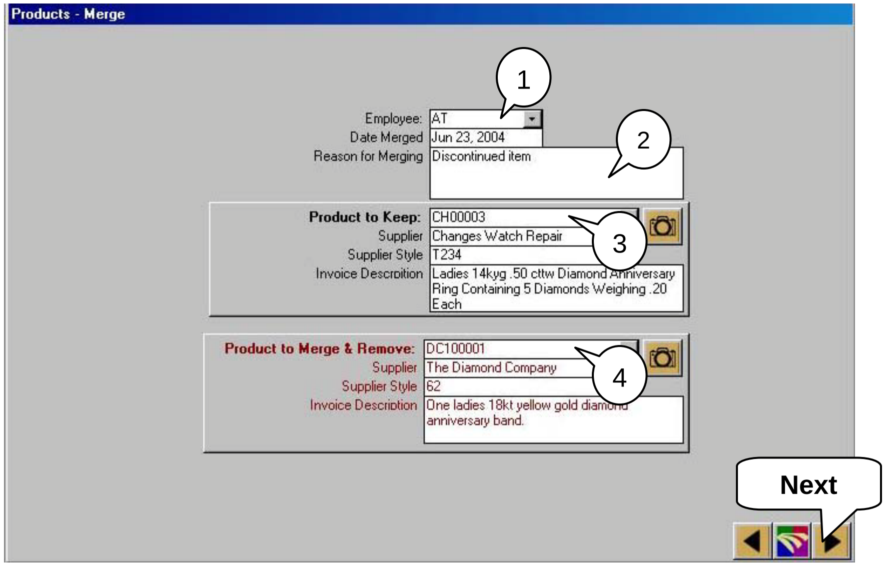
Performing an Inventory Merge

Purpose

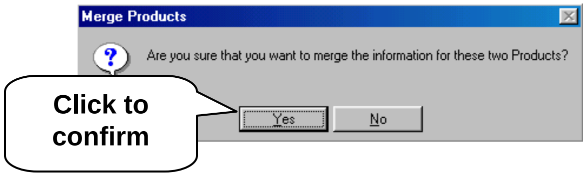
Use this feature to merge the history of one inventory item with that of a second, whereby the first of which is the only item to retain its information in the database.

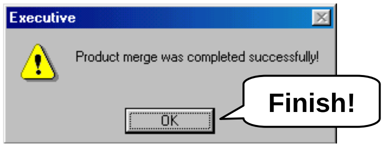
To open the **Products - Merge** window, select **Inventory Merge** from the **Functions** menu.

1. Type your Employee Code into the **Employee** text-box.
2. Type the reason for the Inventory Merge into the **Reason for Merging** text-box.
3. Select the SKU for the product that will be retained during the merge, from the **Product to Keep** drop-down list. The details for this product will appear in the text-boxes below.
4. Select the SKU for the product that will be replaced during the merge, from the **Product to Merge & Remove** drop-down list. The details for this product will appear in the text-boxes below.



Click on the button to perform the merge. If the merge is successful, you will receive the following two confirmation messages:





Marking Down a Product

Purpose

Use this feature to reduce the price of an item, usually for a limited-time promotion or sale.

To open the **Product Mark Down** window, select **Product Mark Down** from the **Functions** menu.

1. Click on the **Select Inventory** button to open the **Product Mark Down Builder** window.

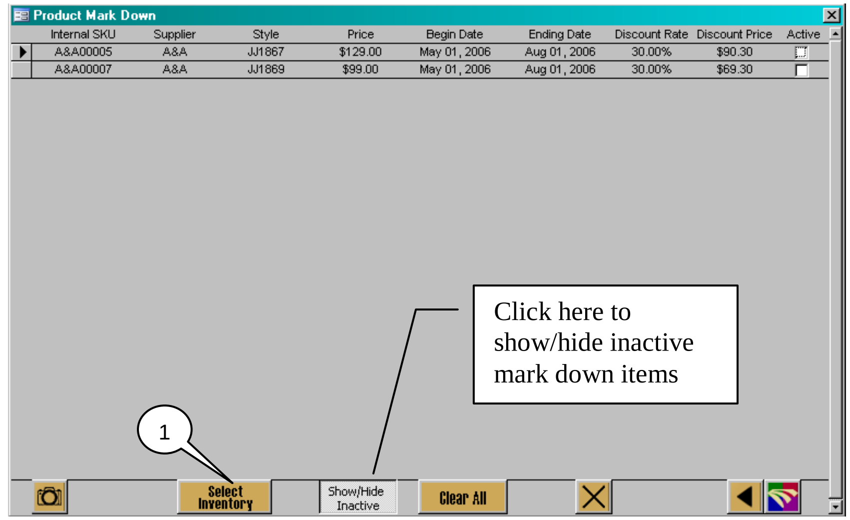
2. Select the supplier for the item(s) you are marking down, from the **Supplier** drop-down list. A list of items that are in stock for that supplier will appear in the area below.

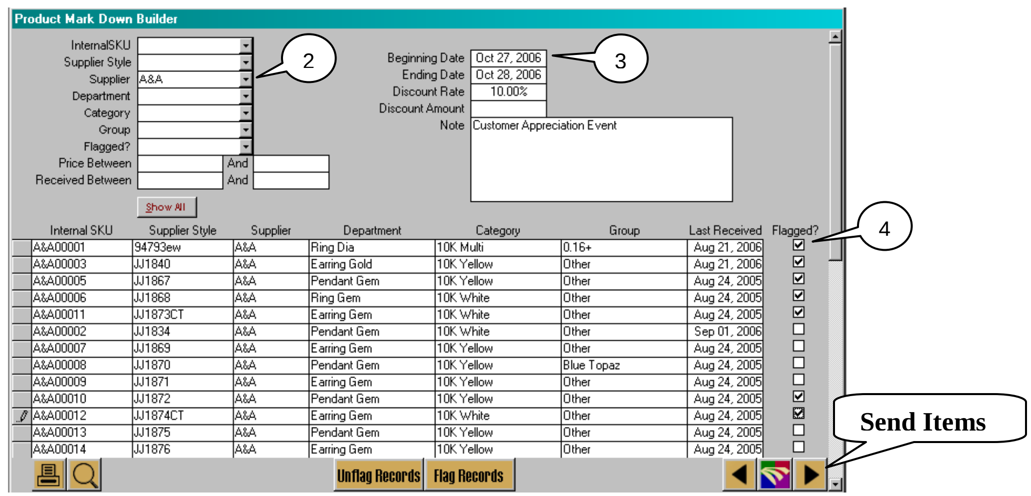
3. Type the start and end dates for the markdown, into the corresponding **Beginning Date** and **Ending Date** text-boxes. Then type the discount decimal value (.1 is 10%) into the **Discount Rate** text-box. If there is a note, enter it into the **Note** text-box.

4. Select the items that you wish to mark down, by clicking on the corresponding **Flagged?** check-box or press the Flag Records button.

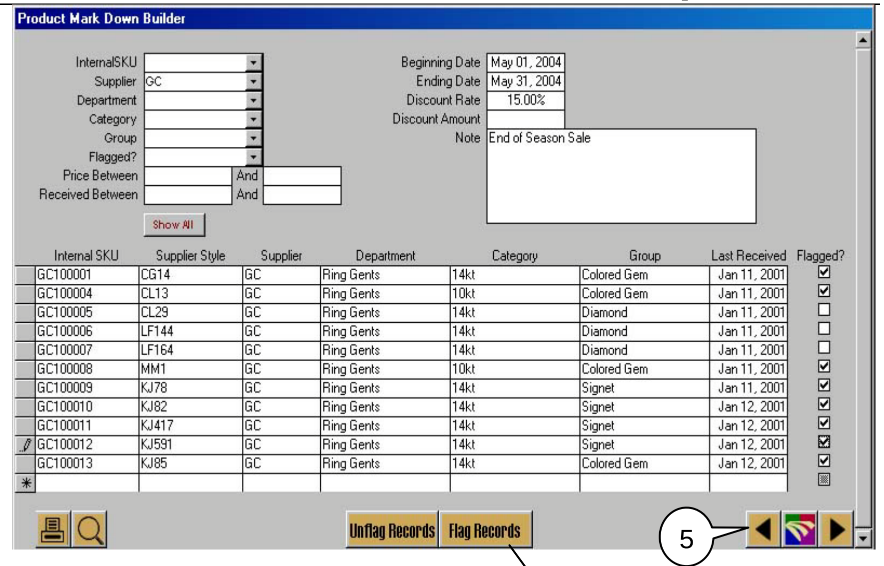
You may also search by Internal SKU, Department, Category, Group, by selecting the criteria from the corresponding drop-down lists. To see all products available, click on the **Show All** button.

When you are finished selecting items, click on the  button to send the flagged items to the **Product Mark Down** window. You will receive a confirmation message.



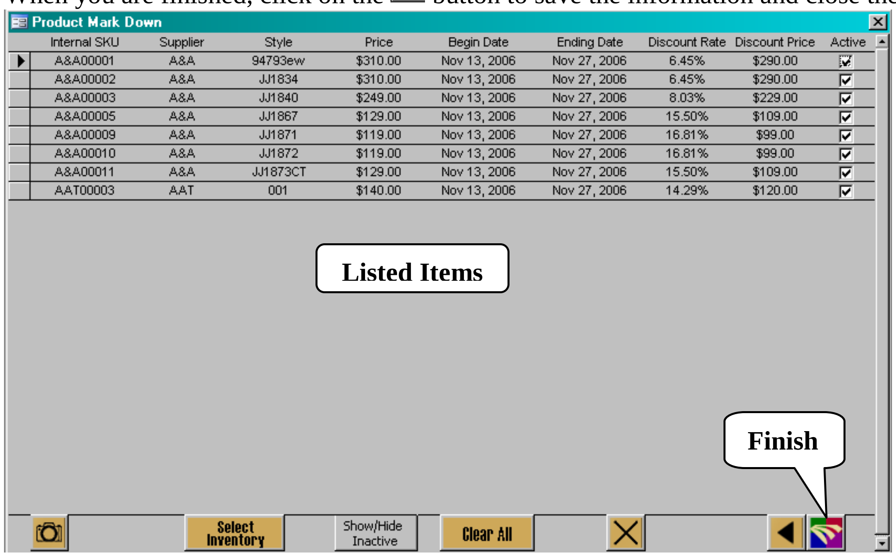


5. After you have confirmed the sent items, click on the button to return to the **Product Mark Down** window. The marked down items will now be listed.



Click here to flag all records in the search list

When you are finished, click on the button to save the information and close the window.

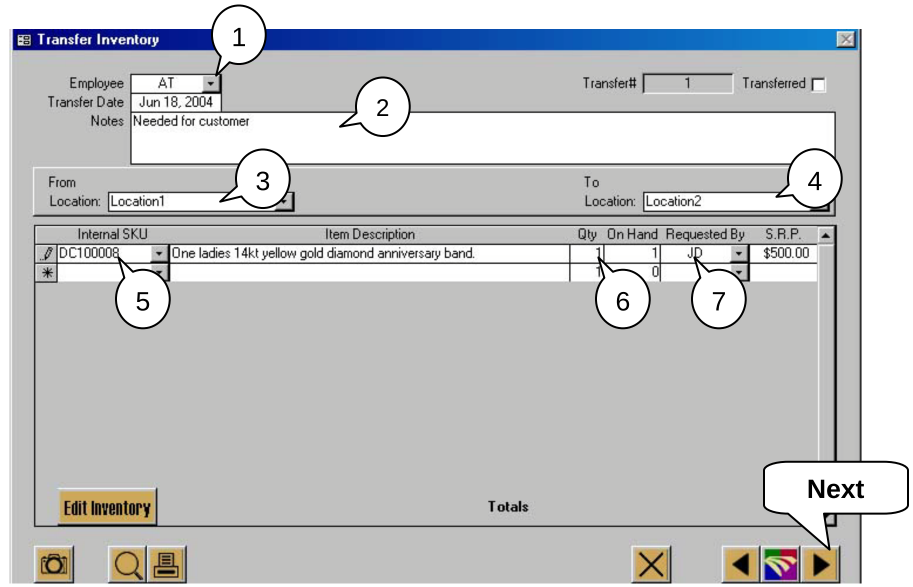


Transferring Inventory

Purpose

Use this feature to transfer inventory from one store location to another.

To open the **Transfer Inventory** window, select **Transfer Inventory** from the **Functions** menu.



1. Type your Employee Code into the **Employee** text-box.

2. Enter the reason for transferring the inventory, into the **Notes** text-box.

3. Select the present location of the item(s) you are transferring, from the **From Location** drop-down list.

4. Select the destination for the item(s) you are transferring, from the **To Location** drop-down list.

5. Select the SKU for the item(s) that are being transferred. The description will then be displayed.

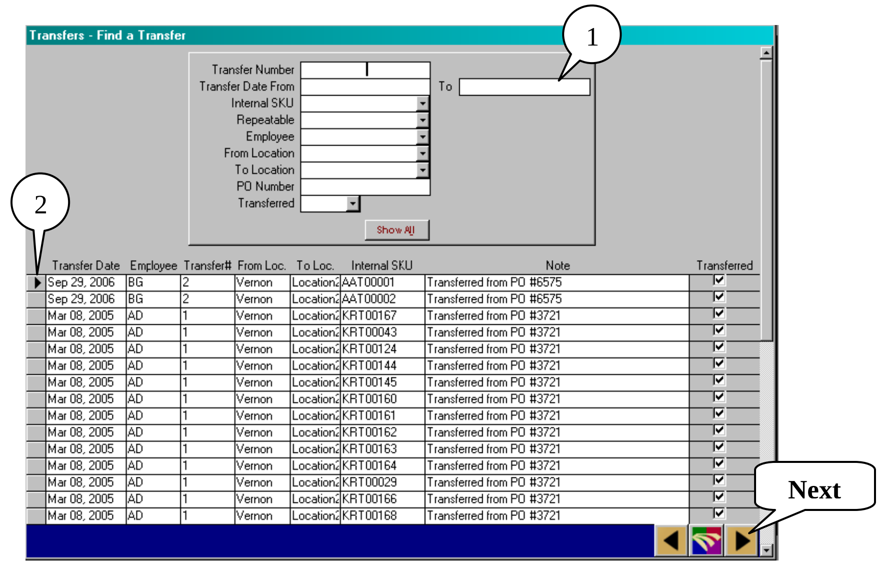
6. Enter the number of items that are being transferred, into the corresponding **Qty** text-box.

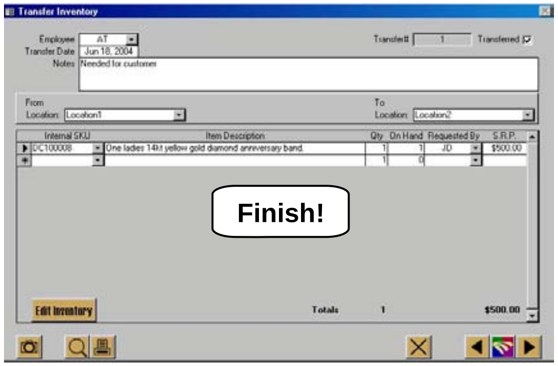
7. Select the Employee Code of the employee requesting the transfer of the item, from the **Requested By** drop-down list.

When you are finished, click on the ▶ button to make the transfer. If the transfer is successful, you will receive a confirmation message.

Finding a Transferred Inventory Instance

To open **Transfers - Find a Transfer** window, select **Transfer Inventory - Find** from the **Functions** menu.





1. Type the date range for when the Inventory Transfer took place, in the corresponding **Transfer Date From/To** text-boxes. Then press the **Enter** key to view the results below.

2. Select the Transfer record you wish to view, and then click on the button to open the **Transfer Inventory** window.

Search Options:

- To search by the transfer number, type in the transfer number in the **Transfer Number** field.

- To search by the item's SKU number, select it from the **Internal SKU** drop-down list.

- To search by the employee who performed the transfer, select that employee's code from the **Employee** drop-down list.

- To search for transfers that were imported into your store, select the other store location from the **From Location** drop-down list.

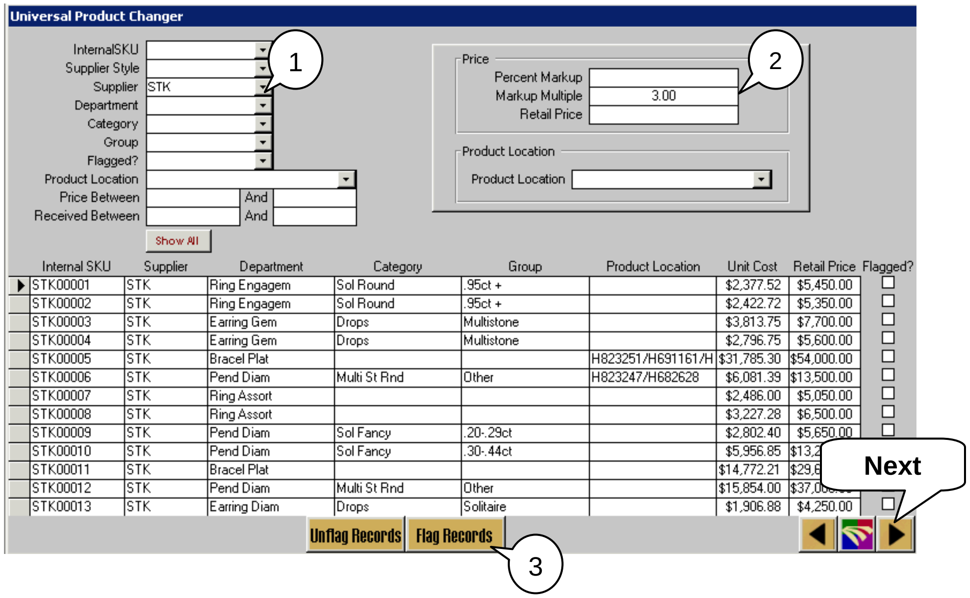
- To search transfers that were exported from your store, select your store location from the **To Location** drop-down list.

- To view only records that have been successfully transferred, select the **Yes** option from the **Transferred** drop-down list (or the **No** option, for not transferred).

Universal Product Changer

Purpose

Use this feature to change the Retail Price of multiple items specified by a markup multiple.



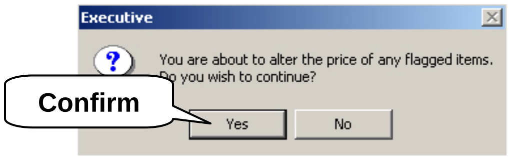
To open the **Universal Product Changer** window, select **Universal Product Changer** from the **Functions** menu.

1. To change the retail price of a group of items, enter the appropriate information in the corresponding text-boxes. For example, to change all STK supplier items, select STK from the **Supplier** drop-down list.

2. Enter the markup as a percentage or a decimal value in the **Percent Markup** field, or enter the markup multiple in the **Markup Multiple** field. To change all the items that are selected to a certain retail price, type the price into the **Retail Price** box and all selected items will be changed to that price.

3. Click on the **Flag Records** button to flag all the items.

Click on the button to perform the operation. If the operation is successful, you will receive the following two confirmation messages:



Note

This feature will automatically place tags in the rattail tag screen for printing.

Marking a Customer Active/Inactive

Purpose

Use this feature to mark multiple customers as active or inactive at once according to a specific criteria.

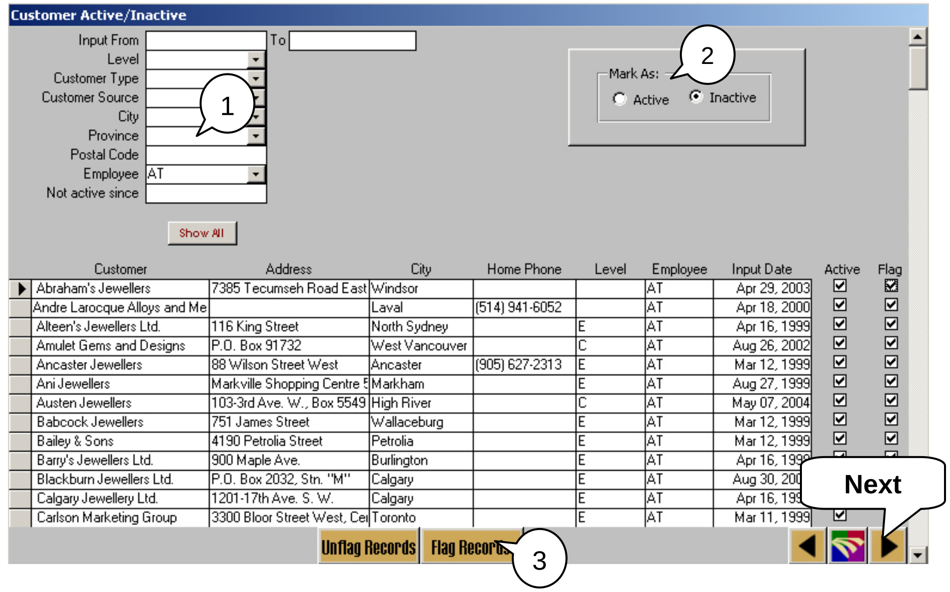
To open the **Customer Active/Inactive** window, select **Customer Active/Inactive** from the **Functions** menu.

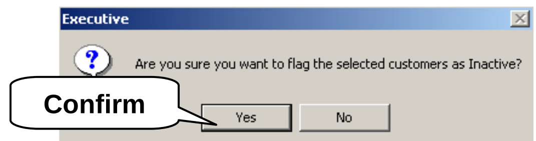
1. To select a group of customers to mark as inactive, enter the appropriate information in the corresponding text-boxes. For example, to mark all customers with employee AT as inactive, select AT from the **Employee** drop-down list.

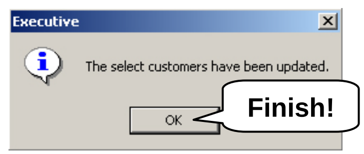
2. Choose the **Inactive** option.

3. Click on the **Flag Records** button to flag all the customers.

Click on the ▶ button to perform the operation. If the operation is successful, you will receive the following two confirmation messages:







Performing a Customer Merge

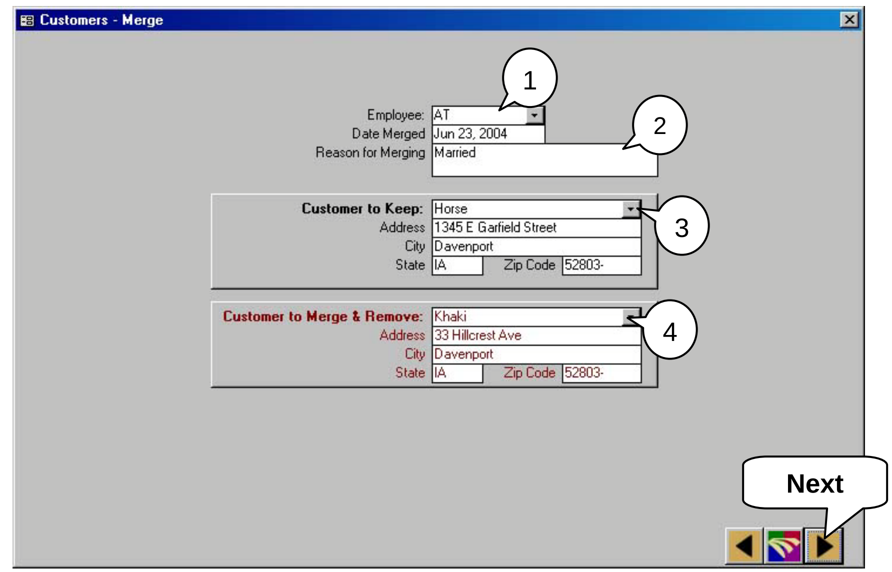
Purpose

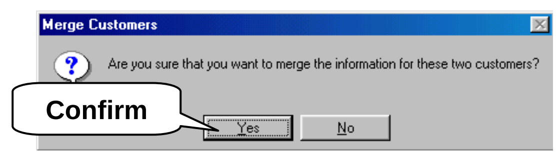
Use this feature to merge the history of one customer with that of a second, whereby the first of which is the only customer to retain a name in the database.

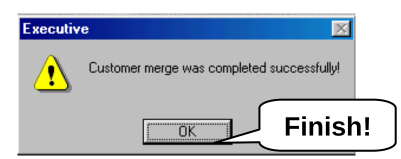
To open the **Customers - Merge** window, select **Customer Merge** from the **Functions** menu.

1. Type your Employee Code into the **Employee** text-box.
2. Enter the reason for the Customer Merge into the **Reason for Merging** text-box.
3. Select the customer whose profile will be retained, from the **Customer to Keep** drop-down list. The customer's address information will appear in the text-boxes below.
4. Select the customer to be replaced during the merge, from the **Customer to Merge & Remove** drop-down list. The customer's address information will appear in the text-boxes below.

Click on the button to perform the merge. If the merge is successful, you will receive the following two confirmation messages:







Tip

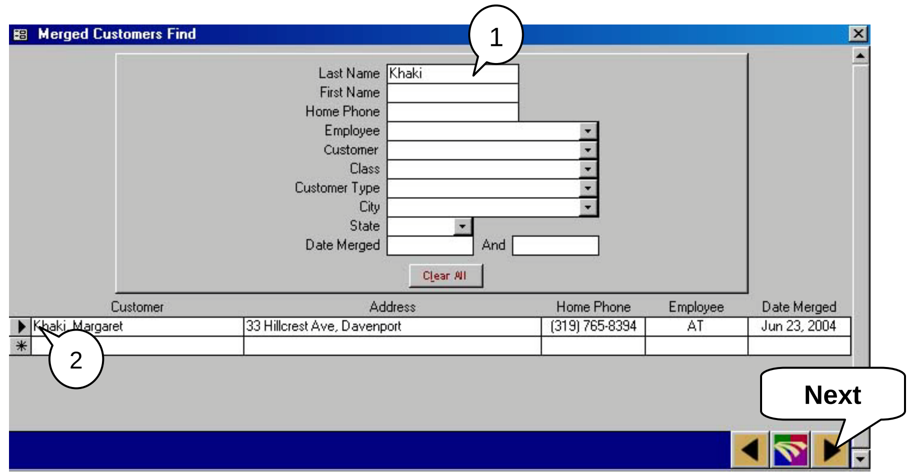
When combining two customers who are married, the customer who was merged and removed must then be entered into the remaining customer's profile as a spouse.

Finding a Previous Customer Merge Instance

To open the **Merged Customers Find** window, select **Customer Merge – Find** from the **Functions** menu.

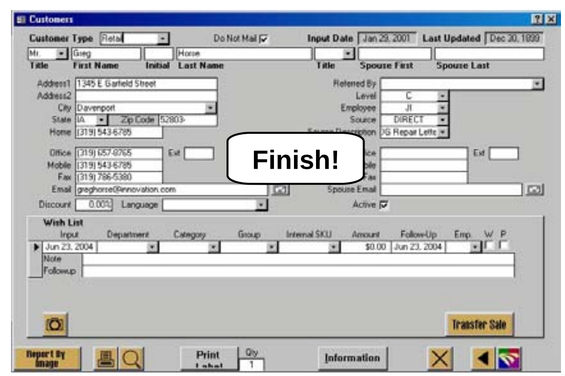
1. Type the surname of the customer who was absorbed during the Customer Merge, into the **Last Name** text-box. Press the **Enter** key to view the search results below.

2. Select the customer from the list, and then click on the  button to view the merged profile.



Search Options:

- To search by the customer's first name and home telephone number with area code, enter the criteria into the corresponding text-boxes.
- To search by the employee who performed the merge, select that employee's code from the **Employee** drop-down list.
- To search by the customer's full name, select it from the **Customer** drop-down list.
- To search by the Class for customer or Customer Type, select the criteria from the corresponding drop-down lists.
- To search by the city or state in which the customer resides, type the criteria into the corresponding text-boxes.
- To search for merges that took place within a specific date range, type the range into the corresponding **Date Merged/And** text-boxes.



Shortcut

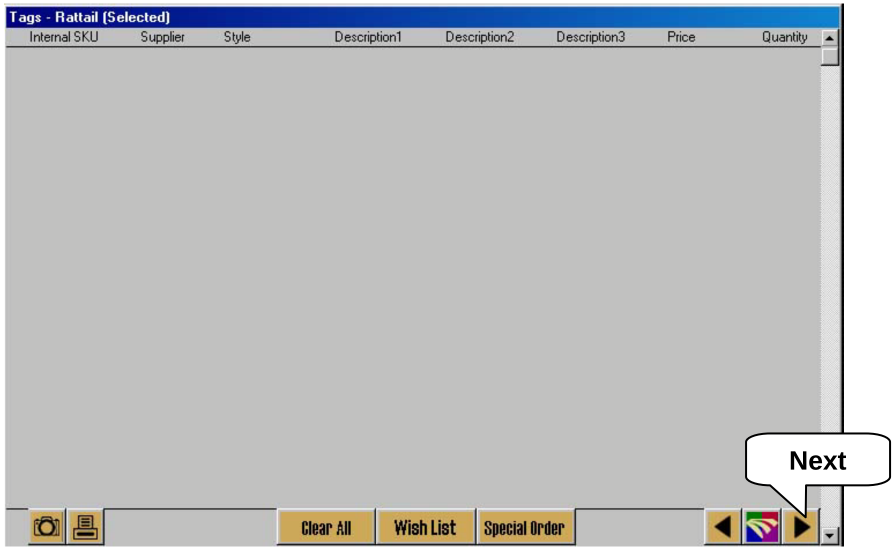
Try double-clicking on the name of the customer whose merge you wish to view.

Chapter 15: Tags

Making Rattail Tags

Purpose

Use this feature to generate the price tags for your items. These tags also include a description for their corresponding items.



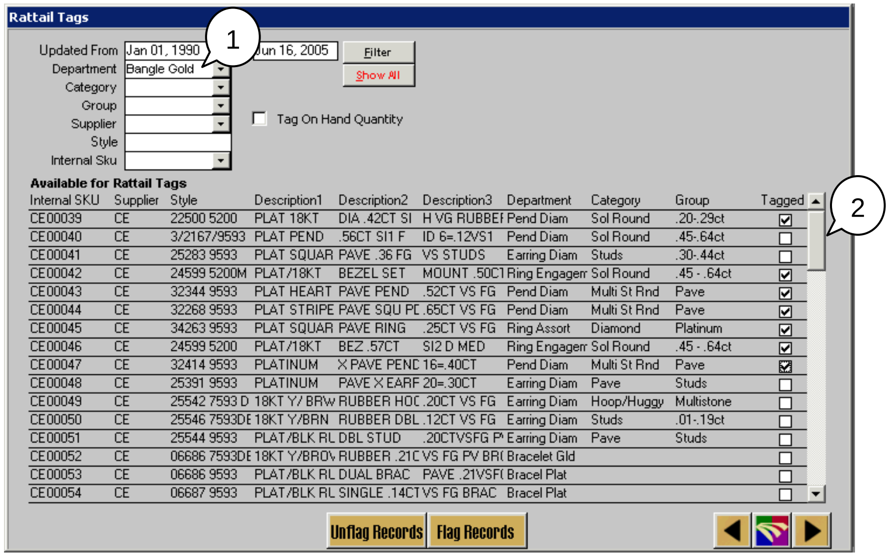
To open the **Tags – Rattail (Selected)** window, select **Select Rattail Tags** from the **Tags** menu.

Click on the button to open the **Retail Tags** window.

1. Select the Department that the items you wish to tag belong to, from the Department drop-down list. The click on the **Filter** button to display the search results in the area below.

You may also sort by Category, Group and Supplier, by select the criteria from the corresponding drop-down list. To search by the Style number, type the Style number into the **Style** text-box.

2. To select the items you wish to make tags for, click on the corresponding **Tagged** check box.



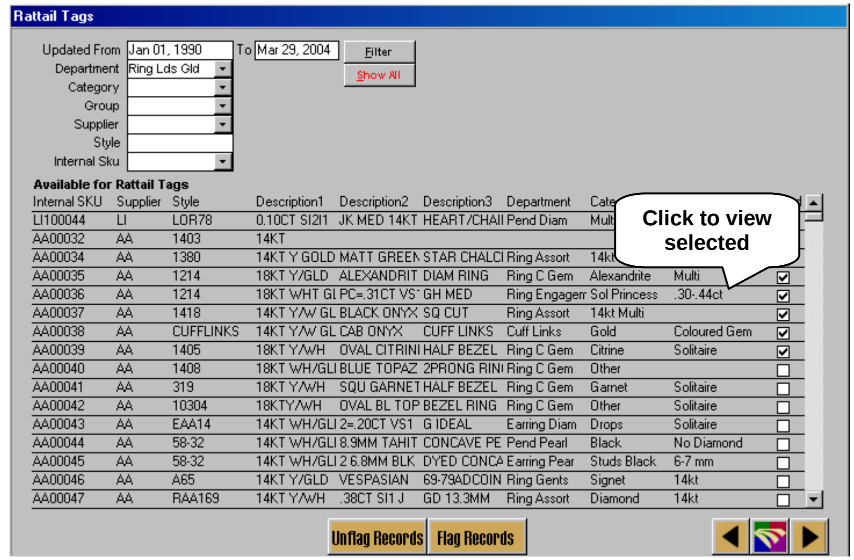
When you are finished selecting the tags you wish to print, click on the button to send the tags to the **Rattail Tags** window.

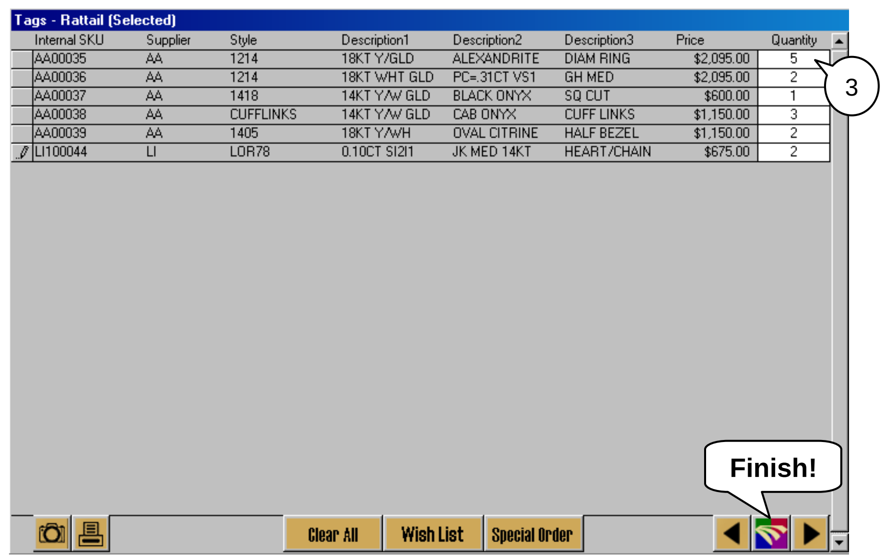
Click on the button to return to the **Tags - Retail (Selected)** screen.

3. The selected items should now be listed for you to view. Type the number of tags to be printed for each item into the corresponding **Quantity** text-boxes.

To clear records that have been tagged, click on the **Clear All** button. Repeat steps 1-3 to add more tags.

When you are finished, click on the button to save the information and close the window.





Related Task

To print Rattail Tags, see the section Printing Rattail Tags 15B-1

Printing Rattail Tags

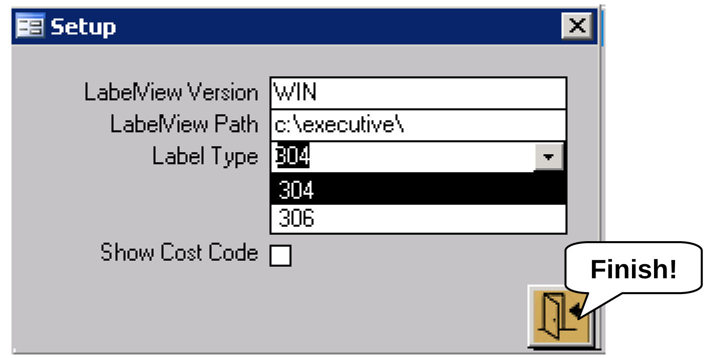
To print Rattail Tags:

1. Complete steps 1-3 from section 15A.

2. Select **Print Rattail Tags** from the **Tags** menu to open the print the tags selected from step 1.

Modifying Setup Rattail Tags

To open the **Setup** window, select **Setup Rattail Tags** from the **Tags** menu.

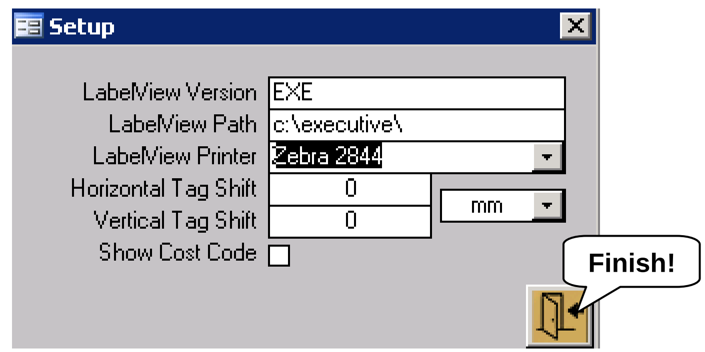


Setup your tags with the following parameters:

Using Windows Drivers:

Version: WIN uses the regular windows drivers, it can only be used for the Citizen CLP 621
Path: C:\Executive\
Label Type: There are two types of labels that can be used 304 and 306 tags.

Using Label View:



Version: EXE
Path: C:\Executive\
Printer: Select one from the drop down list. (Note: The Zebra 2742 is identical to the Zebra 2844).
Horizontal Tag Shift: This will move the text of the tag (a positive value will shift the text right; a negative value will shift the text to the left).
Vertical Tag Shift: This will move the text of the tag up (positive value) or down (negative value).
Show Cost Code: If selected, this will print the cost codes and last received date on the tags in place of **Description3** from the Inventory screen.

When you are finished, click on the  button to save the information and close the window.

Note

Executive Jeweller currently supports the following tag printers:
- Citizen CLP 6002, 7202, 621
- Citoh S4-400
- Datamax E-4203, I-4208
- Zebra T300, TLP 2742, TLP 2844

Custom Tags

To open the window, select **Custom Tags** from the **Tags** menu.

This option allows you to make generic tags for inventory without having it affect the inventory within the program. Each line represents a line available on the actual tag that prints. Each line allows for 13 characters.

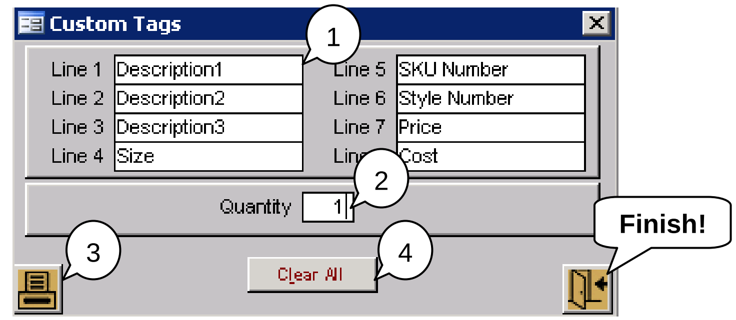
1. Fill in each line with the information that you would like to print on the custom tag.

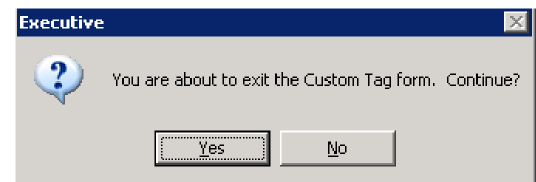
2. In the **Quantity** field select the number of tags you would like to print.

3. Click the printer button to print the tags.

4. To make another custom tag, click the **Clear All** button to clear the information from the screen.

When you are finished, click on the button to close the window. An Executive box will pop up letting you know that “You are about to exit the Custom Tag form. Continue?” If this is what you would like to do click Yes, if you would like to stay in the custom form click No.





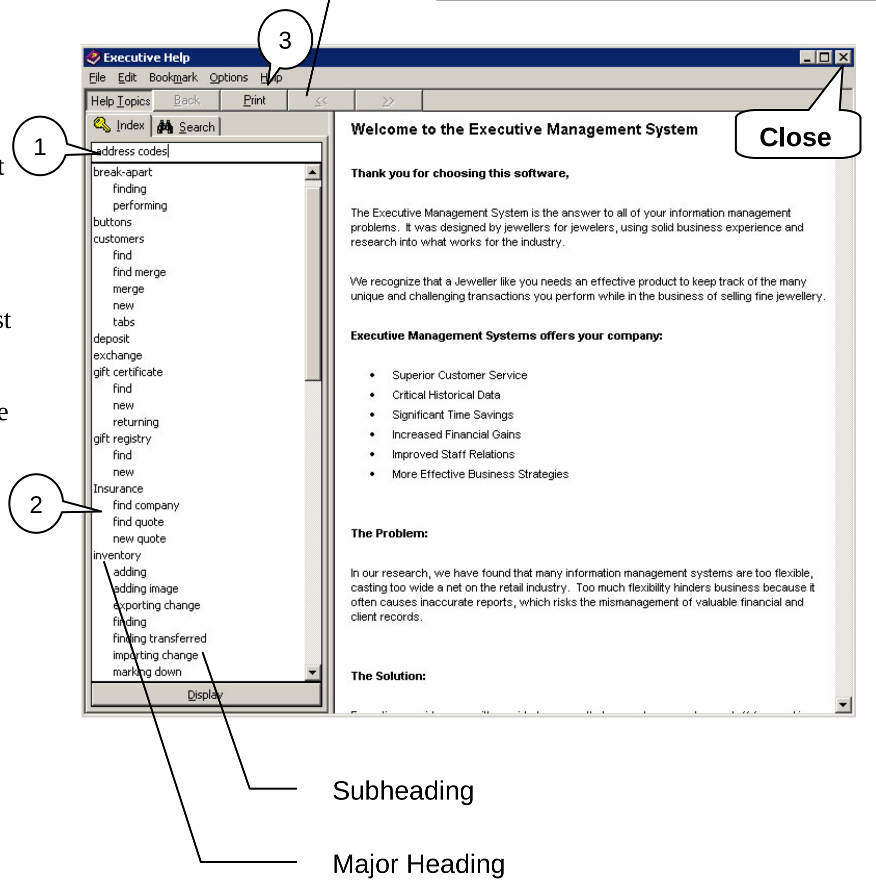
Chapter 16: Help

Executive Help

Purpose

This feature provides a computerized version of the user manual. Refer to Executive Help whenever you have questions regarding a feature or how to complete a task.

If you select a major topic heading (i.e., one that is not indented), you can click on the arrow buttons to scroll through the subheadings for that topic.



This feature allows you to view Executive Help topics in two ways. You can scan through the index (which is the default setting) or search by keyword(s).

To open the **Executive Help** window, from the **Help** option in the menu bar at the top of the screen, select **Executive Help**.

Using the Index Feature

1. Enter a word or phrase in the text field or you may scroll down the list and click on a help topic of your choice.

2. The selected topic help information will be displayed on the right side of the screen. If it does not display right away, you may click on the **Display** button at the bottom of the screen.

3. You may print out the document by clicking on the **Print** button.

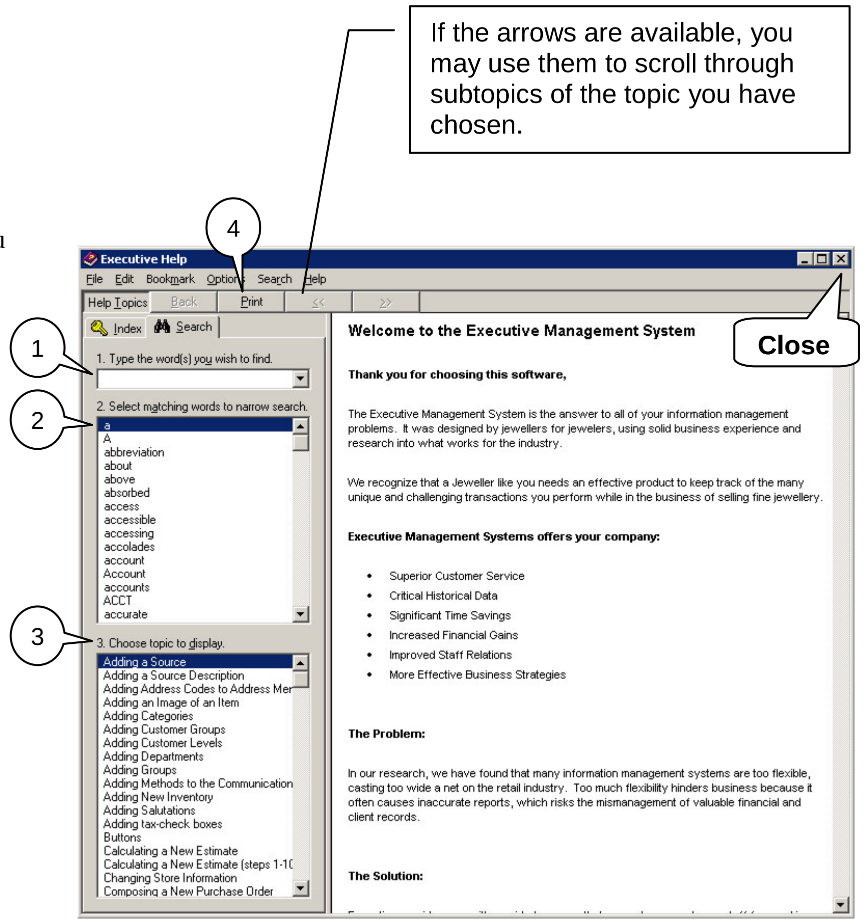
Using the Search Feature

1. Enter a word or phrase that you want to search for in the text field.

2. A list of related words may appear in the second box and you may select one if it applies. If the box remains blank, you will have to try re-entering another word or phrase (see step #1).

3. In the bottom box, several topics will appear. Select the topic that you would like to display and the help information will be displayed on the right side of the screen.

4. You may print out the document by clicking on the **Print** button.



Internal Notes

Purpose

This feature allows employees to communicate with each other.

This feature allows employees to enter comments, reminders, notes, etc., to communicate with anyone else who works within the company.

To open the **Internal Notes** window, from the **Help** option in the menu bar at the top of the screen, select **Internal Notes**.

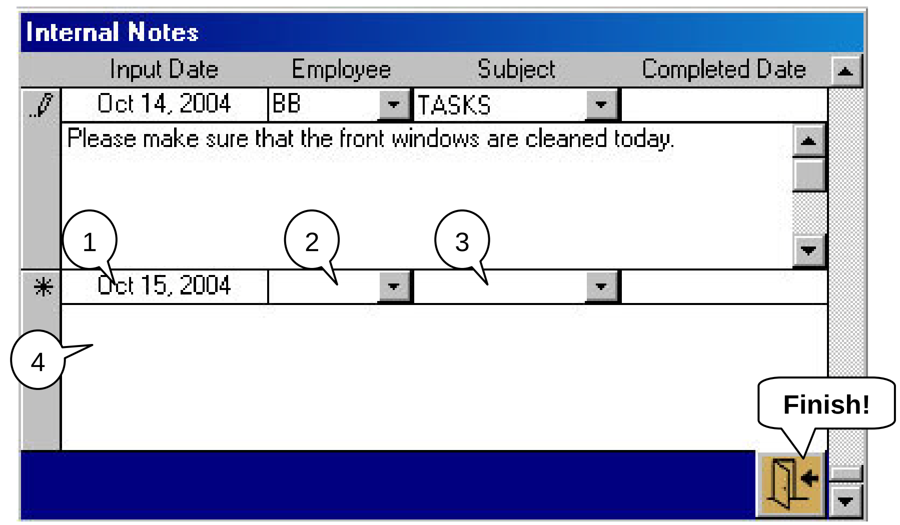
To enter a new Internal Note:

1. Scroll down to the next available blank entry. The current date will be already displayed in the **Input Date** field.

2. Enter your employee code in the **Employee** field or select it from the drop-down list.

3. Enter the subject code in the **Subject** field or select it from the drop-down list. This subject pertains to the topic of the note you are entering.

4. Enter the note in the text field.



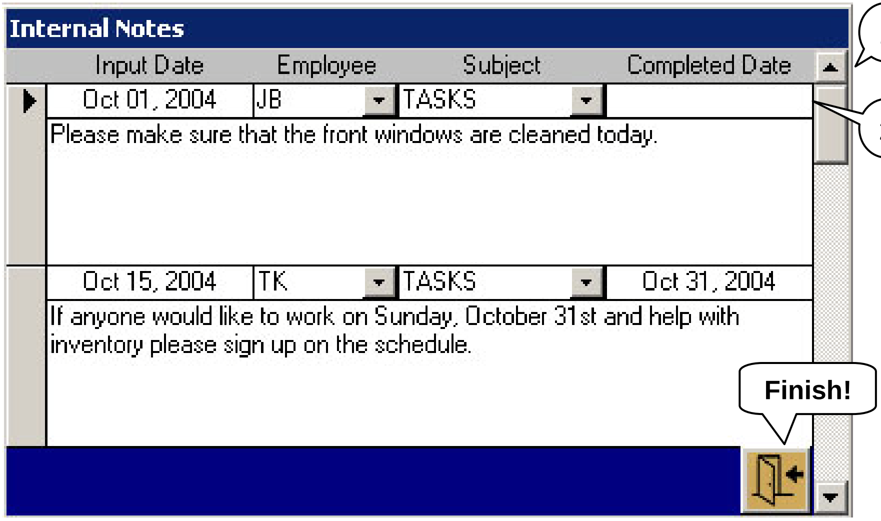
When you have finished entering in the message, you can enter another internal note by following steps 1 - 4 as listed above, or click on the button to exit out of the screen.

To view an existing Internal Note:

1. Use the scroll bar to scroll through the existing internal notes to find the one you are looking for.

2. If the note requires that it be looked into (i.e., perhaps it is a sale that needs a follow-up), you can enter the date in the Completed Date field.

When you have finished viewing/editing the internal note(s),click on the button to exit out of the screen.



Related Task

You may print out Internal Notes. Please refer to Section **16C Internal Notes Reports**.

Internal Note Reports

Purpose

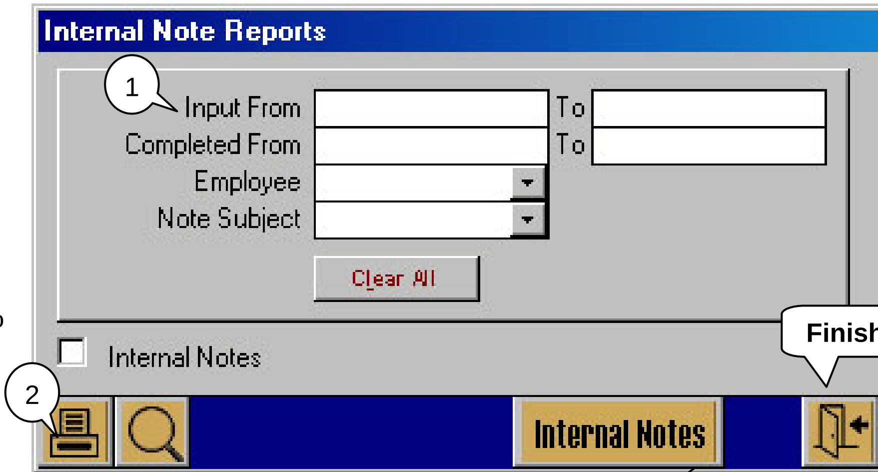
This feature allows you to print out internal notes for record keeping or viewing purposes.

To open the **Internal Note Reports** window, from the **Help** option in the menu bar at the top of the screen, select **Internal Note Reports**.

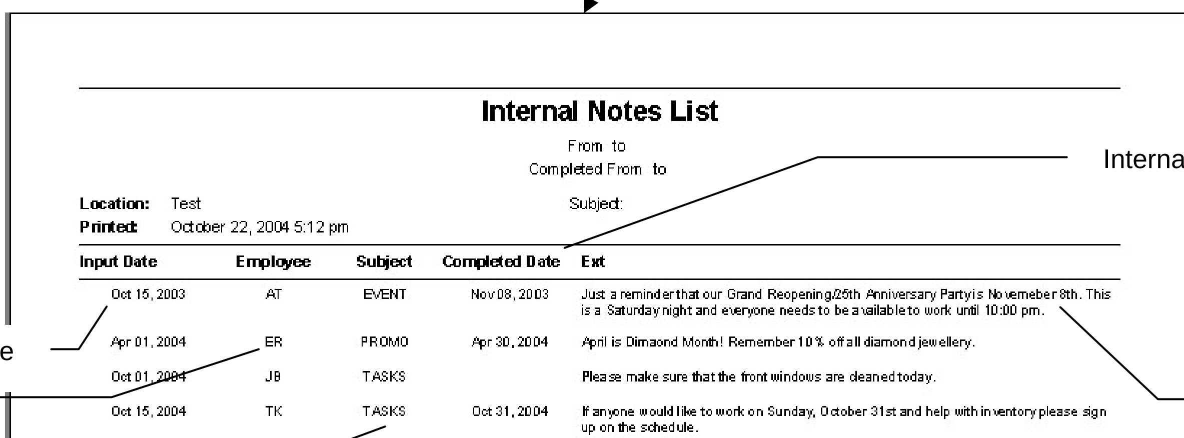
To generate an **Internal Note Report**:

1. You may enter in any filtering criteria for the report you would like to generate, such **as Input From** dates, **Completed From** dates, **Employee Code** or **Note Subject**. **Note**: Leaving the fields blank will generate a report for all internal notes entered.
2. Check off the **Internal Notes** box.
3. Click on the button to print the internal notes report or the button to view the report prior to printing.

When you have finished, click on the button to exit out of the screen.



Click on this button to go to the Internal Notes screen.



Internal Notes List

From to

Completed From to

Location: Test

Printed: October 22, 2004 5:12 pm

Subject:

Input Date	Employee	Subject	Completed Date	Ext
Oct 15, 2003	AT	EVENT	Nov 08, 2003	Just a reminder that our Grand Reopening/25th Anniversary Party is Novemeber 8th. This is a Saturday night and everyone needs to be available to work until 10:00 pm.
Apr 01, 2004	ER	PROMO	Apr 30, 2004	April is Dimaond Month! Remember 10% off all diamond jewellery.
Oct 01, 2004	JB	TASKS		Please make sure that the front windows are cleaned today.
Oct 15, 2004	TK	TASKS	Oct 31, 2004	If anyone would like to work on Sunday, October 31st and help with inventory please sign up on the schedule.

Internal Note Completed Date

Internal Note Input Date

Employee Code

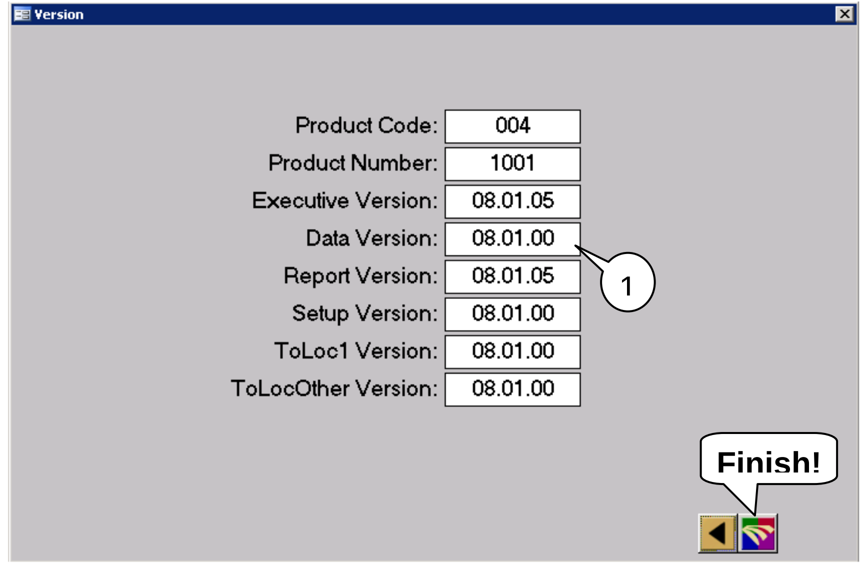
Internal Notes text

Internal Note Subject

Version

Purpose

This feature allows you to view your Executive versions for the front ends and data to assist with program troubleshooting.



To open the **Version** window, from the **Help** option in the menu bar at the top of the screen, select **Version**.

1. The versions for the corresponding Executive program components are listed in the fields adjacent to the description.

When you are finished, click on the  button to close the window.

Glossary

Account Payment: a payment made towards invoices that have outstanding balances owing, either from Deferring Payment, or Layaway.

Appraisal: a document appraising the value of the item, for insurance or taxation purposes.

Break Apart: separating an inventory item into its base components, and using some or all of those components in the alteration or enhancement of another inventory item.

Consignment: an inventory item for sale that the store itself does not own.

Custom Work: a description of any enhancements made to an item, based on the wishes of the customer.

Customer: a person has made a purchase from the store, and whose details are recorded by Executive.

Customer Merge: merging the history of one customer with that of a second, the first of which is the only customer to retain her name in the database.

Deposit: occurs when the customer decides to make a payment (deposit) that will be used towards an as of yet, undetermined future purchase.

Employee Code: a 2 or 3-letter code that represents an employee to Executive. Employees use this code when making all transactions.

Estimate: a statement indicating the likely cost of some Job Bag.

Gift Certificate: a voucher that can be redeemed for items, based on its printed dollar value

Gift Registry: a record of items desired by a customer for some future event, such as a wedding or anniversary. This record is available for people other than the customer to use to make purchases for that customer.

Insurance Quote: a statement outlining the circumstances regarding a lost or damaged insured item, and its repair or replacement value.

Internal SKU: a numerical code that is given to all items at the time they are received into the store's inventory.

Inventory Merge: merging the history of one inventory item with that of a second, the first of which is the only item to retain its name in the database.

Inventory Reconciliation: the act of modifying the inventory database to match the actual inventory on hand.

Item: a product that exists, existed or will exist in the store or warehouse at some time.

Job Bag: an Appraisal, Custom Work, Stock Item, or Repair, conducted by the staff at the store.

Layaway: occurs when a customer makes a partial payment for an item, and does not receive that item until the balance owing is paid.

Markup: the amount of money added to the cost of an item to determine the asking price.

Memorandum: a written promise to return a specified inventory item on demand or on a certain day.

Product Mark Down: the temporary reducing of an item's sale price, usually for some promotion, clearing of inventory, or discontinued item.

Purchase Order: a document used to request a company or person to supply a product or service in return for payment.

Rattail Tag: a long tailed tag that you attach to an item, which contains that items description and price.

Repair: a description of the work and supplies used to repair an item, and the cost of the materials and billable hours.

Sale: a record of the purchase transaction made by a customer for an inventory item.

Scrap Bin: a record of the unused items that were separated during a break-apart.

Special Order: a purchase order made for an item that is usually in stock, but is currently out stock, and is required for a customer by a certain date.

Supplier: someone whose business is to supply a particular service or commodity to your store.

Troubleshooting Tips

Problem	Solution
Some of my Barcode tags won't print.	Check to make sure that the Supplier Code names don't contain any symbols or special characters. They may only contain a combination of letters and/or numbers for them to print successfully.
The **Main Switchboard** is too big on my screen for my liking.	From the **Settings** tab on the **MS Windows Display Properties** window, make sure that the **Screen Area** slider is set to a value of 800 X 600 or greater. Alternatively, reduce the default font size from the **Appearance** tab on the **MS Windows Display Properties** window.
When I try to insert an image, I receive an error message "Error #76, Path not found".	Make sure that Executive is looking in the right folder for the image files. From the **Store Setup** window (see the section **Changing System Options 1L-6**), type the following into the **Image Folder** text-box: x:\executive\images\ where x is the drive letter to your server.
When I click on the **Reports** button, it doesn't open the Reports database.	The software may be trying to use your own verson of MS Access to open the Reports database. From the **Store Setup** window (see the section **Changing System Options 1L-6**), type the following into the **Report Startup** text-box: c:\Executive\Office\Msaccess.exe /runtime /wrkgrp c:\Executive\system.mdw c:\Executive\ExecutiveReports.mdb
When I print an Appraisal Certificate, nothing prints under the **Containing** heading.	Check to make sure that there is information entered into the text-boxes in the **Stones** tab section. Double click on a text-box to modify its contents. From the **Appraisals** window, click on the  button in the **Stones** tab section. This will generate the Appraisal Certficate Description.

Problem	Solution
When I try to print my Rattail Tags, I get an error message and they won't print.	Check to make sure that Executive is looking in the right folder for the Barcode program that prints the labels. Choose Setup Rattail Tags from the Tags menu to open the **Setup** window (see the section **Modifying Setup Rattail Tags 15C**). Type the following file path in the LabelView Path text-box: c: \executive
Executive wants me to enter in a Zip Code when I want a Postal Code (or vice versa).	Check to make sure that the correct Country is specified for the State or Province you have entered into the Address text-boxes. For example, if USA is selected, then Executive will expect a Zip Code formatted entry.
My supplier won't appear on the **Supplier** drop-down list for the right Job Bag window.	The person who entered the supplier into Executive, may not have selected the proper supplier groups. Check the supplier's details to make sure that the appropriate job bag group is selected (see the section **Entering in a New Supplier 2A**). The options are: Inventory, Appraisals, Custom Work, Repair
The Spell-check feature on the Notes window doesn't work.	The spell check feature requires that you have a full version of MS Access installed on your computer. When computers are networked, each computer must still have MS Access installed.
I changed my Employee Code, and now all of my past sales information won't appear in the reports.	When you change your Employee Code, it doesn't change the code entered into your past sales. You will need to change your code back to the old one for those sales to appear in the report.
I manually changed an Inventory Level for an item in the Inventory window, but when I closed the window, the inventory change wasn't saved.	You must use a Purchase Order to change inventory Levels (see the section **Creating a New Purchase Order 4A**). Alternatively, you may Reconcile the inventory (see the section **Reconciling Inventory 14C**).
I redeemed a customer's Gift Certificate, but it is not showing as having been used.	When making a sale using a Gift Certificate, you must enter the Gift Certificate Number into the **Reference Number** text-box on the **Payments** window. This will tell Executive to remove the Gift Certificate from available use.

Problem	Solution
Why is my sales Invoice Number -1 when I start the sale?	This is normal, and allows for multiple sales and layaway windows to be open at once. Once the sale has been completed, the true Invoice Number will be calculated.
What happens to the unfinished sales that I entered?	You must manually delete all unfinished sales. To do this, first find the unfinished (negative) sales (see section **Finding a Previously Entered Sale 8B**). Then click on the  button to delete the sales record. Alternatively, you may select several sales records listed in the **Sales – Find a Sale** window, and then press the **Delete** key.
Why are some items listed in inventory more than once?	This can happen when there is more than one stone or metal in the item. This allows for a more thorough inventory search. In this case, it is a normal thing to see.
Why are my SKUs showing incorrect inventory levels?	Try running the SKU History Report to see a breakdown of all operations related to the SKU. Refer to Section 5G-1 in the Reports Manual for details. **Note**: Inventory leves are not adjusted if either "Inventory Item" or "Consignment" is not checked in the Inventory screen.
What is my password for the Password Form?	By default, it should be the letter 'p', unless it has been changed.
What is the meaning of this message "Execution of this application has stopped due to a run-time error. The application can't continue and will be shutdown."	This error message can be caused by hardware or system problems, which often includes running out of memory. First, check to see if all the computers are giving the same error message. If yes, notify all users to log out of Executive and compact **ExecutiveData**. If not, compact **Executive** or **ExecutiveReports** (whichever one is giving the error) on the computer that is generating the error. If the problem persists, contact technical support to have your **Executive** or **ExecutiveReports** frontend replaced.
Why are my invoices printing on an 8.5" by 11" paper?	In Maintenance, Customer, Receipt Choices, change the Receipt Type to 3INCH for the type of customer you are printing the invoice for.
What is the difference between **Inventory Item** and **Consignment**?	Inventory Item refers to items that your store has been invoiced for and belongs to your stock. Consignment refers to items that have been received on memo and are not owned by your store.
How do I hide inventory details such as, cost on my cash computer?	In Maintenance, System, Store Setup, check the Inventory Details box located to the right of the window under the Password Field.

Website Information

Client Website:

To better serve and inform you, we have created a **Client Login** portion of our website. The page has been setup to give you access to electronic versions of the most up to date manual, software components, user tips, frequently asked questions and much more.

To login into the website:

1. Type www.executivejeweller.com into the address bar.
2. Click on Client Login, and page will pop up for your username and password.
3. User name: ________________________ Password: ________________________
4. Click the Sign In button. Use the vertical blue bar to navigate through the different information.
5. Remember to Logout of the site by clicking on Client Log Out!

Contact Us:

If you have any trouble with logging into the website please feel free to call technical support at 1.866.808.3932 Ext. 1 and someone will help to resolve your problems!

USER MANUAL CHANGES MADE (2008)

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