QuickStore®

Quick Start Guide

For support in the U.S. visit:

www.waspbarcode.com

or in the United Kingdom visit:

www.waspbarcode.co.uk

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1. INTRODUCTION

WELCOME!

Thank you for purchasing Wasp QuickStore®. Your decision to use the industry's premier point of sale (POS) and inventory-tracking software package puts you in good company. Retailers around the country are already enjoying the benefits of having a system specifically designed with their unique needs in mind. With Wasp QuickStore you can easily check out your customers, keep track of inventory, create purchase orders with a single button, generate clear and comprehensive reports, handle complicated special orders, print bar-coded price tags, take physical inventories, track accounts receivable, and much more. We're sure that you will find the ease, convenience, and time you save over any other conventional method of point of sale and inventory tracking so impressive, you'll wonder how you ever did without it!

What you'll find in this book.

This manual contains all the information necessary to install Wasp QuickStore, to customize the settings for your store, to set up your inventory and print price tags for each item, to process your first customer checkout, and to order and receive merchandise from a vendor. While it is designed to take you step-by-step through the process of getting your store on-line, feel free to skip directly to the sections that you have questions about.

Where to find more information.

The best place to find answers to questions regarding Wasp QuickStore is right in the program itself. The on-line Help system is specifically designed to be comprehensive and available at your fingertips. Whenever you would like help on a particular section or screen, hit the F1 key to launch the internal Help system. For program training, go to the **Help > On-Screen Tutorials** menu item, find the tutorial you would like to view, select **Play**, and a tutorial will walk you through the topic you selected.

PRODUCT INFORMATION

Registering this Product

All copies of Wasp QuickStore must be registered with Wasp Barcode Technologies within 10 days of your installation. When you receive your copy of Wasp QuickStore, enter the license number that was provided with the software. Entering the license number will enable the software to function for 10 days.

To fully register the product, please call Wasp Barcode Technologies. Visit our website at www.waspbarcode.com or www.waspbarcode.co.uk for current hours of operation. You will be asked to provide your software license number and company information. Once your license number has been verified, you will be provided with a registration code.

Technical Support

Free technical support is available to users with an up to date maintenance agreement. You can purchase a maintenance agreement from our website or by calling our sales department.

Product Updates

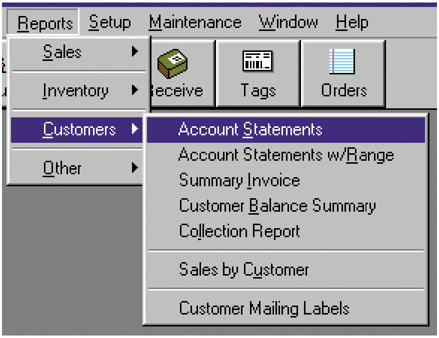
Your purchase of Wasp QuickStore includes all patches and updates for that version of the software. You will need to purchase a product update subscription to get the next full product version.

DOCUMENT CONVENTIONS

Typeface Conventions

Italics	Indicates what to type at the keyboard, such as ***Enter your store name here.***
SMALL CAPS	Indicates keystrokes to enter at the keyboard such as ENTER or F1 and mouse operations such as RIGHT-CLICK.

Boldface Indicates commands or options from a menu. Using arrows indicates a submenu. For example, selecting the Account Statements Report would be written as **Reports > Customers > Account Statements.**



Keyboard Conventions

F1 Indicates a single keystroke. In this case, press and release the F1 key.

ALT+X or ALT+X, Y Indicates a combination of keystrokes. In this case, hold down the ALT key and press the X key, then release both keys. In the second example, hold down the ALT key, then press and release the X key, then press and release the Y key.

Versions

Wasp QuickStore is available in three versions - Standard, Professional, and Enterprise. Unless specifically noted, a particular feature or item typically applies to all versions of Wasp QuickStore.

INSTALLATION

System Requirements

Required:
XPSP2, 2000 SP4, 2003 Server, Vista
Pentium 2 or higher processor
256MB RAM, 512MB recommended
100MB hard drive space available
800x600 Color Monitor
Printer
Network cards and cable (if a network environment)

Optional: See www.waspbarcode.com or www.waspbarcode.co.uk for POS accessories.

Single User Installation

Installing the software is easy. First, ensure that no other programs are currently running in Windows. If you are installing from CD, insert the CD into your CD-ROM drive. If the installation wizard does not automatically start, Press **Start > Run.** Type: D:\Setup and press ENTER (if your CD-ROM is a different drive letter, substitute that letter for 'D'). Follow the on-screen instructions.

Network Installation

The recommended method for installing Wasp QuickStore in a network environment is to install one copy of the program on a Server, and have all Workstations run that installation. This method is easier to set up, and far easier to upgrade than installing the program files on each machine.

To install Wasp QuickStore in a network environment, you will need to have previously installed the network cards and cable, and have configured your computers with the proper network protocols. You must then decide which machine you want to be the Server (the computer that will store the program and data files). Generally, it should be the fastest, most powerful computer within your network. All other computers on the network will be considered Workstations and will access the data and program files installed on the Server. You will be prompted for this information during installation.

Before You Begin

Map a drive letter from each Workstation to the Server.

Server Installation Summary

Run the installation program on the Server using the installation set as described in the Single User Installation. Select **Single Computer or Server Installation** as the Installation Type when prompted. Set the installation directory to C:\WQS where C: is the drive letter to the server.

Workstation Installation Summary

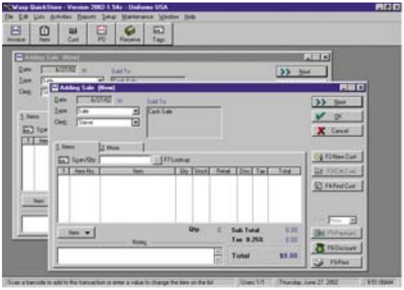
Using the mapped drive letter from each workstation run “Set Up Workstation AccessWQS.exe”. The setup routine will create a shortcut to QuickStore on your desktop. No other files will be copied to the workstaions. Source registry entries and settings may be modified to allow the workstation to function.

2. FUNDAMENTALS

NAVIGATING WITH WINDOWS

This section is provided to familiarize users who are unaccustomed to working with computers and the Windows operating system with some basic terms. If you are already familiar with the Windows operating system in general, you may wish to skip this section.

Multiple Windows



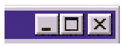
Wasp QuickStore allows you to open a number of separate windows simultaneously once the program is started. This feature enables you to work on multiple tasks without completely stopping the current task first. For example, you could be in the middle of checking out a customer in the Sales Entry screen when the customer decides to shop for another item. In this situation, you could start another sale, complete it, then pick up the first sale where you left it. When multiple windows are open, the window that is currently active will usually be the top-most window in the application and the window's title bar will be shown with the active coloring scheme. You can switch between active windows by using the mouse and clicking the window, or by using the **Window** menu on the application's menu. If you select the **Window** option on the application's menu, you will see a listing of all open windows at the bottom of the menu. The "active" window will have a check mark next to the window's title.

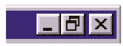
Resizing Windows

Some windows in Wasp QuickStore can be resized by using the mouse. Placing the mouse at the edge of a resizeable window (usually only Lists are resizeable), enables you to click and drag the window to the desired size. There is also the option to maximize a resizeable window from the application's menu by selecting **Window > Maximize** or by pressing CTRL+F5.

Hint: If you prefer all resizeable windows to always open to their maximum size, activate the option "Always maximize screens on open" from Setup > This Computer > General Tab.

Minimize, Maximize, and Close





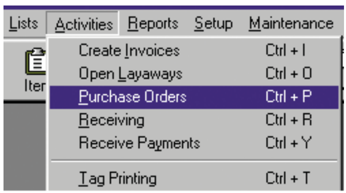
Sometimes you may want to keep a window open, but shrink it down to an icon so that it is out of the way. To do this you would Minimize the window. To expand a window to the full size of your screen, you would Maximize the window. To shut down a window (or the entire application for that matter), you would Close the window. You may also close a window by pressing the ESC key. Look at the top right corner of the window and you will notice the buttons illustrated above.

From left to right, they are Minimize, Maximize, and Close respectively. When a window is already maximized, in place of the Maximize button, you will instead see the Resize button (at right), in the middle. This returns a window to the size it was when it was neither minimized nor maximized.

Menus, Accelerator Keys, and Hot Keys

While you may find that using a mouse with the program is straightforward and easy, you will find with practice that using the keyboard without the mouse is faster. Many keyboard shortcuts exist to make using the keyboard both fast and easy. Like many Windows programs, Wasp QuickStore has an application menu at the top. From the application menu, you can access all parts of the program, even if you don't have a mouse. This is accomplished by using what are known as "Accelerator Keys" and "Hot Keys".

Accelerator keys are indicated by the underlined letter on a menu option’s name. You can select a menu option on the application’s menu by holding down the ALT key, and then pressing the corresponding accelerator key. For instance, if you wanted to open the Purchase Order List window, you could use the following key combination: ALT+A, P. It is useful to note that accelerator keys are often, but not always, the first letter of your selection.



Hot keys allow you to jump right to the option you want no matter where you are in the program, once you know their combination. As shown above, the hot key combination to go to purchase orders would be CTRL+P. A feature's hot key combination will be displayed to the right of the menu item selection.

ToolBar

If you prefer using a mouse, you may use the toolbar available below the application’s menu. The tool bar contains the most commonly used menu items and makes it easy for new users to find the program item they want to use.

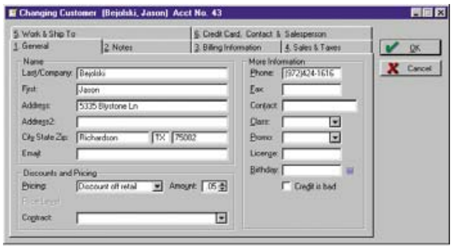
From left to right the buttons are: Create Invoice, Inventory Items, Customers, Purchase Order List, Receiving Lists, Tag Queue, and Open Special Orders List.

PROGRAM CONVENTIONS AND NAVIGATION

Great care has been spent designing Wasp QuickStore to make both keyboard and mouse navigation simple and fast. Accelerator keys and hot keys on Menus, Forms, and Lists make program navigation with the keyboard very fast, while the toolbar and buttons with icons make using the mouse easy for users less comfortable with the keyboard. Wasp QuickStore uses a very simple Menu > List > Form method for accessing, finding, and creating or modifying information in the program.

Forms

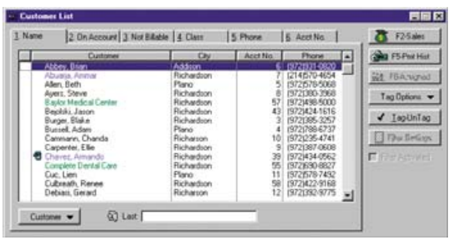
A Form is a window used to add or change data for a particular record. Just like a regular paper form, it will contain various fields with information, such as a name,



address, or phone number. You can move from field to field by pressing the TAB key. Pressing SHIFT-TAB will go backwards in order. Forms usually have an **OK** and **Cancel** button. The OK button saves the information in the form, while the **Cancel** button cancels any activity and closes the window.

Lists

A List is a table of related records. Lists make finding and changing information in the program easy. Lists can be quickly navigated by using both



the keyboard and the mouse. On most Lists, records can be added, changed, and deleted. The keyboard hot keys are INSERT, ENTER, AND

DELETE respectively. With the mouse, you can RIGHT-CLICK the list or LEFT-CLICK the button to the lower left of the list and a pop-up menu will provide a list of selections. These same selections are also available from the Edit menu option on the application's menu while the window has focus.

The keyboard hot keys for adding, changing, and deleting records are only active when the list box has focus. You can tell the list box has focus when the scroll bar is blue. When something other than the list box has focus, the scroll bar will be gray. To use the keyboard and move focus from any control to the list box, press CTRL+L.

Scroll Bars - Scroll bars allow you to move up and down a List. Click and drag the scroll bar button up or down, or click on the up or down arrows to move through the list. Alternatively, use the up or down keys on the keyboard. The PAGE UP and PAGE DOWN keys move one page at a time. The CTRL-PAGE UP and CTRL-PAGE DOWN keys move to the top and bottom of the list.

Locator Fields - Locator fields are used on Lists to make finding a record by key value fast and easy. When the list box has focus, you can simply begin typing a key value to locate. Press the TAB KEY when you are finished and the program will find the closest matching record.

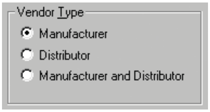
Common Controls

Wasp QuickStore uses a variety of screen controls throughout the program to make it easy to quickly enter and find new information.

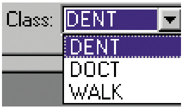
Entry Field - Most of your data will be typed into an entry field. Their lengths are usually just long enough to accommodate the type of information that belongs there. When an entry field is selected, its data will be highlighted. Beginning to type anything will erase the line that was there, and replace it with what you type. If instead you wish to change or append onto a field that already has information you wish to keep, hit the right arrow key before you begin typing the new information. The field will no longer have the line highlighted, and the cursor will show where the next character will be placed.

Date Field - Date fields are a special type of Entry field. The keywords: Today, Month, and Year have special meaning. While the cursor is in a date field, T sets the date to today, M sets the date backward to the first of the month, H sets the date forward to the end of the month, Y sets the date backward to the first of the year, and R sets the date forward to the end of the year. The + key moves the date forward one day, and the – key moves the date backward one day.

Check Box - A check box is toggled either 'on' or 'off', setting the value of the Check Box to true or false respectively. To toggle a check box with the mouse, just click on it. To toggle it with the keyboard, press the spacebar when the box is selected.



Radio Button - Radio buttons (or options boxes) allow a user to choose one of several mutually exclusive options. To choose a radio button with a mouse, simply click on it. To select a radio button with the keyboard, TAB to the first choice of buttons, and then use the arrow keys to select which one you want. When you have made your selection, hit TAB to move on.



Drop List - An entry field whose value can be chosen from a list of valid selections. The field containing the list can be expanded or dropped to display more than the single selected entry. If you use a mouse, click on the down arrow, then click on your selection. To use the keyboard, use the up and down keys to find your selection, or press the first letter of your selection. Continue pressing the same letter will scroll through all items matching the first letter.

Drop Combo – An entry field which is a combination of an entry field and a drop list. All drop combos use intelligent filling to quickly locate an item in the list. To use the keyboard with a drop combo, begin typing a value and the program will locate the closest match. You can also press the down arrow key, or select the down arrow key to find the value you are looking for. Drop combo's do not always require a value.

Button - Buttons execute an action when selected. Click a button or press ENTER while it is selected to perform the button's function. Buttons often have a function key reference to make selection with the keyboard fast.

Spin Box - Certain numeric fields are kept in spin boxes. They allow you to 'spin' a number, up or down, by either clicking on the up or down arrow button, or hitting the up or down keys. If the field is highlighted, you may also just type your answer directly in.

Tabs – Tabs are used on Forms to enable more information to be kept on one screen. They also enable the information and controls to be organized into logical groupings. Tabs on Lists are often used to sort the information on a List by a different key value. Each Tab on a Form or List is numbered with an accelerator key, so a quick way to select a particular Tab is to use the keyboard and press ALT+TAB NUMBER (i.e. ALT+1).

3. GETTING STARTED

UPDATING THE SOFTWARE

We are always working hard to improve Wasp QuickStore. With a connection to the internet, Wasp QuickStore is easy to update. To update the software, select **Maintenance > Updates > Check for Program Updates.** If you have a current product update subscription you will get any patches or new versions published.

SETTING UP THE SOFTWARE

Before you actually start using Wasp QuickStore to checkout customers and order merchandise, you will first need to set up information about your computer and your store. If you have multiple computers on a network that will be running Wasp QuickStore, you will need to set up each computer and its printers while running the program on that computer. After you register Wasp QuickStore, a Setup Wizard runs the first time the program is started. The Setup Wizard guides you through all the options required for initial set up. You can re-run the Setup Wizard anytime by selecting **File > Setup Wizard.**

Printers

Each time you print information, the output will be directed to one of a number of possible printers. Printers for each type of output (i.e. Sales, Price Tags, Reports, etc..) must be set up in the program for each station or computer. Before you begin setting up your printers, you should set up each printer used by the computer in the Windows Control Panel. Printers can be set up in Wasp QuickStore by selecting **File > Printer Setup.**

Your Computer

Each computer that uses Wasp QuickStore can have different settings for controlling the program's operation. This is useful because different stations are used to perform different functions – often by different people. From **Setup > This Computer**, you will find that you are able to define options that control how the program functions for certain operations. On the **General Tab** you will find ease of use options, while the **Cash Drawer, Pole Display, Scanner,** and **Credit Card** tabs provide the settings required for interfacing this computer to a variety of point of sale hardware.

Your Store

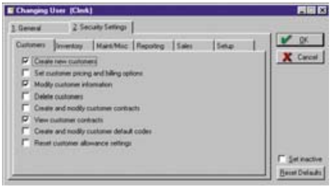
To set up information about your store, select **Setup > Store.** Here you will find a Form that enables you to set your store name and address, a reference name for the store, a store name for price tags, receipt messages, default customer entries, pricing options, and the sales tax rate.

Special Note: If your store has individual sales tax rate components that are not always applied together, you will need to define an alternate sale tax rate using **Setup > Alternate Sale Tax Rates** before assigning the tax rate for your store.

Your System

Settings that apply to all computers and all stores are found in **Setup > System**. Here you can define information such as a "Remit To" address for Account Statements and whether or not to use the system security options.

Users



Users are individuals that you are going to allow to use the program. Your User List can be found by selecting **Setup > Users**. If you have activated system security, each user can be set up to have limited program access. Once you enter a user, set the user's security level. Valid values are 1 to 5 - where one provides the lowest level of access, and five provides access to all program activities.

The Professional Version of the program provides additional functionality by enabling you to select the individual program operations allowed for each user after selecting a starting security level.

Note: The store owner's profile should be set to access level 5. This will automatically provide full access to ALL features and functions throughout the program including the ability to add, change, or delete users and set their access levels.

TRAINING MODE

Wasp QuickStore makes it easy to train new users without any impact to your "real" data. By selecting **Activities > Enter Training/Demo Mode**, the program will load a demonstration set of data. The program's background will display the word "Demonstration". It is then possible to perform any activity without worrying about affecting your actual data. When you are done training, either exit the program or select **Activities > Leave Training/Demo Mode**.

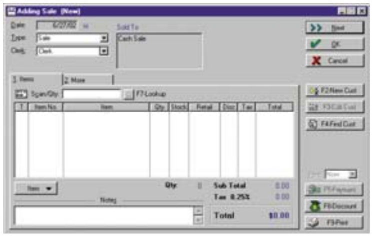
4. QUICK TOUR

Now that your system is set up, you can begin to ring up sales, modify or add new inventory items, create purchase orders, receive merchandise, and generate reports. The purpose of the Quick Tour is to provide an overview to the main functions provided in Wasp QuickStore.

If you need more information about a program function or option, the best place to find answers to questions regarding Wasp QuickStore is right in the program itself. The on-line Help system is specifically designed to be comprehensive and available at your fingertips.

Whenever you would like help on a particular section or screen, hit the F1 KEY to launch the internal Help system. For program training, go to the Help > On-Screen Tutorials menu item, find the Lotus ScreenCam tutorial you would like to view, select Play, and a tutorial will walk you through the topic you selected.

SALES ENTRY



The Sales Entry screen is used to checkout customers, enter Special Orders, Layaways, Gift Certificates and Quotes. After entering a Sales Entry transaction, Wasp QuickStore updates inventory and customer information automatically – keeping your stock levels and sales history accurate.

Starting a New Sale

To begin a new Sale, select **Activities > Create Invoices** or select the **Invoice** button on the application’s toolbar. As soon as the Sales Entry screen appears, you will hear the words "Ready to Scan" played over the computer’s speakers. This is your indication that you can begin scanning valid barcodes.

The Scan/Qty Field

The Scan/Qty field is a versatile field that makes Sales Entry fast and easy. To add a new item to the transaction, simply scan a valid barcode.

The Scan/Qty field can be used to perform the following actions:

Action	How
Add a new inventory item	Scan a valid barcode
Add a miscellaneous item	Enter *price (i.e. *15.00)
Update a selected item's quantity	Enter a value between 1 and 99 or Q100+
Discount a selected item off the retail price	Enter a value between 0.00 and 0.99
Set a selected item's selling price between 1.00 and 1000.00	Enter a value with a decimal place
Change a selected item to a Special Order	Enter the letter S
Change a selected item to a Return	Enter a negative quantity, or enter the letter R
Do not return a selected item to stock	Enter the letter R on an item set as a Return
Toggle a selected item's taxable status	Enter the letter T (no sub-rates). Enter the letter TA, TB, or TC to toggle an individuals sub rates taxable status.

Customer Related Options

Action	How
Find a Customer by Name	Type 3 or more letters of the person's last name
Find a Customer by Phone	Enter a 7 or 10 digit phone number with a "-" between the area code and local exchange

Adding a Customer

It is always recommended to add a customer to a Sales Entry transaction whenever you can. A new customer can be added to the transaction by using the **F2-New Cust** button, or you can add an existing customer by selecting the **F4-Find Cust** button.

Taking a Payment

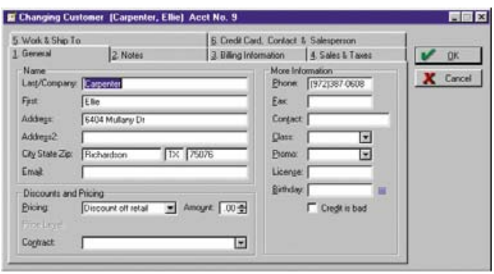
After you have entered the items on the Sales Entry screen, select the **F5-Payment** button. The payment screen shows the amount due and enables you to enter the method and amount of payment. If you are taking only one form of payment, select the payment method and enter the amount received. If you are taking more than one form of payment, select the **F10-Multi-Pay** button and start taking payments until the amount due is zero.

After taking a payment and selecting the **OK** button, the program will save the current transaction, print a receipt, then leave you ready to start a new sales entry transaction.

YOUR CUSTOMERS

Customers are the lifeblood of a retailer. Building an extensive customer database is essential to a successful store. In Wasp QuickStore you are able to run customer related reports, track what each customer has purchased, and print mailing labels for your store's promotional campaigns and sales. Whenever you create a sale, always try to add the customer to the transaction if time permits.

To view your Customer List, select **Lists > Customers**, or select the Cust button on the toolbar. Your Customer List can be used to quickly provide access to both your customer's sales history and their payment history.



Payroll Deduction and Assigning Billing to Another Customer (Professional Version)

Wasp QuickStore enables you to set up a customer so that amounts unpaid at the point of sale are billed to another account. This ability facilitates payroll deduction as well as the ability to track spending allowances for individuals.

To set up a customer so their billing is sent to a store account customer, go to the **Billing Information Tab** on the Customer Form for the individual customer, select **Bill invoices to a store account customer**, enter the account to be billed, and enter an employee ID if possible. Whenever new sales are created for the customer, the program will ask if you want to assign the billing to the billed account or the individual.

INVENTORY

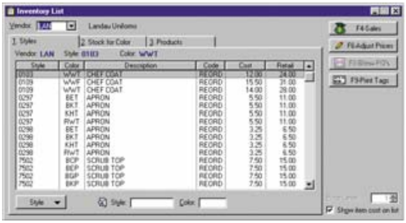
Everything in Wasp QuickStore revolves around your inventory. You order it, receive it, stock it, and sell it. Wasp QuickStore makes managing all of your inventory needs simple.

Vendors

A vendor is a company that either sells you merchandise or manufacturers an item you sell. Before you can order, stock, or sell merchandise in Wasp QuickStore, you have to set up the vendor for an item. To access your Vendor List, select **Lists > Vendors**. Select the Vendor button for options on the Vendor List.

Inventory Items

To access your Inventory List, select **Lists > Inventory** or press the **Item** button on the toolbar.



Before you start entering inventory items, you need to understand how to arrange your inventory items with your vendors. Inventory items should be listed for the vendor that actually manufactures an item. If you buy the merchandise directly from a manufacturer, just set up the manufacturer in the Vendor List and enter the inventory items for that vendor.

However, if you sell an item that you purchase from a distributor, you will set up two vendors. The first vendor is the manufacturer. The second vendor is the distributor that you buy the item from. When you enter the item into inventory, you would enter it under the vendor that is the manufacturer of the item. To facilitate automatic purchase order creation for items in this scenario, go to the **Purchasing Tab** on the vendor form when you set up the manufacturer and set the ordering method to *Distributor* instead of *Direct.*

Styles

Wasp QuickStore makes inventory entry and maintenance for apparel items easy. It uses a matrix format that allows each style to have unlimited colors, sizes, and pricing. You are also able to copy an existing style – making set up simple for items that use the same color and size scales. You can also set up size groups (see **Lists > Inventory Standards > Sizes > Groups**) to expedite the entry process. To add, change, or delete styles, go to **Style Tab** on your Inventory List, then select the **Style** button for your options.

Products

Products are inventory items or services that you sell that do not require a color and size. To add, change, or delete products, go to the **Product Tab** on your Inventory List, then select the **Product** button for your options.

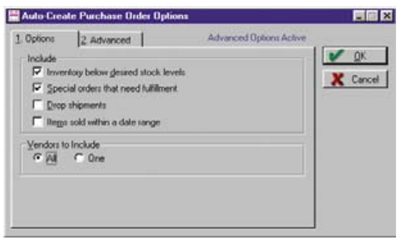
Setting Max/Min Levels

In most retail businesses there are certain inventory items that need to be kept in stock at all times. In Wasp QuickStore, setting the Max/Min levels for an item and using the purchase ordering functionality help you do it easily. Each inventory item can be set up to have both a maximum and minimum stock level (i.e. Max/Min). Whenever the in-stock quantity for an item with a Max/Min level falls to the minimum level, the next time a purchase order is created for the vendor, the item will be placed on the purchase order with the quantity required to bring the current stock level to the maximum quantity.

To setup a Max/Min level for a style and color, select **Lists > Inventory > Style Tab > Stock for Color Tab**. Use the **Inventory** button to update a size's maximum and minimum quantities. For Products, just select a Product for update and enter the desired Max/Min quantities.

ORDERING MECHANDISE FROM A VENDOR

Auto-Creating Purchase Orders



Once you have set up Max/Min levels for your core stock items, you will be able to create purchase orders for your inventory automatically. To create a purchase order for items at or below desired stock levels and specials orders, select **Activities > Purchase Orders** or select the **PO** button from the toolbar. This displays the Purchase Order List containing all your outstanding and completed purchase orders. Select the **F2-AutoCreate** button, enter the parameters for the purchase orders you would like to create, and press the **OK** button.

After the AutoCreate process is complete, you can revise, cancel, or delete any of the purchase orders that were created. When you are finished working on a newly created purchase order, highlight it and select the **F8-Working Off** button. This will move the purchase order to the in **In-Process Tab**.

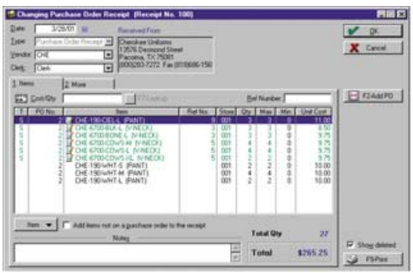
Creating a Single Purchase Order

If you want to create a single purchase order by manually adding items to order, select the Purchase Order button on the Purchase Order List and select **Insert Purchase Order.**

RECEIVING MERCHANDISE FROM A VENDOR

Creating a Purchase Order Receipt

When merchandise is received from a vendor, creating a Purchase Order Receipt will update the original purchase order and inventory with the items received. To create a Purchase Order Receipt, select **Activities > Receiving** or select the **Receive** button from the toolbar. Select the **List** button to add a new list. Enter the vendor you are receiving merchandise from and the reference number the vendor will use when they invoice you.



To add items from a purchase order you issued to the vendor, select the **F2-Add PO** button and select the correct purchase order. On the Select Items Screen, use the Scan/Qty field to scan the vendor's UPC barcode to update the quantity being received for each item remaining on the original purchase order, or update the quantity manually. Select **OK** and the quantities received will be transferred to the Purchase Order Receipt. Save the receipt by selecting the **OK** button.

Printing Price Tags 

Once you have created a Purchase Order Receipt, you can print price tags for the items on the receipt by selecting the **F5-Print Tags** button. If the Purchase Order Receipt is complete and doesn't require further attention, select the **F8-Working Off** button. This will move the receipt to the **Completed Tab**.

DELIVERING SPECIAL ORDERS & LAYAWAYS (Special Orders - Professional Version)

Special Orders and Layaways are not an actual sale. They are merely a request for items to be sold at some future date (i.e. when the items are actually delivered to the customer). Any money that you receive for a Special Order or Layaway is considered a deposit. When you deliver merchandise from a Special Order or Layaway to a customer, the program does three things: (1) it creates a new sales invoice for the items being delivered, (2) it transfers the deposit to the new sale, and (3) it subtracts the items delivered to the customer from your inventory.

Find the Special Order or Layaway

When you are ready to deliver merchandise to a customer from an open Special Order or Layaway, the process is the same. You can view a list of your undelivered Special Orders by selecting **Activities > Open Special Orders**, or by selecting the **Orders** button on the toolbar. To view your Layaways, perform the previous operation, but select the **Layaways Tab** on the Sales List. You can also locate an open Special Order or Layaway by starting with your Customer List. **Select Lists > Customers**, or select the **Cust** button on the toolbar to open your Customer List. Locate the desired customer and select the **F2-Sales** button. Now you will see a listing of all invoices for that customer.

Deliver the Available Items
Once you have located the Special Order or Layaway that you want to deliver to the customer, select the **F8-Deliver\Adj** button, set the **Operation to Deliver received items**, and select **OK**. The program will transfer the items you selected for delivery to the Sales Entry screen. You can now add any other items the customer wishes to purchase. When you are ready to complete the transaction, select the **F5-Payment** button to record the method of payment for any balance due and save the transaction.

TAKING PAYMENTS

Whenever an invoice has a balance, it's considered an Accounts Receivable. When you receive payments for these invoices from your customer, you need to enter the payment in the program.

To enter a customer payment, select **Activities > Receive Payments**. Enter the customer by typing their last name, forward slash, first name (i.e. Johnson/David), or select the customer using the lookup button. Enter the amount of the payment, the payment method, and the reference number.

After entering the amount, the program searches for an open balance matching the payment. If one is found, the payment is applied to that invoice. If a match is not found, the payment is applied to the oldest invoice first. You can manually apply the payment to individual invoices by selecting the **F4-Clear** button (to clear any currently applied amounts), then use the Payment field to apply a portion of the payment to a selected invoice. When you are finished, select the **OK** button.

ACCOUNTS PAYABLE (Professional Version)

An Accounts Payable is created each time you enter a Purchase Order Receipt for a vendor. The Purchase Order Receipt tracks both the total quantity and the total cost of all the items received. The Accounts Payable functionality in Wasp QuickStore enables you to easily reconcile the invoices you receive from a vendor with what you have actually received. To access your Accounts Payable List, select **Lists > Accounts Payable**. The List can show all payables or the payables for one vendor. Whenever you pay an invoice, update the payable in the program. Updating your payables allows you to quickly see what your current liabilities to your vendors are at any time.

To update a payable, highlight the payable on the list and select the **Payable** button. Enter the invoice number, payment date, freight, discount, and amount paid. If you are not interested in tracking the actual amount paid to the vendor, you can use the **F8-Fast Pay** button to update the payables status to "paid" for the current date.

CONTRACT PRICING (Professional Version)

Contracts can be set up in Wasp QuickStore to provide an easy-to-manage and powerful approach for providing special pricing to your customers. A contract is simply a list of items to be sold at certain fixed price, or a discount off the retail price. Once you establish a contract, it can be assigned to a customer, or to the store's pricing scheme during a sale.

Setting Up a New Contract

To access your Contract List, select **Lists > Contracts**. To add a new contract, select the **Contract** button, then select **Insert Contract**. When the Contract Entry form appears, enter a unique name for the contract, the valid dates, and set up a category for the contract if you wish.

You can set up four different types of contract items: a style, a product, a department, or a description. If you discount by style, you must enter the vendor, but the style, color, and size fields are optional. Having the style, color, and size fields optional makes setting up a contract powerful. For instance, if you were going to price all Landau 8320 pants, any color at $18.50, you would enter the vendor, style, and size with a price of $18.50 - leaving the color blank.

When you are finished with the contract, select the **OK** button to save it.

Assigning a Contract to a Customer
To assign a contract to a customer, go to your Customer List by selecting **Lists > Customers**, or select the **Cust** button on the toolbar. Find the customer to update and press ENTER. On the **General Tab**, enter the name of the Contract in the Contract drop combo field.

TAKING A PHYSICAL INVENTORY

One of the greatest rewards for a retailer with Wasp QuickStore comes when it's time to take an accurate physical inventory. Unlike the traditional method of hand counting, using a barcode scanner to scan each item in the store is both fast and accurate. To begin taking a physical inventory count, select Activities > Physical Inventory.

How it Works
There are two completely separate inventories that are kept in Wasp QuickStore. One is your current inventory count, the other is the current physical inventory count. *Clearing the current physical inventory count has absolutely no impact on your current inventory levels found in inventory*, but it is required before you start a new physical count because you want the physical inventory count to start at zero. Once the physical inventory count is complete, you may run a Physical Inventory Report to compare the current inventory count to the physical inventory

count you just performed. The final step is to update the inventory count with the physical inventory count.

Note: You should not take a physical inventory count while you are open for business and continuing to sell items. Items that are scanned into physical inventory are considered the accurate count and are not updated when an item is sold.

Before your Begin

Before you take a new physical inventory count, you need to clear any entries that exist in your current physical inventory count. Select the F2-Clear List button. This operation does not affect your current inventory levels.

Ready to Scan

Once you have cleared your physical inventory count, you are ready to begin. If your barcode scanner is attached to an extension cord, just begin scanning. The program will alert you to any invalid scans as they occur by playing a voice response to each scan over the computer's speakers.

If you are uploading barcodes from a portable barcode scanner, select the **F8-Upload** button. Use the options on the portable scanner to send the barcodes to the program. Scan the barcode on each item. Each scan is counted as one item.

Update Your Inventory

Before you update your inventory count with the physical inventory count, you may want to run a Physical Inventory Report. Select **Reports > Inventory > Physical Inventory** and run the desired report. To update your current inventory count with your physical inventory count, select the **F5-Update** button.

REPORTS

Wasp QuickStore contains a variety of reports that can not only help you run your business day-to-day, but can help you grow your business by providing solid statistical information about your inventory, your vendors, and your best selling items. Which reports you run, and when you run them are a matter of personal choice and preference. It depends upon what information you need and when you need it. Some reports are designed for comparison and analysis, while others are good for bookkeeping.

Daily Checkout

At the end of each day, you will need to reconcile the payments you received with the totals that were recorded in the program. Count the cash and check payments you received, then run the Daily Checkout report by selecting **Reports > Sales > Daily Checkout**. Enter the information requested and the report will list your total sales, payments received, and any shortage or overage. If more detail is required to determine a discrepancy, run the sales manifest by selecting **Reports > Sales > Sales Manifest**, or a payment manifest by selecting **Reports > Sales > Payment Manifest.**

Sales Reports

Journal Entry - Provides a listing of accounts to credit or debit and is used for making a journal entry into an accounting package.
Cash Flow - Provides a detailed listing of your sales, deposits, and payments. The report is organized in an easy-to-read table format.
Daily Manifest - Lists all the invoices for a range of dates.
Payment Manifest - Lists all payments received for a range of dates.
Sales by Department - Lists total sales sorted by department.
Detailed Item Sales - Lists the items from which vendors have been sold within a range of dates.
Top 40 Sales Report - Lists your best 40 selling styles, colors, and sizes.
Vendor Comparison - An excellent high-level report that illustrates which vendors are your best sellers.
Many Others

Inventory Reports
Inventory Listing and Value - Lists each inventory item with the current stock level, on order quantity, and max/min values.
Inventory Summary - Lists the total inventory quantities and value by vendor.
Open Items on PO's - Lists all items that are on-order, but not received.
Physical Inventory Comparison - This report is run after taking a physical inventory count. It compares the inventory levels you have in your inventory count with the new physical inventory count.
Many Others

Customer Reports
Account Statements - Create Account Statements for all or selected customers.
Summary Invoice - Create a single invoice for a customer based on the current balance of invoices within a date range.
Customer Balance Summary - Lists each customer with their outstanding balance.
Many Others

5. MULTIPLE LOCATION SUPPORT (ENTERPRISE VERSION)

OVERVIEW

Wasp QuickStore was designed to accommodate the inventory control needs of companies with multiple locations. Since the cost of maintaining a fast (10Mbps) always on network connection or a Metaframe server between multiple locations is usually cost prohibitive, Wasp QuickStore consolidates and distributes data between locations once a day in a nightly polling operation. The polling operation runs automatically each evening and only sends data that is new or has been changed by a location. At the start of each business day, each location will have information that was accurate at the close of the previous day for the other locations

TERMINOLOGY

The Polling Location

The polling location is the physical location that is usually the centerpiece of a multiple location operation. The polling location is usually either the largest store in the retail operation, a warehouse for ordering and distributing merchandise, or the corporate headquarters. It is the location determined to be the most central or the most strategic to the entire retail operation, and it is the location where operations only allowed by one location are best performed. The polling location is the location responsible for contacting each remote location in the nightly polling operation.

Remote Locations

Remote locations are locations physically located away from the polling location. They are contacted nightly by the polling location and send newly added or changed information.

The Batch Process

The Batch Process refers to the nightly polling operation conducted to consolidate and distribute data between the polling location and the remotes locations. The polling operation is conducted by using a phone line and modem to connect the polling location with a remote location. Since the data being sent between locations contains only new or changed information, the polling operation is very fast.

DUTIES OF THE POLLING LOCATION

Some information in Wasp QuickStore can only be maintained at the polling location. New inventory items, the user list, customer standards, and inventory standards are a few examples of information maintained at the polling location. Requiring this information to be maintained at the polling location simplifies the polling process as well as the entire inventory control operation.

SHARING DATA

The polling operation in Wasp QuickStore allows each remote location to share as much or as little data with the polling location as you like. It also allows you to choose what data from what locations you would like to see.

6. MAINTENANCE

BAKING UP YOUR DATA

Data loss due to fire, theft, or a computer problem can happen anytime. If you use a computer regularly, it's not a question of IF you will ever experience data loss, it's a question of WHEN. Regularly backing up the data in Wasp QuickStore safeguards against a future problem. Ideally, we recommend that you manage a two-week rotation of data backups. Having only one data backup is not a good idea.

Automated Backups

The best way to back up your data is to do it every night automatically. The Windows Scheduler can be set up to automatically run backups of the \WQS folder to a tape or zip drive installed in your computer. This is the preferred method for backing up your data.

Using File > Backup

If you don't have an automated data backup process set up, the **File > Backup** option enables you to back up your data in Wasp QuickStore to a floppy disk or to your hard drive. If you have to use this backup method, back up the data to the hard drive every day and to a floppy disk once a week.

THE MONTH-END PROCESS

In order to keep your system fast and efficient, Wasp QuickStore runs a procedure called the Month-End Process. This process is run at the start of each month to check the integrity of your program data, to delete older data, and to archive data contained in larger data files. The parameters that are used by the Month-End process for archiving and deleting are set by selecting **Setup > Month-End**. The Month-End process itself can be run by selecting **Maintenance > Perform Month-End**.

TROUBLESHOOTING

Problem	**Possible Solutions**
All Problems	Reboot the computer and try the operation again.
Printer Not Printing	When a printer stops printing in the program, it's often the result of something simple - such as being out of paper or ribbon. However, if a printer that was functioning won't start printing again after fixing a problem, reboot the computer to reset the Windows Spooler.

6. ACCOUNTING INTERFACE AND QUICKBOOKS® EXPORT

OVERVIEW

With the Wasp QuickStore accounting interface and QuickBooks® Accounting Software export, you will be able to maintain a complete financial picture of your business in your accounting software. Wasp QuickStore was designed to handle the day-to-day needs of retail operations with speed and efficiency - not to handle all of your accounting needs (although some are included). Since your business has accounting needs that are beyond the intentions of Wasp QuickStore, but inclusive of the information created and maintained in the program, the accounting interfaces provided will enable you to easily input a summary of the important financial information created in Wasp QuickStore into an accounting package.

Wasp QuickStore creates and tracks your sales, customer deposits, inventory, accounts receivable, and other important information - making Wasp QuickStore your detail ledger in accounting terms. Wasp QuickStore interfaces with an accounting package by summarizing the information created in the program and creating a journal entry report or export file that can be entered into an accounting package. Therefore, if you want to see a complete listing of your inventory, print one of the inventory reports in Wasp QuickStore because your accounting package won't track the individual items, just the total value.

THE JOURNAL ENTRY REPORT

Wasp QuickStore can create a journal entry report that lists the accounts and amounts to credit or debit in a typical accounting package. For a complete listing of the accounts used by Wasp QuickStore and their definitions, please see the on-line Help. To run the Journal Entry Report, select **Reports > Sales > Journal Entry/Accounting Export.**

EXPORTING TO QUICKBOOKS® ACCOUNTING SOFTWARE

Wasp QuickStore can create a QuickBooks® compatible *.iif export file that can be used to import journal entries directly into QuickBooks® - eliminating the need to enter a journal entry by hand. There is also an option to create Bills in QuickBooks® from Purchase Order Receipts created in Wasp QuickStore.

To create a QuickBooks® *.iif compatible file, select Reports > Sales > Journal Entry/Accounting Export and make sure you select one of the options to create an export file.

Keyboard Shortcuts

Application Hot Keys	
Key	**Activity**
F1	Help
Ctrl + I	Create Invoice
Ctrl + N	Inventory List
Ctrl + P	Purchase Order List
Ctrl + R	Receiving/Transfer List
Ctrl + U	Customer List
Ctrl + Y	Receive a Payment
Ctrl + O	Open Specials and Layaway List
Ctrl + M	Vendor/Mfg List
Ctrl + S	Sales by Date List
Ctrl + Q	Quote List
Ctrl + T	Tag Queue Options
Ctrl + D	Open Cash Drawer
Ctrl + F5	Maximize a Window
Ctrl + F8	Cascade all Windows
Ctrl + F9	Close all Windows
Ctrl + F10	Log-off Current User

Date Field Hot Keys	
Key	**Activity**
T	Today
+ (plus key)	Next Day
- (minus key)	Previous Day
M	First Day of **M**onth
H	Last Day of Mont**h**
Y	First Day of **Y**ear
R	Last Day of Yea**r**
Arrow Down	Calendar

Navigation Hot Keys	
Key	**Activity**
Insert	Add a Record to a List
Enter	Change a Record on a List
Delete	Delete a Record on a List
Ctrl + L a Window	Select the List Control on
Ctrl + Page-Up	Scroll to the Top of a List
Ctrl + Page-Down	Scroll to the Bottom of a List
Ctrl + Enter	Select OK on a Form
Shift + Escape	Select Cancel on a Form

Scan/Quantity Field - Quick Entry Actions		
Action	**Values**	**Description**
New Item	100 to 10,000,000 or a UPC barcode	Add a new item to the transaction
New Misc Item	Asterisk + Price (i.e. *10.25)	Add a new miscellaneous item
Discount	.00 to .99	Sets the discount off retail for an item
Quantity	-1 to -99, 1 to 99 and Q + Number	Sets the quantity for an item
Fixed Price	1.00 to 10,000,000	Sets the item's selling price to a fixed price

Scan/Quantity Field - Invoice Actions		
Action	**Values**	**Description**
New Customer	###-####, or ###-###-####	Lookup a customer by phone number
New Customer	3 or more characters (i.e. SMITH)	Lookup a customer by last name

Scan/Quantity Field - Item Status Keys	
Key	**Description**
P	**P**urchase
R	**R**eturn
S	**S**pecial Order
W	**W**ork Required
DS	**D**rop **S**hip
F6	Item Notes
T	**T**oggle taxable status on/off
TA	Toggle sales **T**ax rate **A** on/off
TB	Toggle sales **T**ax rate **B** on/off
TC	Toggle sales **T**ax rate **C** on/off

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