Retail Headquarters User's Guide

Microsoft Dynamics® AX for Retail

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Introduction

Microsoft Dynamics® AX for Retail is an integrated retail solution designed for Microsoft Dynamics® AX 2009. This solution controls the fundamental aspects of a retail business from the head office to the stores, and links the point-of-sale (POS) registers and Microsoft Dynamics® AX.

Microsoft Dynamics AX for Retail includes the following programs:

- Microsoft Dynamics® AX for Retail Headquarters
- Microsoft Dynamics® AX for Retail POS
- Microsoft Dynamics® AX for Retail Store Connect
- Microsoft Dynamics® AX for Retail Transaction Service

The goal of this guide is to assist people who use Microsoft Dynamics AX to configure and work in Retail Headquarters. Use the settings in Retail Headquarters to configure and manage business, store, and point-of-sale administration.

Retail Headquarters modules

When you install Microsoft Dynamics AX for Retail Headquarters, the following modules are added to Microsoft Dynamics AX:

- **Retail Headquarters** – Use this module to configure and manage stores, terminals, retail items, and the other records that make up the Microsoft Dynamics AX for Retail implementation. Also use this module to generate reports, perform inquiries, and complete other daily business processes.
- **Retail Scheduler** – Use this module to manage the distribution of data from the head office to stores and terminals. Here, you create distribution locations, set up table distribution, and schedule the jobs and subjobs that send information to stores.
- **Retail Store Inventory** – Use this module to send store inventory documents to stores to use for receiving inventory for a purchase order, picking or receiving inventory for a transfer order, or counting stock for a count order.

Each of these modules is described in this guide.

Retail Headquarters forms and fields

In addition to the forms included in the three modules of Microsoft Dynamics AX for Retail Headquarters, installing Microsoft Dynamics AX for Retail Headquarters adds fields to certain forms that already exist in core Microsoft Dynamics AX. For example, several new fields are added to the **Item** and **Employee** forms. In this guide, you will find descriptions of the fields that are added by Retail Headquarters. For descriptions of core Microsoft Dynamics AX fields and forms, see Microsoft Dynamics AX Help.

Prerequisites

Before you install Microsoft Dynamics AX for Retail Headquarters, the following tasks must be completed in Microsoft Dynamics AX:

- Set up parameters
- Import seed data
- Create tax codes and sales tax groups
- Set number sequences
- Define currency
- Select language

For more information about these tasks, see Microsoft Dynamics AX Help.

Note
Parameters and number sequences must also be set up for each of the three modules in Microsoft Dynamics AX for Retail Headquarters. For more information, see the "Configuration" topic for each module, later in this guide.

For information about the architecture, deployment, and installation of Microsoft Dynamics AX for Retail Headquarters, see the *Deployment and Installation Guide*.

What order?

Many of the records in Retail Headquarters are dependent on other records. For example, you cannot complete the setup of a terminal until you have set up a variety of other records, and you cannot complete the setup of a store until you have set up the terminals for that store. For a checklist for entering data in Retail Headquarters that takes these dependencies into account, see "Complete the Retail Headquarters installation" in "Deploy Retail Headquarters" in the *Deployment and Installation Guide*.

Alternatively, you can create required records at any time from within the parent record by using the **Go to the Main Table Form** command. For example, to create the hardware profile for a terminal from the **POS Terminal** form, right-click the **Hardware profile** field, and then click **Go to the Main Table Form**.

PART 1: RETAIL HEADQUARTERS

Retail Headquarters is the primary module of Microsoft Dynamics AX for Retail Headquarters. It is the area where you enter the information and settings that are used in the day-to-day operations of your retail organization. It is also the area where you can view up-to-the-minute information about your inventory, revenues, and more.

What's in this part:

Configuration

You must set parameters for Retail Headquarters. If appropriate for your organization, set up the integrations with Enterprise Portal for Microsoft Dynamics® AX and Microsoft® Commerce Services. If your organization is located in Brazil, you must also set up fiscal books.

Note
For detailed information about deploying Retail Headquarters, see the *Deployment and Installation Guide*, which provides step-by-step instructions for deployment process.

Enter parameters

Set parameters to configure Retail Headquarters for your particular business. Parameters provide default settings and values that can often be changed in individual records.

Note
For more information about the record types mentioned in this topic, see the appropriate topics later in this part.

1. Click **Retail Headquarters** > **Setup** > **Parameters**.
2. Enter information referring, if necessary, to the following.

Retail Headquarters parameters form

Initialize button

After installation, initialize Retail Headquarters to create jobs and subjobs, distribution locations, and other records that are required for replicating data to stores. For more information, see the *Deployment and Installation Guide*.

General tab

- **Retail Headquarters in use** – Select the check box to activate Retail Headquarters. You must indicate that Retail Headquarters is in use.
- **Local store number** – Select the store number to be used while creating day-end journals or statement journals.
- **Local store name** – The name of the selected local store.
- **Default type of item** – Select the default item type for new items: standard item, retail item, retail group, or retail department. For more information about item types, see Set up retail items.
- **EAN license number** – The license number for creating bar codes in the European Article Number (EAN) standard.
- **Default price point group** – This feature is not implemented in this release and might be removed from future releases.
- **Default rounding method group** – This feature is not implemented in this release and might be removed from future releases.

- (BRA) **Default type of establishment** – Select the type of establishment for retail customers.

  Note
  This field is available only in Brazil.

- (IND) **Replenishment**

  Note
  The fields in this area are available only in India when the **Activate stock transfer** parameter option is enabled in the **Inventory parameters** form (**Inventory management** > **Setup** > **Parameters**).

  - **Default transfer type** – Select the transfer type to use by default for buyer's push and cross docking operations.
  - **Default price type** – Select the price type to use by default for buyer's push and cross docking operations. This setting only takes effect for transfers of type **Stock transfer**.

Distribution tab

- **Replicate using preactions** – Select the check box to enable users to replicate data using preactions in Retail Scheduler.
- **Number of retries** – Enter the number of times Retail Headquarters retries the replication if the replication fails due to any reason.
- **Minutes between tries** – If you entered a number in the **Number of retries** field, enter the amount of time Retail Headquarters must wait to retry the replication if the replication fails.

Posting tab

- **Periodic discounts**
  - **Post periodic discount** – Select the check box to enable the posting of periodic offers to the ledger accounts. Periodic discounts include mix-and-match, multibuy, and discount offers.
  - **Ledger account type** – Retail Headquarters provides two types of postings for periodic discounts.
    - **Standard:** Retail Headquarters uses the ledger account from Inventory posting, defined in Microsoft Dynamics AX under Item groups. Selecting the **Standard** option disables all the individual offer options on the **Retail Headquarters parameters** form.
    - **Periodic:** Retail Headquarters enables all the individual offer options on the **Retail Headquarters parameters** form. General Ledger accounts must be specified for each of the offer types: mix and match, multibuy, and discount offers.
  - **Discount offer** – The General Ledger account for posting discount offers.
  - **Multibuy discount** – The General Ledger account for posting the multibuy offer given at the point-of-sale level on retail sales. The account is updated at the time of statement posting. If the account is not defined and any point-of-sale sales transaction includes the multibuy offer entry, Retail Headquarters does not allow the posting of the statement.

- **Mix & match number** – The General Ledger account for posting the mix-and-match offer given at the point-of-sale level on retail sales. The account is updated at the time of statement posting. If the account is not defined and any point-of-sale sales transaction includes the mix-and-match offer entry, Retail Headquarters does not allow the posting of the statement.
- **Post infocode discount** – This feature is not implemented in this release and might be removed from future releases.

- **Gift card**
  - **Gift card item** – Select the item that represents gift cards sold. For more information, see Gift cards.
- **E-mail receipt**
  - **Receipt option** – Select an option to send receipts to Retail POS, to email, or both.
  - **Subject** – Type a subject line for the email.
  - **File name** – Type a name for the receipt attachment.
- **Inventory update** – The detail level for inventory posting.
  - **Details** – Select this option to put each item into its own voucher transaction.
  - **Summary** – Select this option to combine items into a single voucher transaction.
- **Replenishment**
  - **Post journals when invoicing purchase –** Select the check box to post all journals related to replenishment or cross docking when a purchase order or a packing slip is posted.
- **Settlement**
  - **Automatic settlement –** Select the check box to automatically settle open invoices when updating a payment or credit note. If the check box is cleared, you must settle accounts manually when entering payments or at a later time by using open transaction editing.
- **Aggregation**

  Note
  If you have taxes where the intervals, collection limits, and bases depend on line amounts or invoice amounts, the difference is more significant with aggregation.

  Before enabling aggregation, check the legal and accounting requirements for your area.

  Important
  (CHI) In China, if you are using maximum VAT, aggregation might lead to incorrect tax values.

  - **Safe drop –** Select this check box to post the safe-drop amount as a sum. Clear the check box to post the amount as separate lines.
  - **Bank drop –** Select this check box to post the bank-drop amount as a sum. Clear the check box to post the amount as separate lines.

- **Voucher transactions –** Select this check box to combine transactions before posting them to sales orders. One sales order is created for each customer in the statement. Within the sales order, items are also aggregated when all of the following properties are the same:
    - Store number
    - Transaction date
    - Customer account
    - Item number
    - Variant number
    - Currency
    - Price
    - Price unit
    - Sales tax group
    - Item sales tax group
    - Dimensions
    - Inventory dimensions

- **Activate sales orders**
  - **Parallel processing** – Manage performance by processing sales orders in batches. Select this check box to invoke parallel processing.
  - **Maximum sales order per task** – Type the number of sales orders to process at one time. To process the maximum number of sales orders at one time, type **0**.
  - (BRA) **Fiscal document type** – Select the retail fiscal document type. For information about setting up this document type, see Set up fiscal books.
  - (BRA) **CFOP** – Select the identifying code for retail transactions.

    Note
    The **Fiscal document type** and **CFOP** fields are available only in Brazil.
- (RUS) **Russia**
  - **Name** – Select the name to be used on the slip journals that are generated during statement posting.
  - **Post facture** – Select this check box to automatically create and post facture documents when sales orders are invoiced. Clear this check box if you prefer to create facture documents manually.

Labels tab

- **Label generation**
  - **Create item labels for –** Select the default parameters for item label creation.
    - All distribution members
    - Default include list
    - Local store only
    - None

- **Create shelf labels for -** Select the default parameters for shelf label creation.
    - All distribution members
    - Default include list
    - Local store only
    - None

Item creation tab

- **Default warehouse**
  - **Purchase order** – Select the default warehouse to use when creating purchase orders.
  - **Inventory** – Select the default warehouse to use for inventory journals or orders when creating retail items.
  - **Sales order** – Select the default warehouse to use for sales orders when creating retail items.
- **Price**
  - **Always create trade agreement for variants** – Select the check box to create trade agreements by default when creating item variants.

Prepayment tab

The features on this tab are not implemented in this release and might be removed from future releases.

Note
Prepayments are not supported in this release, and the **Prepayment** tab on sales orders is hidden.

Concession tab

- **Concession contract**
  - **Sales origin –** Select how the concession contract originated.
  - **Include documents of type –** Select the type of documents to include in the concession contract.
  - **Include old unsettled sales –** Select the check to include old unsettled sales.
  - **Divide commission cost by area –** Select the check box to divide commission costs by the area of the concession.
  - **Use area in payment grouping –** Select the check box to use the concession space for payment groups.
  - **Take unposted transaction in part payment –** Select the check box to accept unposted transactions as partial payment.

- **Part payment –** Enter settings in this area if you want to pay concessionaires partial amounts rather waiting until the end of the usual settlement period.
    - **Journal type** – Select the type of journal to create for part payment.
    - **Name** – Select the name of the journal. The journals available in this list depend on the type that you selected in the **Journal type** field.
    - **Account type** – Select the type of account that is the source of the part payments.
    - **Ledger account** – Select the account for part payment. The accounts available in this list depend on the account type that you selected in the **Account type** field.
    - **Transaction text** – Select the transaction description to include in the journal.
- **Concession settlement**
    - **Name** – Select the account where concession payments are recorded.
    - **Offset ledger account for vendor sales** – Select a general account where concession payments are recorded.

Number sequences tab

Select number sequence codes for Retail Headquarters records.

Note
To define number sequence codes, right-click in the **Number sequence code** field, and then click **Go to the Main Table Form**. (**Basic** > **Setup** > **Number sequences** > **Number sequences**.) For more information about number sequences, see Microsoft Dynamics AX Help.

- **Reference** – The name of the number sequence.
- **Number sequence code** – Select a number sequence code.
- **Follow** – Indicates whether the number sequence follows another number sequence. You cannot modify this setting.
- **Reference that may be followed** – The number sequence that is followed.

Version tab

This tab displays version, copyright, and license information about Microsoft Dynamics AX for Retail Headquarters.

Set up Enterprise Portal

Microsoft Dynamics AX for Retail provides a number of features for organizations that have implemented Enterprise Portal for Microsoft Dynamics® AX. These include sales reporting and inventory monitoring, receiving, and counting. To take advantage of these features, you must set up retail user profiles and the Enterprise Portal reports. For more information, see Set up Enterprise Portal profiles and users and Enterprise Portal reports.

Set up Commerce Services

In the United States, Microsoft Dynamics AX for Retail can be integrated with Microsoft Commerce Services. For more information, see the *Commerce Services Connector Setup and User's Guide*.

(BRA) Set up fiscal books

Note
The information in this topic applies only to Brazil.

After initial configuration, fiscal books information for retail sales transactions is posted automatically. The initial configuration involves the following steps:

1. Set up the following special fiscal document types for retail transactions:
   - A fiscal document type for which posting occurs. This document type is used to post Cupom Fiscal documents.
   - If you want to be able to generate Nota Fiscal documents, a fiscal document type for which posting does not occur. This prevents duplicate posting via the Nota Fiscal documents.

   To create these documents, click **Basic** > **Setup** > **Brazil** > **Fiscal document types**. For more information, see Microsoft Dynamics AX Help.
2. Click **Retail Headquarters** > **Setup** > **Parameters**, and then specify the following Brazil options and fiscal books options in the **Retail Headquarters parameters** form:
   - On the **General** tab, confirm that the correct **Default type of establishment** has been selected for retail customers.
   - On the **Posting** tab, in the **Fiscal document type** field, select the posting fiscal document type that you created in step 1.
   - On the **Posting** tab, in the **CFOP** field, select the identifying code for retail transactions. In most cases, you should select **5.102**.
3. Set up a fiscal books job for reporting sales information. To do this, complete the following steps:
   a. Click **Administration** > **Periodic** > **Fiscal books** > **Job Manager**.
   b. Click **New** to open the Fiscal Books Integration Wizard, and then click **Next**.
   c. Type a name for the job, such as **Retail**, and then click **Next**.
   d. In the **Fiscal group** field, select **Fiscal Book/SPED Fiscal**.
   e. In addition to the check boxes for any other information that you want to send, select the **ECF Master data**, **Z Report data**, **Cupom fiscal lines**, and **Nota fiscal lines** check boxes, and then click **Next** and complete the wizard.

Note

- Cupom Fiscal documents are generated at the point-of-sale when the fiscal books integration is set up and a third-party fiscal printing solution is in place. Nota Fiscal documents can be generated at the customer's request. For more information, see Nota Fiscal documents.
- For more information about fiscal books integration, see Microsoft Dynamics AX Help.

Settings and information

Before you can use Retail Headquarters to manage your retail enterprise, you must specify various settings and set up the types of information that are required for your business.

Note
Certain configuration changes do not take effect at stores until the registers in the store have been restarted. In general, anything that affects the POS Terminal setup or configuration—such as hardware profile modifications—requires a register restart.

Stores

Individual stores are the foundation of the retail enterprise. Retail Headquarters supports multiple stores and keeps track of sales for each store. Stores can have their own tender types, price groups, point-of-sale registers, income and expense accounts, and staff. Each store is a distribution location and can be divided into sections and shelves.

Note
In Microsoft Dynamics AX, stores are considered warehouses.

Create a store

1. Click **Retail Headquarters** > **Setup** > **Store** > **Stores**.
2. Press CTRL+N to create a new store.
3. In the **Store name** column, enter the name of the new store.
4. Enter information referring, if necessary, to the following.

   Important
   After you set up a new store, you must add it to the data distribution structure for the company. For more information, see Part 2: Retail Scheduler.

Stores form

General tab

- **Store number** – A unique identifier for the store. This field is filled automatically based on the **Store number** number sequence in the **Retail Headquarters parameters** form.
- **Store name** – A description of the store.
- **Opening hours** – The hours the store is open.
- **POS Terminal**
  - **Layout ID** – Select the till layout for registers at this store.
  - **Functionality profile** – Select the functionality profile for registers at this store.
  - **Inventory lookup** – This feature is not implemented in this release and might be removed from future releases.
- **Currency** – Select the currency that is primarily in use at this store. We recommend selecting the same currency that is selected for your company.

- **Regional settings** – Select the locale for this store.
- **Groups** – Select the department, cost center, and warehouse for this store.

  Note
  Assigning a warehouse to the store creates a link from the store to the standard Microsoft Dynamics AX inventory control for both physical and financial tracking of inventory transactions.

- **Tax –** Enter tax settings for this store. For more information about setting up taxes, see Taxes.
  - **Tax Identification Number (TIN)** – Type the Tax Identification Number for this store.

    Note
    You can print the TIN on receipts by enabling the Tax Identification Number variable in the form layout for the receipt.

    (IND) For information about how the TIN affects tax posting in India, see Posting considerations.

  - (IND) **STC number** – Type the Service Tax code for the store. If this field is left blank, the Service Tax code for the company is used in tax calculations.

    Note
    This field (where available) is intended for use in India. To print this value on receipts, modify the form layout by adding a **Text** field that contains the Service Tax code.

    For information about how the Service Tax code affects tax posting, see Posting considerations.

  - **Prices incl. sales tax** – Select this option if prices in this store include sales taxes, such as with Value Added Tax (VAT).
  - **Sales tax group** – Select the sales tax group for this store.
  - **Use destination-based tax** – Select this check box to calculate taxes based on the shipping address (if any) in each transaction.
  - **Sales tax override group** – Select a sales tax override group to specify the sales tax overrides that are available at this store.
  - **Use customer-based taxes** – Select this check box only if the customer's sales tax group should be used in tax calculations instead of the store's sales tax group.

    Note
    If you have selected both this check box and the **Use destination-based tax** check box, taxes will be calculated based on the shipping address (if any) rather than the customer's sales tax group.

- **Labels**
  - **Prints shelf labels** – Select this check box to include this store in shelf label printing operations.
  - **Prints item labels** – Select this check box to include this store in item label printing operations.
  - **Create labels for zero price** – Select this check box to print labels for store items even if the price of the items is zero.

- **Modified date and time** – The date and time when the store was last modified.
- **Purchase**
  - **PO item filter** – Select this check box to filter the items that can be ordered for this store to those items that are available in the store (warehouse).
- **Distribution group** – Select the distribution group for the store. When you create the store, the distribution location for the store is automatically added to the distribution group that you select in this field in a subgroup with the same name as the store. When you assign a terminal to the store, the distribution location for the terminal is automatically added to that subgroup.

  Important
  Do not select a distribution group other than the distribution group that is filled in automatically unless you have a thorough understanding of the impact on your distribution structure. For more information, see the *Retail Scheduler Technical Reference* (available in English only).

  If you do not select a distribution group for a new store, the store is excluded from the distribution structure until you manually add it to a distribution group.
- **Training mode**
  - **Hide training mode –** Select this check box to make training mode unavailable at this store.

Statement/Closing tab

- **Statement**
  - **Statement method –** There are three methods used to calculate a statement:
    - **Staff –** Select this option to view payment results for each staff member. The results of the statement calculations show one line for each payment used in the transactions, per staff member. This is payments declaration per cashier.
    - **POS Terminal** – Select this option to view payment results for each register. Retail Headquarters calculates one line for each payment type used in the transactions of that register.
    - **Total** – Retail Headquarters calculates one line for each payment type used, with the amount summed up for all transactions completed in that payment.
  - **One statement per day** – Select the check box if you intend to create one statement per day.
  - **Tender declaration calculation**
    - **Last** – Indicates one tender declaration per day.
    - **Sum** – Indicates multiple tender declarations per day with the totals being added at the end of the day.
- **Rounding** – Rounding difference is the difference between the total sales amount and the total payment amount for statement transactions.
  - **Rounding account** – The General Ledger account to which the rounding difference is posted during a statement posting.
  - **Maximum rounding amount** – The maximum rounding difference amount allowed when posting a statement.

- **Maximum difference**
  - **Posting** – The maximum difference allowed between the transaction amount and counted amount per tender in a statement to allow posting.
  - **Shift** – This feature is not implemented in this release and might be removed from future releases.
  - **Transaction** – The maximum amount allowed in the **Sales/Payment difference** box that shows the difference between sales and payment per transaction. This limit helps to spot errors in the transactions.
- **Closing**
  - **Closing method**
    - **Date and time –** Select this option to calculate and post statements for the date and time range that you specify in the statement. A single statement is created for the entire store. It can include many days (and times), or you can generate multiple statements per day.
    - **POS Batch –** Select this option to calculate and post statements whenever a Retail POS batch is closed. A statement is created for each batch on each register. Totals are per shift, per terminal. Transactions in a batch do not post until the batch is closed.
- **Default customer** – To track cash sales by customer, a default customer must be defined. Every transaction created at the point-of-sale is recorded to this default customer account unless the cashier selects a different customer.
  - **Default customer** – Select a default customer to post cash sales to.
- **Batch –** The settings in this area control how statements are processed by the batch framework.
  - **Transaction ending time** –Type the end time for the 24-hour batch period for statement calculation. For example, to set the batch period as 2 a.m. to 2 a.m., type **02:00:00**. To set the batch period as midnight to midnight, type **00:00:00**.
  - **Staff/Terminal** – If you have encountered performance issues during statement posting, select this check box to create one statement per staff member or terminal. (Whether it is per staff member or per terminal depends on the setting in the **Statement method** field.) Several smaller statements post in parallel, which can help performance but results in more statements.

    Clear the check box to create a single statement for the entire store.

Tender type tab

- **Remove/Add tender** – The tender type used for Float Entry operations in Retail POS for balancing remove and add transactions on the registers.

Store Inventory tab

- **Planned order**
  - **Master plan** – Select the master plan that applies to inventory for this store.
- **Default masks** – Select the worksheet mask setups for store inventory operations for this store. For more information, see Part 3: Retail Store Inventory.

Number sequences tab

Select number sequences to ensure unique numbering for the store's records and documents.

Setup button

- **Distribution location** – Open the list of distribution locations for this store. For more information, see Part 2: Retail Scheduler.
- **Tender types** – Open the list of store tender types.

  Important
  Before assigning any tender types to a store in Retail Headquarters, you must set up all required tender types in the **Tender types** form in Retail Headquarters. For more information, see Tender types.

- **Cash declaration** – Set up the cash declaration for the store. The cash declaration setup defines the currency denominations (coins and notes) used for cash declaration at the point-of-sale.
- **Income/Expense account** – Define income accounts to track direct income at the point-of-sale and expense accounts to track direct expenses at the point-of-sale. You should link all store income with income accounts and store expenses with expense accounts.

  You can copy the setup from an existing store to a new store.

- **Work shift setup** – This feature is not implemented in this release and might be removed from future releases.
- **Sections** – Open the list of sections in the store. Sections and shelves represent the physical structure within each store. You can create the size of each section and assign retail items to appropriate sections within each store. This enables you to collect section-level sales statistics.
- **POS Terminals** – Open the list of terminals, or registers, for the store.
- **Staff** – Open the list of staff members for the store. After a staff member is assigned to a store, that staff member cannot be assigned to another store.
- **Work shift list** – This feature is not implemented in this release and might be removed from future releases.
- **Store item list** – Open the list of items that are individually assigned to this store, either individually or in groups. For more information, see Assign items to stores.
- **Store groups** – Opens the list of store groups that include this store. For more information, see Set up store groups.

Functions button

Copy setup information from another store to this store.

Inquiries button

- **Store Inventory planned orders** – View the list of planned purchase orders for this store.
- **Store Inventory ordered labels by store** – This feature is not implemented in this release and might be removed from future releases.

- **Store Inventory ordered labels by all stores** – This feature is not implemented in this release and might be removed from future releases.
- **Retail items** – View the list of items for the store. This list includes items assigned to the store individually, assigned to the store in assortments, or assigned to any store group that the store belongs to.

Assign items to stores

Assign items with the store item list

You can assign items to a store or a group of stores.

1. Click **Retail Headquarters** > **Setup** > **Store** > **Stores**.
2. Select a store, click the **Setup** button, and then click **Store item list**.

   The list displays the items that have been assigned to the store individually or in groups.
3. Press CTRL+N to create a new record in the list.

   Note
   You can also add records to this list by clicking **Add items**. For a detailed description of the **Add items** form, see Assortments.
4. In the **Type** column, select the type of item you want to add.
   - **All** – All items in the master item list
   - **Business group** – All items in a business group
   - **Division group** – All items in a division group
   - **Item** – Individual item
   - **Retail department** – All items in a retail department
   - **Retail group** – All items in a retail group
   - **Special group** – All items in a special group
   - **Variant** – Variation of a single item
5. In the **Item relation** column, select the specific item or items you want to add.

   The **Item name** column displays the name of the item or items you select.

Assign items in assortments

For information about setting up assortments and assigning them to stores, see Assortments later in this guide.

View the items assigned to a store

1. Click **Retail Headquarters** > **Setup** > **Store** > **Stores**.
2. Select the store that you want.
3. Click **Inquiries**, and then click **Retail items**.

   Retail Headquarters displays a list of the items that have been assigned to the store and the store groups to which the store belongs, either individually, in groups, or in assortments.

Restrict item replenishment to carried items

You can use the purchase order item filter to restrict the items that can be sent to the store. The filter uses the store item list to filter the available items for the store.

1. Click **Retail Headquarters** > **Setup** > **Store** > **Stores**.
2. Select the store.
3. On the **General** tab, under **Purchase**, select the **PO item filter** check box.

Set up store groups

You can use store groups to group stores into different categories, such as food or fashion, and link subsets of stores and items. Store groups are also directly linked to distribution groups, which are dynamically updated when stores are added or removed from a store group.

Create store groups

1. Click **Retail Headquarters** > **Setup** > **Store** > **Store groups**.
2. On the **Overview** tab, press CTRL+N to create a new record.
3. In the **Store groups** column, enter the new store group ID (such as *Fashion*) and in the **Name** column, enter a name (such as *Fashion Stores*).
4. Select a **Distribution group**.

   When Retail Headquarters prompts for a distribution to be created for the store group, click **Yes**.

Important

- Do not select a distribution group other than the distribution group that is filled in automatically unless you have a thorough understanding of the impact on your distribution structure. For more information, see the *Retail Scheduler Technical Reference* (available in English only).
- The distribution locations for the stores in a store group are automatically assigned to the distribution group and subgroup that are generated for the store group. However, the distribution locations for the terminals in those stores are not. If the terminals have their own databases, you must add the terminal locations to the distribution group manually; otherwise, information that is distributed to the store will not reach the terminals. For more information, see the *Retail Scheduler Technical Reference*.

Assign stores to store groups

You can use a store group's member list to assign individual stores to a store group. Keep in mind that stores can belong to more than one store group.

1. Click **Retail Headquarters** > **Setup** > **Store** > **Store groups**.
2. Select the store group that you want.
3. Click **Setup**, and then click **Stores**.
4. Press CTRL+N to create a new record.
5. In the **Store number** column, select the store that you want.

Assign items to store groups

You can assign items to store groups individually or in groups by using the store group item list, or you can set up assortments and assign those to store groups.

Assign items with the store group item list

1. Click **Retail Headquarters** > **Setup** > **Store** > **Store Groups**.
2. Select a store group, click **Inquiries**, and then click **Store group item list**.

   The list displays the items that have been assigned to the store group individually or in groups.
3. Press CTRL+N to create a new record in the list.

   Note
   You can also add records to this list by clicking **Add items**. For a detailed description of the **Add items** form, see Assortments.
4. In the **Type** column, select the type of item you want to add.
   - **All** – All items in the master item list
   - **Business group** – All items in a business group
   - **Division group** – All items in a division group
   - **Item** – Individual item
   - **Retail department** – All items in a retail department
   - **Retail group** – All items in a retail group
   - **Special group** – All items in a special group
   - **Variant** – Variation of a single item
5. In the **Item relation** column, select the specific item or items you want to add.

   The **Item name** column displays the name of the item or items you select.

Assign items in assortments

For information about setting up assortments and assigning them to store groups, see Assortments later in this guide.

View the items assigned to a store group

1. Click **Retail Headquarters** > **Setup** > **Store** > **Store groups**.
2. Select the store group that you want.
3. Click **Inquiries**, and then click **Retail items**.

   Retail Headquarters displays a list of the items that have been assigned to the store group either individually, in groups, or in assortments.

View or edit a store's store groups

1. Click **Retail Headquarters** > **Setup** > **Store** > **Stores**.
2. Select the store that you want.
3. Click **Setup**, and then click **Store groups**.

   Retail Headquarters displays the **Stores in group** form, which displays the groups that the store has been assigned to.

Tender types

Most stores receive cash as payment for goods and services. Retailers can also accept other forms of payment, which in Retail Headquarters are called *tender types*:

- **Cash –** Money in the physical form of currency, such as banknotes and coins. This currency can be either the company currency or the store's local currency.
- **Check –** A negotiable instrument instructing payment of a specific amount of a specific currency drawn on specified bank. A check is generally valid indefinitely or for six months after the date of issue unless otherwise indicated; this varies depending on where the check is drawn. There are various types of checks such as order checks, counter checks, bearer checks, and account payee checks.

  Tender type checks can be configured for each store. This will be accepted in currency defined at company level or at store setup. You must set up the tender type checks to be able to receive payment by check in a store.
- **Currency –** The dominant medium of payment other than company's default currency. Coins and paper money are both forms of currency.

  The currency tender type represents all currency used in Retail Headquarters. Before this tender type is used, you must set up currencies and specify retail exchange information for the currencies.
- **Card –** Represents all types of cards used in the program, such as debit or credit cards. Only one card tender type representing all types of cards should be set up at the organization level. In each store, a tender type can be set up for each card or set of cards that should be processed using the same settings.

  To use the tender type cards, you must set up the manufacturer cards available in the market, that is, debit and credit cards such as Visa, Master or Euro card before they can be connected to the store.
- **Voucher –** Represents vouchers issued or redeemed at the point-of-sale. The voucher can be a credit voucher or a return voucher issued against return sales. If credit vouchers are only partially redeemed, the program issues a new voucher with a new number for the remaining or balance amount. A credit voucher can be used only once, and the program keeps a record of all the numbers used. The record can be viewed at **Retail Headquarters** > **Inquiries** > **Credit vouchers**. A customer cannot redeem more than the value of the voucher.
- **Gift Card –** Represents gift cards issued and redeemed at the point-of-sale. Overpayment is not allowed on gift cards. For more information about gift cards, see Gift cards.
- **Customer account** – Allows charging the payment at sales time to a customer account from the register. You can also use this tender type when collecting sales information or customer-specific discounts while making payment with another tender type. In this case, you must set up customer-specific information.

Setting up tender types is a four-step process:

1. **Set up organization-wide tender types** – Create the tender types for the organization.
2. **Create organization-wide card types and card numbers** – If credit cards or debit cards will be accepted, you must create one Card tender type, and then create the organization-wide card types and card numbers.
3. **Set up store tender types** – Associate tender types with each store, and then enter the store-specific settings for each store tender type.
4. **Set up each of the store's card tender types** – For any card tender types that the store will accept, complete the card setup.

Set up organization-wide tender types

1. Click **Retail Headquarters** > **Setup** > **Tender types** > **Tender types**.
2. Press CTRL+N to create a new tender type.
3. Type a unique tender ID in the **Tender type** field, type the tender type name, and select a function in the **Default function** column.

The following table lists some typical organization-wide tender types and their default functions.

Description of tender type	Default function
Cash	Normal
Check	Check
Cards	Card
Customer Account	Customer
Currency	Normal
Voucher	Normal
Gift Card	Normal
Tender Remove or Float	Tender Remove or Float
Coupons	Coupons
Loyalty	Card or Normal

Note
Each default function conveys special settings to store tender types that are based on the organization-wide tender type.

Create organization-wide card types and card numbers

If credit cards or debit cards will be accepted, you must create one Card tender type, and then create the organization-wide card types and card numbers. For more information, see Set up card types and card numbers.

Set up store tender types

After a tender type is created, it can be assigned to stores. Multiple store tender types can be based on each organization-wide tender type, each with different settings.

You can set the General Ledger account or bank account in which to post each tender type.

You can also assign infocodes to each tender type; this prompts the cashier to create or check entries with unique entry codes, or to collect information from the customer.

Set up store tender types

1. Click **Retail Headquarters** > **Setup** > **Store** > **Stores**.
2. Select the store that you want.
3. Click the **Setup** button, and then click **Tender Types**.
4. Press CTRL+N to add a tender type.
5. In the **Tender type** column, select the organization-wide tender type that this store tender type should be based on. Retail Headquarters inserts default settings for the tender type.
6. Enter information referring, if necessary, to the following.

Tender type form (store tender types)

General tab

- **Identification**
  - **Tender type** – Select the organization-wide tender type that this store tender type should be based on.
  - **Terms of payment** – Select the terms of payment for the tender type.
- **Description**
  - **Tender type name –** Enter a name for the store tender type.
- **Function –** The function of the tender type. This setting comes from the underlying organization-wide tender type and cannot be changed.
- **POS**
  - **Operation ID –** Select the operation that is used by cashiers to accept payments of this type.

    Important
    Do not set noncash tender types to the Pay Cash operation.

    When cashiers perform a Float Operation at the point-of-sale, if more than one tender type is available that has the Pay Cash operation, Retail POS uses the tender type that was set up first to create a payment transaction.
- **Group 1**
  - **Open drawer –** Select the check box to open the cash drawer at each usage of the selected tender at the point of sale.
  - **POS count entries –** Select the check box to indicate that the program counts the number of payment entries made with this tender. These entries are used for generating X and Z reports at the point of sale.

Amount tab

- **Overtender & undertender**
  - **Allow overtender –** Select the check box to indicate that the tender type may be tendered over the transaction amount and change will be returned to customer.
  - **Overtender maximum amount** – Enter the maximum amount allowed in overtendering.

- **Allow undertender** – Select the check box to indicate that the tender type may be under tendered, meaning that payment is applied as partial payment.
- **Undertender maximum amount –** Enter the maximum amount allowed in undertendering.

- **Tender declaration**
  - **Maximum counting difference** – Enter the maximum difference between daily transactions and the actual cash count per tender type.
  - **Maximum recounts** – The number of recounts performed if a counting difference exists.
- **Rounding**
  - **Rounding method** – Select the type of rounding that is performed for this tender type.
    - **None**: The number is not rounded.
    - **Nearest**: The number is rounded up or down to the digit in the **Round-off** field.
    - **Up**: The number is rounded up to the digit in the **Round-off** field.
    - **Down:** The number is rounded down to the digit in the **Round-off** field.
  - **Round-off –** Enter the value that a tender type is rounded to. For example, if you want Retail Headquarters to round-off an amount without decimals, enter 1.0 in this field. If you want Retail Headquarters to round-off to two decimal places, enter 0.01 in this field.
- **Amounts**
  - **Minimum amount entered** – Enter the minimum amount to be entered in the particular tender type in a transaction at the point-of-sale. Anything under this amount is not allowed. If you enter zero or leave the field blank, no minimum amount is specified; in this case, the transaction can be finalized by pressing the relevant tender key at the point-of-sale.
  - **Maximum amount entered** – Enter the maximum amount to be entered in the particular tender type in a transaction at the point-of-sale. We recommend that this field be set to an amount not likely to be reached. If you enter zero or leave the field blank, no maximum amount is specified; in this case the transaction can be finalized by pressing the relevant tender key.
  - **Minimum amount allowed** – Enter the minimum amount allowed when trying to finalize a transaction by using only a tender key at the point-of-sale without entering the amount. If you enter zero or leave the field blank, a transaction can be finalized by pressing only the relevant tender key.
  - **Maximum amount allowed** – Enter the maximum amount allowed when trying to finalize a transaction by using only a tender key at the point-of-sale without entry of the amount. If you enter zero or leave the field blank, a transaction can be finalized by pressing only the relevant tender key.

Posting tab

Note
After successful posting, amounts in the Transaction Sales Amount account will match the sum of the amounts in the Tender Type Posting account and Tender Type Post Difference account.

- **Account**
  - **Account type** – Select the type of account that the tender type is posted to. The selected account type determines which accounts can be selected in the **Account number** field.
    - **Ledger account** – The tender is posted to a General Ledger account.
    - **Bank account** – The tender is posted to a bank account.
    - (RUS) **Petty cash** – The tender is posted through the slip journals to a cash account.
  - **Account number –** Select an account. This account is updated when the statement is posted in Retail Headquarters.
- **Difference account**
  - **Difference account** – Select the General Ledger account to which the difference between counted amount and transaction amount in the statement line will be posted.
  - **Account name** – The account name of the account selected in the **Difference account** field.
  - **Maximum normal difference** – Enter the maximum difference amount for a tender to be posted to the difference account.
  - **Big difference account** – Select the General Ledger account to which the difference between counted amount and transaction amount in the statement line will be posted. This account is updated only if the difference is higher than difference amount entered in the **Maximum normal difference** field.
  - **Account name** – The account name of the account selected in the **Big difference account** field.
- **Group 2**
  - **Compress payment entries** – Select the check box so Retail Headquarters compresses all payment entries with the same tender into one payment entry.
  - **Counting required –** Select the check box to require the counting of the tender. If the check box is left clear, Retail Headquarters automatically enters the contents of the T**ransaction amount** field in the statement line when a statement is calculated in the **Counted amount** field with the contents of the **Transaction amount** field.
  - **Multiply in tender operations** – Select the check box so the program automatically multiplies the amount entered for the same tender in tender operations like tender declaration, float, or remove tender at the point-of-sale terminal.
  - **Allow float –** Select the check box so a tender can be used as floating cash; that is, while running the registers during a shift or a specific date and time, the tender can be put in the register drawers and set up as a float transaction.

- **Taken to bank** – Select the check box to indicate that this tender type is deposited in the bank.
- **Taken to safe** – Select the check box to indicate that this tender type is deposited in the safe. Only tender types that have this check box selected are available for safe drop operations in Retail POS.

- **Bank transaction**
  - **Use bank account** – Select the check box to enable bank transaction settings.
  - **Account type –** Select the type of account that the tender type is posted to. The selected account type determines which accounts can be selected in the **Account number** field.
    - **Ledger account:** The tender is posted to a General Ledger account.
    - **Bank account:** The tender is posted to a bank account.
    - (RUS) **Petty cash** – The tender is posted to a cash account. This setting is available only in Russia.
  - **Account number** – This account is updated when the statement is posted in Retail Headquarters.
- **Safe transaction**
  - **Use safe account** – Select the check box to enable safe transaction settings.
  - **Account type –** Select the type of account that the tender type is posted to. The selected account type determines which accounts can be selected in the **Safe account** field.
    - **Ledger account:** The tender is posted to a General Ledger account.
    - **Bank account:** The tender is posted to a bank account.
    - (RUS) **Petty cash** – The tender is posted to a cash account. This setting is available only in Russia.
  - **Safe account** – This account is updated when the statement is posted in Retail Headquarters.

Change tab

- **Change setup**
  - **Change line on receipt** – This feature is not implemented in this release and might be removed from future releases.
  - **Above minimum change tender** – Select the tender (other than the tender on this card) in which change is given, if it is higher than the amount entered in the **Minimum change** field. If the amount in **Minimum change** field is zero or blank, this field has no effect.

    Note
    This cannot be used for tender types that are used for foreign currency.

- **Minimum change** – Enter the minimum amount allowed as change in this tender type. If the amount to be given as change is lower than the amount entered in the **Minimum change** field, the amount will be returned in the tender type selected in the **Change tender** field. If you enter zero or leave the field blank, change can always be given in the tender type defined in the **Above minimum change tender** field.

  Note
  This cannot be used for tender types that are used for foreign currency.

- **Change tender** – Select a tender (other than the tender selected on this card) in which cashiers will give change, if the change amount is lower than the amount specified in the **Minimum change** field. If the change amount is equal to or higher than the amount in the **Minimum change** field, change is given using this tender type. This field should be left blank if the change can always be rendered in actual tender type.

Dimensions tab

- **Dimensions** – These options refer to financial dimensions in Microsoft Dynamics AX.

Setup button

- **Card setup** – View or modify the card setup for this tender type. This option is only available for Card tender types.
- **Infocodes** – Select infocodes to prompt cashiers when this tender type is used.
- **Groups to distribute to** – Open the list of distribution groups that this tender type is distributed to.

Inquiries button

- **Payment transactions** – View the transactions where this tender type was used.

Tender type change example

- The tender type is Voucher.
- **Above minimum change tender** is set to Voucher.
- **Change tender** is set to cash.
- The value of **Minimum change** is 20.00 dollars.

Case 1: A customer buys goods worth $475.00 and pays with a voucher worth $500.00. The cashier issues a new voucher for the $25.00 in change that is due the customer.

Case 2: A customer buys goods worth $485.00 and pays with a voucher worth $500.00. The cashier gives the customer change of $15.00 in cash.

Set up each of the store's Card tender types

Card setup is required when you set up Card tender types for a store.

1. Click **Retail Headquarters** > **Setup** > **Store** > **Stores**.
2. Select the store that you want.
3. Click the **Setup** button, and then click **Tender types**.
4. On the **Overview** tab, select a tender type where the **Default function** is **Card**, click **Setup**, and then click **Card setup**.

5. Enter information referring, if necessary, to the following.

Card setup form

General tab

- **Identification**
    - **Card ID** – Select the ID for the type of card that you want to set up.
- **Description**
    - **Card type name** – Enter a descriptive name for the card.
- **Setup**
    - **Allow manual approval codes –** Select the check box to allow cashiers to type in approval codes.
    - **Enter fleet information** – This feature is not implemented in this release and might be removed from future releases.
    - **Check modulus** – Select the check box to check the modulus check digit.
    - **Check expiration date** – Select the check box to require cashiers to enter card expiration dates.

      Important
      For credit card or debit card processing to work, the **Check expiration date** check box must be selected.
    - **Process locally** – This feature is not implemented in this release and might be removed from future releases.
    - **Allow manual card number** – Select the check box to allow cashiers to type in card numbers.
- **POS**
    - **Broker ID** – Type the broker identification for this card, such as "Visa" or "MasterCard." This label can be printed on the receipt.

Posting tab

- **Card fee**
    - **Card fee % –** Enter the percentage of sales that the card provider charges.
    - **Card inquiry fee** – Type the fee for balance inquiries.
    - **Card fee maximum –** Type the maximum card fee that can be charged.
    - **Card fee minimum** – Type the minimum card fee that can be charged.
    - **Card fee account –** The General Ledger account to which the card fee amount is posted.
    - **Account name** – The name of the card fee account.
    - **Card fee offset account** – The General Ledger account to which the card fee offset is posted.
    - **Account name** – The name of the card fee offset account.

For descriptions of the other controls on this tab, see the descriptions for the **Posting** tab in the store **Tender type** form, earlier in this section.

Set up card types and card numbers

The card types represent all types of cards used in your system, such as debit cards, credit cards, and corporate cards. Typically, you would create one card type for each type of credit card that you accept, such as Visa, MasterCard, and so on, plus additional types for loyalty cards or corporate cards.

Retail Headquarters provides four different types of card types: International credit card, International debit card, Loyalty card, and Corporate card.

For each card type, set up card numbers. This is required for payment processing. Card numbers show the pattern or range of the card numbers that are acceptable under each card type.

For example, suppose Visa cards and one type of corporate card both begin with the number 4, but the corporate card is only issued in a limited range of numbers. For the Visa card, you might set up a card number showing a range from 4000 to 4999, with a length of 4 (the number of digits of the actual card number that should be checked). For the corporate card, you would specify whatever number range the cards are issued in, such as 4100 to 4199. When these card numbers are associated with card types for the store, if a card is swiped at the register that falls within the range for the corporate card, the cashier is prompted to identify the type of card being used, and then the card is processed according to the settings for the correct card type.

Create a card type

1. Click **Retail Headquarters** > **Setup** > **Tender types** > **Card types.**
2. Press CTRL+N to set up a new card type.
3. Enter the following information on the **Card type** form.
   - **Card ID** – The card ID that is assigned to the store to use as a store payment type. You must create card IDs for all the cards accepted by your business.
   - **Card type name** – The name of the card ID type: Visa, Euro card, MasterCard, or loyalty card, and so on.
   - **Card types** – Select a type of cards: international credit card, international debit card, corporate card, or loyalty card. Each card ID must be assigned a card type.
   - **Card issuer** – The card-issuing authority.
4. Click **Card number** to open the **Card numbers** form.
5. Type a number range in the **Card number from** and **Card number to** columns.
6. In the **Length of card number** column, enter the number of digits of the actual card number that should be checked against this card number. For example, if you are providing a 4-digit number range to check, type **4** in this column.
7. To add additional card numbers to this card type, press CTRL+N, and then repeat steps 5 and 6.

Taxes

Set up sales tax codes, items sales tax groups, and sales tax groups as described in Microsoft Dynamics AX Help. To support retail operations, also complete the following tasks:

- Assign sales tax groups to stores (required)
- Specify inclusive or exclusive tax (required)
- Set up destination-based taxes (optional)
- Set up sales tax overrides (optional)
- Set other tax options for stores (optional)

How retail taxes are calculated

In Microsoft Dynamics AX, two types of tax groups are assigned: sales tax groups to customers and item sales tax groups to items. For each item sold, Microsoft Dynamics AX calculates tax by determining the sales tax codes that apply to both the item and the customer to whom the item is sold. If either the item or the customer does not have tax groups assigned, no tax is applied.

In Microsoft Dynamics AX for Retail, sales tax groups must be assigned to stores. For each item sold, Microsoft Dynamics AX for Retail calculates tax by determining the sales tax codes that apply to both the item and the store where the item is sold. If the item does not have an item sales tax group assigned, no tax is applied.

Taxes on return transactions are calculated by using the sales tax rate schedules assigned to each sales tax code. Set up these schedules to ensure that you do not refund more tax than you collected.

Note

- Only tax settings that are related to retail tax calculation are respected by Retail POS.
- (IND) In India, only the **VAT**, **Service tax**, and **None** sales tax code tax types are supported. When you use the formula designer for tax calculation in Microsoft Dynamics AX, only the **Line amount**, **Excl. line amount**, and **MRP** options in the **Taxable basis** field are supported.
- If items are shipped to another country or region, tax calculations are typically based on the destination of the items. For more information, see Set up destination-based taxes.
- If a customer is added to the transaction, the sales tax group for the customer is factored into tax calculations only if the tax options for the store require that. For more information, see Set other tax options for stores.
- The **Check sales tax groups** option in the General ledger parameters form is not supported by Retail POS.

Assign sales tax groups to stores

A sales tax group is required for each store.

1. Click **Retail Headquarters** > **Setup** > **Store** > **Stores**.
2. Select the store that you want to modify, or press CTRL+N to create a new store.
3. On the **General** tab, under **Tax**, in the **Sales tax group** field, select the sales tax group for this store.

Specify inclusive or exclusive tax

Inclusive taxes are included in item prices, such as with Value Added Taxes (VAT). Exclusive taxes are not included in item prices. With Retail Headquarters, you can also specify the tax inclusive/exclusive settings for each store.

Note
During tax calculation, the inclusive/exclusive tax setting for the customer overrides the setting for the store.

Specify inclusive or exclusive tax for a store

1. Click **Retail Headquarters** > **Setup** > **Store** > **Stores**.
2. Select the store that you want to modify.
3. On the **General** tab, under **Tax**, select the **Prices incl. sales tax** check box if item prices in the store include taxes, or clear the check box if item prices in the store do not include taxes.

Set up destination-based taxes

Stores are sometimes required to collect taxes based on the destination of shipped items rather than the location of the store. For example, a store in New York collects New York taxes from customers who walk into the store and carry their purchases with them. If the customer wants the items shipped to Texas, the store must collect Texas taxes.

Retail Headquarters accommodates these requirements by using *destination-based taxes*. Destination-based taxes come into effect whenever a shipping address is added to a sales transaction. The sales tax group that is assigned to the customer's shipping address is used in tax calculation.

Note

- To make it easier for cashiers to work with shipping addresses, consider adding shipping address controls to the customer area in your till layouts.
- When cashiers create shipping addresses, they can select only those cities, countries or regions, and postal codes that have been set up at the head office. For proper implementation of destination-based taxes, ensure that you have a full complement of cities, countries or regions, and postal codes available.

1. Click **Retail Headquarters** > **Setup** > **Store** > **Stores**.
2. Select the store that you want to modify, or press CTRL+N to create a new store.
3. On the **General** tab, under **Tax**, select the **Use destination-based tax** check box.

Note

If the **Use destination-based tax** check box is cleared, adding a shipping address to a sales transaction has no effect on tax calculation.

Set up sales tax overrides

Give cashiers the ability to modify the tax amounts in a sales transaction by setting up sales tax overrides. Sales tax overrides are useful in a variety of scenarios. Consider the following examples:

- Certain customers—such as charitable organizations, children, or indigenous people—are subject to different tax rates.
- Certain items are subject to different tax rates under certain conditions, such as food items that are consumed in the store instead of carried out.

Each sales tax override includes the sales tax group or item sales tax group that should be overridden and the sales tax group or item sales tax group that should be used instead. Sales tax overrides are organized into sales tax override groups so that several overrides can be made available at each store.

Sales tax overrides are applied by cashiers. For example, suppose the item sales tax group for an item includes a *Food* sales tax code and the customer is exempt from that tax. The cashier overrides the item sales tax group with an item sales tax group that does not include the *Food* sales tax code.

To set up sales tax overrides, complete the following tasks:

- Set up sales tax overrides.
- Set up sales tax override groups.
- Select sales tax override groups for stores.
- Set up infocodes for sales tax overrides.
- Set permissions to allow specific cashiers to apply overrides.

Set up sales tax overrides

1. Click **Retail Headquarters** > **Setup** > **Sales tax** > **Sales tax overrides**.
2. Press CTRL+N to create a new sales tax override.
3. In the **Sales tax override** field, type a unique identifier for the override, and in the **Description** field, type a name for the override.
4. In the **Status** field, select **Enabled**.

   Note
   If you select **Disabled** in the **Status** field, the override is skipped when an override group that includes the override is applied to a transaction.

5. Enter information referring, if necessary, to the following.

   ### Sales tax override form

   #### General tab

   - **Additional description** – Type additional information about this override. This information is visible to cashiers.

Override tab

- **Override**
  - **Type** – Select the type of override, **Sales tax group** or **Item sales tax group**.
  - **From** – Select the option that best describes that tax group that is being overridden.
    - **No tax group** – Select this option to make the override available only if the tax group for an item or customer is blank.

      Note
      The sales tax group for a store is required. If you selected **Sales tax group** in the **Type** field, this override will not apply to store taxes.
    - **Any tax group** – Select this option to make the override available regardless of the tax groups in the transaction.
    - **Specified tax group** – Select this option to make the override available for the tax group that you select in this form.
  - **To** – Select the option that best describes the tax group that you are want to apply instead of the **From** tax group.
    - **No tax group** – Select this option to override with no tax group (that is, no taxes are applied).
    - **Specified tax group** – Select this option to override with the tax group that you select in this form.
- **Sales tax** – The override settings. These settings are only available if **Sales tax group** is selected in the **Type** field.
  - **From tax group** – Select the tax group that will be overridden. This setting is only available if **Specified tax group** is selected in the **From** field.
  - **To tax group** – Select the tax group to apply instead. This setting is only available if **Specified tax group** is selected in the **To** field.
- **Item sales tax** – The override settings. These settings are only available if **Item sales tax group** is selected in the **Type** field.
  - **From tax group** – Select the tax group that will be overridden. This setting is only available if **Specified tax group** is selected in the **From** field.
  - **To tax group** – Select the tax group to apply instead. This setting is only available if **Specified tax group** is selected in the **To** field.
  - **Override by** – Select an option to override tax either per line item or for the entire transaction.

Set up sales tax override groups

1. Click **Retail Headquarters** > **Setup** > **Sales tax** > **Sales tax override groups**.
2. Press CTRL+N to create a new sales tax override group.
3. In the **Sales tax override group** field, type a unique identifier for the override group, and in the **Description** field, type a name for the override group.
4. On the **Setup** tab, select the sales tax overrides that are included in this override group.

Select sales tax override groups for stores

1. Click **Retail Headquarters** > **Setup** > **Store** > **Stores**.
2. Select the store that you want to modify, or press CTRL+N to create a new store.
3. On the **General** tab, under **Tax**, in the **Sales tax override group** field, select the sales tax override group that is appropriate for the store.

Set up infocodes for sales tax overrides (optional)

1. Click **Retail Headquarters** > **Setup** > **General** > **Infocodes**, and then set up the infocodes for sales tax overrides. For more information about infocodes, see Infocodes.
2. Click **Retail Headquarters** > **Setup** > **POS** > **Functionality profiles**.
3. Select a functionality profile that is in use, and then, on the **Infocodes** tab, in the **Transaction tax change** and **Line item tax change** fields, select one of the infocodes that you created in step 1.
4. Repeat steps 2 and 3 for any other functionality profiles that are in use.

Set permissions to allow specific cashiers to apply overrides

1. Click **Retail Headquarters** > **Setup** > **Store** > **Staff**.
2. Select a cashier who is allowed to apply overrides.
3. On the **Privileges** tab, select the **Allow Sales Tax Change** check box.

Set other tax options for stores

1. Click **Retail Headquarters** > **Setup** > **Store** > **Stores**.
2. Select the store that you want to modify, or press CTRL+N to create a new store.
3. On the **General** tab, under **Tax**, specify any of the following store tax options that apply to this store:
   - **Tax Identification Number (TIN)** – Type the store's TIN.

     Note

     - You can print the TIN on receipts by enabling the Tax Identification Number variable in the form layout for the receipt.
     - (IND) For information about how the TIN affects tax posting in India, see Posting considerations.
   - (IND) **STC number** – Type the Service Tax code for the store. If this field is left blank, the Service Tax code for the company is used in tax calculations.

     Note
     This option (where available) is intended for use in India. To print this value on receipts, modify the form layout by adding a **Text** field that contains the Service Tax code.

     For information about how the Service Tax code affects tax posting in India, see Posting considerations.

- **Use customer-based taxes** – Select this check box only if the customer's sales tax group should be used in tax calculations instead of the store's sales tax group.

  Note
  If you have selected both this check box and the **Use destination-based tax** check box, taxes are calculated based on the shipping address (if any) rather than the customer's sales tax group.

Functionality profiles

Use a functionality profile to configure the point-of-sale functionality for all registers in the store. The functionality profile contains settings applicable to all registers in a store, such as staff logon limitations, secondary currency information, item and payment aggregation, infocodes, enabling X and Z reports, and so on.

After the functionality profile is set up, assign it to the appropriate store or stores.

Set up functionality profiles

1. Click **Retail Headquarters** > **Setup** > **POS** > **Functionality profiles**.
2. Press CTRL+N to enter a new profile or select an existing one.
3. Enter information referring, if necessary, to the following.

POS Functionality profile form

Overview tab

- **Profile** – The name of the functionality profile.
- **Description** – The description of the functionality profile.

General tab

- **Locale**
  - **ISO** – Select the locale for the store.

    Important
    Selecting the wrong locale in this field can have an adverse effect on posting and tax calculation.

Functions tab

- **Staff**
  - **Show staff list at logon** – Select the check box so that a list of staff is displayed at the point-of-sale at the time of login.
  - **Staff bar code logon** – This feature is not implemented in this release and may not appear in future releases.
  - **Staff card logon** – Select the check box so that only a MSR card swipe must be used for logon at point-of-sale—no keyboard input is allowed.
  - **Minimum password length** – Enter the minimum length of the password that should be entered while logging on to point-of-sale.

- **Must key in price if zero –** Select the check box so that a point-of-sale cashier must enter the price of an item manually if the price of the item is zero.
- **Limit staff list to store** – Select the check box to set the staff list based on assignment of stores in the staff card. This option is only available when the **Show staff list at logon** check box is selected.

- **POS**
  - **Log level** – Select the level of event logging that is written to the POSIsLog table in the store or terminal database.
    - **Trace** – Most events are written to the database. This setting can substantially increase the size of the database.
    - **Debug** – Key events, such as program startup (the initialization of the log file), employee logon and logoff, and failed logon attempts, are written to the database.
    - **Error** – Only error events are written to the database.
- **Terminal**
  - **Display secondary total currency** – It displays the total amount in secondary currency.
  - **Secondary total currency -** Select the secondary currency for the transaction at the point-of-sale.
  - **Print X/Z reports on POS** – Select the check box so that X/Z reports can be taken at the point-of-sale.
  - **Aggregate items** – Select the check box so that when an item is selected more than once at the point-of-sale, the first, existing line is updated.
  - **Aggregate payments** – Select the check box so that when multiple transaction payments are made with the same tender type, the first, existing line is updated.
  - **Aggregate items for printing** – Select the check box so that when the same item is sold more than once at the point-of-sale, it appears in single line on the point-of-sale receipt.
- **Transactions**
  - **Days transactions exists** – Enter the minimum number of days that transactions can remain in the database before they are deleted.
  - **Transaction delete reminder** – Enter the number of days after a transaction that a transaction-delete reminder is displayed at the point-of-sale.
  - **Backup training transactions** – Select the check box so that backups of training transactions are taken into voided transactions.

Amount tab

- **Maximum price** – Enter the maximum transaction price.
- **Maximum quantity** – Enter the maximum transaction quantity.

Infocodes tab

- **Infocodes** – Select the infocodes that cashiers see during specific tasks.
  - **Negative adjustment** – This feature is not implemented in this release and might be removed from future releases.
  - **Void item –** Select the infocode that runs when the **Void** button is pressed at the point-of-sale.
  - **Void transaction** – Select the infocode that runs when the **Void Transaction** button is pressed at the point-of-sale.
  - **Void payment** – Select the infocode that runs when the **Void Payment** button is pressed at the point-of-sale.
  - **Return transaction** – When a transaction is selected for return.
  - **Item discount** – When an item discount is performed.
  - **Mark up –** When an items is marked up at the point-of-sale.
  - **Override price** – Select the infocode that runs when the **Price Override** button is pressed at the point-of-sale.
  - **Total discount** – When a total discount is performed.
  - **Tender declaration** – Select the infocode that runs when the **Tender Declaration** button is pressed at the point-of-sale.
  - **At start of transaction** – Select the infocode that runs at the start of a transaction at the point-of-sale.
  - **At end of transaction** – Select the infocode that runs at the end of each transaction at the point-of-sale.
  - **Serial number** – When a serial number is entered.
  - **Add sales person** – When a sales person is added.
  - **The item is not on file** – Select the infocode that runs when an item is not in the point-of-sale database.
  - **Return item** – When an item is returned.
  - **Transaction tax change**—Select the infocode that runs when the cashier overrides the tax on a transaction.
  - **Line item tax change** – Select the infocode that runs when the cashier overrides the tax on a line item.

Receipt numbering tab

Specify formats for receipt numbers in the store.

The formats that you set up determine how receipts are numbered. By default, the three types of receipts—Sale, Return, and Payment—use the same number sequence, which is set to **1** when you create the Retail POS database. When you set up receipt number formats, you decide whether receipts are numbered from this default number sequence or from independent number sequences. Consider the following examples:

- If you do not set up receipt number formats, or if you set up receipt number formats but do not select the **Independent sequence** check box described below, receipt numbers are incremented regardless of the type of receipt. You get a sequence such as sale number 1, followed by return number 2, followed by sale number 3, followed by customer payment number 4.
- If you set up receipt number formats and select the **Independent sequence** check box for all three types of receipts, the three types of receipt numbers are incremented in separate sequences. You start with sale number 1, return number 1, and customer payment number 1.
- If you set up receipt number formats and select the **Independent sequence** check box for only one type of receipt, such as Sale, that type of receipt is numbered in a separate sequence while the other two share the default number sequence. As a result, you get a sequence such as sale number 1, sale number 2, sale number 3, return number 1, and customer payment number 2.

Important
Set up formats so that receipt numbers are unique for each store, terminal, and receipt type. The easiest way to do this is to include the store number, the terminal number, and a unique character representing the receipt type in each receipt number format.

If you use the same format for each receipt type, we recommend clearing the **Independent sequence** check box for each receipt type.

- **Receipt transaction type** – The type of receipt that this format is for.
  - **Sale** – Select this option to set a format for transactions where the total amount is positive or zero.
  - **Return** – Select this option to set a format for transactions where the total amount is negative.
  - **Payment** – Select this option to set a format for customer payments.
- **Format** – Type the mask for the receipt number. Use the mask characters shown in the following table. For the non-date mask characters, repeat each character as often as necessary to accommodate the data that you are including in the receipt number.

Mask character	Description
#	Receipt number
S	Store number
T	Terminal number
C	Staff ID
ddd	Day of the year (1 through 366)
MM	Two-digit month
DD	Two-digit day of the month
YY	Two-digit year

Characters other than those in the table appear as themselves in the receipt number. If you intend to scan receipt bar codes, avoid the use of special characters in the mask.

Example
The format **PSSSSTTTT######** for terminal 11 in store 4 might result in a receipt number such as **P00040011001234**.

- **Independent sequence** – Select the check box if this format uses a unique number sequence. Clear the check box if this format should share the default number sequence.

Assign a functionality profile to a store

1. Click **Retail Headquarters** > **Setup** > **Store** > **Stores.**
2. On the **Overview** tab, select a store, and then on the **General** tab, under **POS Terminal**, in the **Functionality profile** field, select a functionality profile.

Items

All the features of items in Microsoft Dynamics AX, such as stock control, ordering, purchasing, and price and cost calculations, are available to items in Retail Headquarters. Retail Headquarters provides the following additional features for retail items.

- Additional item properties and features:
    - Item types
    - Date control
    - Seasons
    - Language-specific item descriptions
    - Customer and vendor item numbers
    - Shelf and item labels
    - Item-specific infocodes
    - Item pictures
    - Item sale triggers the sale of another item (linked items)
    - Item section locations
- Open department and group sales
- Retail hierarchy
- Special groups
- Assortments
- Variants
- Item packages

Set up retail items

1. Click **Retail Headquarters** > **Common Forms** > **Retail items**.
2. Press CTRL+N to create a new item.
3. Enter an **Item number** and an **Item name**.
4. On the **General** tab, under **Groups**, select an **Inventory model group** and a **Dimension group**.

5. On the **Retail** tab, select a **Retail group**. The settings of the retail group are automatically filled into the corresponding fields for the item.
6. Enter information referring, if necessary, to the following.

Item form

Note

- Only the features and tabs added or modified by Retail Headquarters are described here. For descriptions of the other features and tabs, see Microsoft Dynamics AX Help.
- The **Physical negative inventory** and **Financial negative inventory** check boxes must be select for the inventory model group that you select for a retail item or posting fails.
- (BRA) To enter or modify fiscal information for an item, you must open the standard **Items** form (where the retail-specific tabs do not appear). This note applies only in Brazil.

Overview tab

With Retail Headquarters, you can filter the item list in order to view items in specific groups or departments or from specific vendors. Only items that match all of the filters that you set appear in the item list.

- **Filters**
  - **Retail hierarchy tree** – To view the items for a business group, division group, retail department, or retail group, select the group or department in the hierarchy tree. You can select only one group at a time.
  - **Item group** – Select an item group to view only items in that group.
  - **Buyer group** – Select a buyer group to view only items in that group.
  - **Vendor account** – Select a vendor account to view only items supplied by a particular vendor.
  - **Special group** – Select a special group to view only items in that group.

Retail tab

- **Type**
  - **Item Type**
    - **Standard item:** Not sold at the point-of-sale, but sold through a Microsoft Dynamics AX sales order or inventory process.
    - **Retail item:** Sold at the point-of-sale and sold through a Microsoft Dynamics AX sales order or inventory process.
    - **Retail department:** Sold at the point-of-sale not as a specific item but as a retail department with a price to be keyed in at the register. For more information, see Set up an open department or open group sale.
    - **Retail group:** Like retail department, sold at the point-of-sale not as a specific item, but as a retail group with a price to be keyed in at the register. For more information, see Set up an open department or open group sale.

- **Item hierarchy –** Select from the four levels of retail hierarchy. For more information, see Retail hierarchy.

  Note
  If you select the retail group, the rest of the hierarchy is filled in automatically and other settings are automatically applied to the item. For more information, see Assign an item to a retail group.

  - **Business group** – The business group that the item belongs to.
  - **Division group** – The division group that the item belongs to.
  - **Retail department** – The retail department that the item belongs to.
  - **Retail group** – The retail group that the item belongs to.
- **Comparison price –** You can compare prices for items of different brands or packaging based on a base comparison unit of measure; for example, price per ounce. This price can also appear on shelf and item labels.
  - **Base comparison unit –** Select a base comparison unit; for example, ounces.
  - **Comparison price –** Automatically calculated, based on the base comparison unit and its unit conversion.

    Note
    Units of measure and unit conversions must have been set up previously in Microsoft Dynamics AX.
- **Variants** – Retail items, such as apparel, can have different variants (sizes, colors and styles). Variant groups must have been set up previously. For more information, see Variants.
  - **Print variants shelf labels –** Select the check box to print one shelf label per variant. For example, if you have an item that comes in two colors and two sizes, you print four labels, one for each combination. Clear this check box to print one label for the item, regardless of variants.
- **Bar code –** Retail items can be represented by one or more bar codes. Multiple bar codes are essential, if the same item comes from different manufacturers or suppliers, or if the item has different size, style, or color variants. For more information, see Bar codes.
- **Activation**
  - **Issue date –** The date that a blocked item will be activated.
- **Blocking**
  - **Blocked at register –** Select the check box if you want to prevent the item from being sold at the register.
  - **Date blocked** – If you select the **Blocked** check box, the current data is displayed.
  - **Date to be blocked** – Enter a date (or click the Calendar icon and select a date) on which to block the sale of the item.
- **Temperature** – This feature is not implemented in this release and might be removed from future releases.

Fashion tab

- **Clothing**
  - **Fabric composition –** Provides an additional item description to define the composition or type of fabric.
- **Item life cycle**
  - **Season –** Select a season for the item.

    Note
    Seasons must have been set up previously.
  - **Life from –** Displays the start date of the selected season. You can also change this date.
  - **Life to –** Displays the end date of the selected season. You can also change this date.
- **Contract concession**
  - **Vendor account** – The name of the vendor with a concession agreement with your company.
  - **Contract item** – Select the check box to allow entered items that are used exclusively in conjunction with concession charges/cost and represent a cost to be entered on concession contracts. These items are not connected to any concession Vendor Account.

  Note
  Concession items must be service items and should not include any inventory posting. The item type must be **Standard item**.

POS Terminals tab

- **Scale item –** Select the check box if the item is a scale item, that is, one measured on a weighing scale at the register before sale. The weight unit of measure must be set as a weight-type of measure.
- **Keying in price –**Select how an item price is keyed into a register.
- **Keying in quantity –**Select whether an item quantity must be entered at the register during a transaction.
- **Must key in comment –** Select to display a reminder at the register to enter a comment.
- **Zero price valid –** Select if the item sales price can be zero at the register.
- **Quantity becomes negative -** Select to display a negative line item at the register.
- **No discount allowed –** Select the check box if any sales invoice containing this item cannot have an invoice discount at the point-of-sale.

Setup button

- **Language - Item description** – Set up item descriptions in other languages. If language-specific descriptions are set up, the cashier sees the description for the locale that is selected for the store in the functionality profile.

  Note
  Only the first 60 characters of the description display in Retail POS.

- **Customer's item numbers –** Enter the code or name of the item used by a customer. The item can be linked to multiple customers by creating a new line for each customer.
- **Vendor's item numbers –** Enter the code or name of the item used by a vendor. The item can be linked to multiple vendors by creating a new line for each vendor.
- **Shelf label –** Set up to print shelf labels of an item with a distribution specification.
- **Item label –** Set up to print item labels of an item with a distribution specification.
- **Picture –** Attach an image to the item.
- **Infocodes –** Link or assign an infocode to an item. Infocodes display at the register for required input or information update.
- **Linked items –** Set any item as a linked item to the main item. The linked item is sold at the point-of-sale along with its original item.
- **Item section location –** Define the physical storage or display location details of an item, for example, store number, section number, and shelf number.
- **Where-linked items –** You can designate an item as a **Where-linked** item. From this setting you can determine what items are linked to a linked item.

Functions button

- **Print specific shelf label** – Print shelf labels for this item.
- **Print specific item label** – Print item labels for this item.
- **Mandatory check setup** – Set up the item fields that you want to verify to make sure that the item is set up properly.
- **Check item** – Check the item against the mandatory check setup.
- **Buyer's push** – Add the item to the **Buyer's push** form.

Inquiries button

- **Competitor prices** – View competitor prices for this item.
- **Sales transactions** – View sales transaction that involve this item.
- **Discounts** – View discounts set up for this item.

Set up an open department or open group sale

Cashiers can perform an open department or open group sale when the bar code is unavailable or the store does not track individual items. When performing an open department or open group sale, the cashier selects the open department item or open group item, and then manually enters the price.

Important
When selling an item in an open department or open group sale, statistics for the department or group are recorded, but not for the actual item. Also, inventory is not updated.

1. Click **Retail Headquarters** > **Common Forms** > **Retail items**.
2. Press CTRL+N to create a new retail item.

3. On the **General** tab, in the **Item name** field, enter a description of the open department or open group sale.
4. On the **Retail** tab, in the **Item type** field, select **Retail department** or **Retail group**, as appropriate for the type of open sale that you want.
5. In the **Retail group** field, select a retail group.
6. On the **POS Terminals** tab, in the **Keying in price** field, select **Must key in new price**.
7. Repeat steps 2 through 6 to create items for other departments or groups.

Retail hierarchy

Make item management easier by setting up a retail hierarchy for your items. This can simplify tasks such as assigning items to stores, setting up variants, and tracking sales.

Have a well-defined structure in mind before organizing your inventory. Your retail hierarchy can include the following four types of groups:

- **Business group** – The top level of the hierarchy, a business group can contain multiple division groups.
- **Division group** – A division group can contain multiple retail departments.
- **Retail department** – A retail department can contain multiple retail groups or items, or a combination of retail groups and items.
- **Retail group** – A retail group can contain multiple items.

For example, suppose that you operate a chain of discount stores. You organize your inventory into business groups for Apparel, Electronics, and Sundries. The Apparel business group contains division groups for Men, Women, and Children. The Men's division group contains retail departments for Casual, Business, Eveningwear, and Accessories. And, finally, the Casual department contains retail groups for specific manufacturers, specific types of casual wear, specific sports, and so on.

Note
Both retail departments and retail groups can contain items. This means that using retail groups is optional, but remember that a retail group can act as a template for new items. For more information, see Assign an item to a retail group.

Set up the retail hierarchy

1. Click **Retail Headquarters** > **Setup** > **Item** > **Retail hierarchy**.
2. To add a new group, select a group that is one level higher in the hierarchy than the group that you want to create. For example, to add a new retail department, select a division group.

   Note
   To add a new business group, select the **Retail hierarchy** folder.

3. Press CTRL+N.

   The list form for the type of group that you want to create appears. For example, if you selected a division group in step 2, the **Retail departments** form appears.

4. Press CTRL+N to create a new record.

5. Enter information referring, if necessary, to the form descriptions later in this topic.
6. On the toolbar, click **Save**, and then close the list form to return to the **Retail hierarchy** form.
7. To view the new group in the hierarchy, click **Refresh** on the **Command** menu, and then expand folders as necessary.

Modify an existing retail hierarchy group

The only information that you can modify in the **Retail hierarchy** form is the description of an existing group or department. To make other changes, you must open the list form for the group or department that you want to modify.

1. Click **Retail Headquarters** > **Setup** > **Item** > **Retail hierarchy**.
2. Select the group that is one level higher than the group that you want to modify. For example, to modify a retail department, select the division group that contains that department.
3. Press CTRL+N to open the list form, select the group that you want to modify, and then make any changes.

Assign an item to a retail group

1. Click **Retail Headquarters** > **Common Forms** > **Retail items**.
2. Select the item that you want to modify, or press CTRL+N to create a new item.
3. On the **Retail** tab, under **Item hierarchy**, in the **Retail group** field, select the appropriate retail group.

   The rest of the item hierarchy is filled in automatically, in addition to the following information:

   - Item and shelf label reports
   - Bar code setup
   - Location (section and shelves)
   - Variant groups
   - Default warehouse (purchase orders)
   - Default warehouse (inventory)
   - Default warehouse (sales orders)
   - Item sales tax group (sales orders)
   - Item sales tax group (purchase order)
   - Item group
   - Inventory model group
   - Dimension group
   - Replenishment group

Note
If you modify the retail group for an existing item that already has variant combinations, the variant groups for the item are not modified.

View the items assigned to a retail department or retail group

1. Click **Retail Headquarters** > **Setup** > **Item** > **Retail hierarchy**.
2. Select the retail department or retail group that you want.
3. Click **Inquiries**, and then click **Retail group** or **Retail items**, as appropriate.

Note
For a retail group, you can also inquire about the item section locations for the retail group.

View retail group forecasts

You can view sales, purchases, or inventory forecasts for a retail group.

1. Click **Retail Headquarters** > **Setup** > **Item** > **Retail hierarchy**.
2. Select a retail department, and then click CTRL+N to open the **Retail group** from.
3. Select the group for which you want to view a forecast, click **Forecasting**, and then click **Sales**, **Purchase**, or **Inventory forecast**.

Retail hierarchy forms

Business group form

- **Business group** – A unique ID of up to 10 characters.
- **Description** – The description or name of the business group.

Division group form

- **Division group** – A unique ID of up to 10 characters.
- **Description** – The description or name of the division group.
- **Business group** – The business group ID that the division group is linked to.

Retail departments form

General tab

- **Retail department** –A unique ID of up to 10 characters.
- **Description** – The description or name of the retail department.
- **Search name** – A simple name to help find the retail department when searching.
- **Division group** – The division group that the retail department belongs to.
- **Location replenishment** – Select the replenishment rule for allocating items to stores.

Dimension tab

Select the financial dimensions that should be applied to items in this retail department.

Setup button

- **Infocodes** – Assign infocodes to the retail department. For information about infocodes, see Infocodes.
- **Groups to distribute to** – Select the distribution groups that will receive this retail department.

  Note
  Whether you can select distribution groups depends on the table distribution settings for your organization. For more information, see Part 2: Retail Scheduler.

Retail group form

General tab

- **Retail group** – A unique ID number for the retail group.
- **Description**
  - **Description** – The description or name of the retail group.
  - **Search name** – A simple name to help find the retail group when searching.
- **Retail department**
  - **Retail department** – The retail department that the retail group belongs to.
- **Bar code**
  - **Bar code setup –** Select a bar code mask so that the program checks each digit of the bar code typed-in item master against the corresponding bar code mask digit and generates the missing digits according to the mask.
  - **Use EAN standard bar code** – Select the check box if the bar codes for the items that belong to the retail group should generally follow the EAN standard for bar codes.
- **Variant groups –** Variant groups must be set up before you can assign them to retail groups. For information about variants, see Variants. If the retail group includes apparel, shoes, or other items with sizes, colors, or styles, select a **Size group**, **Color group**, and **Style group**. (You can specify one, two, or all three.)

  Note
  If you want to create item variants for all items in a retail group, you should assign variant groups to the retail group. When assigning the retail group to the retail item, the item inherits the variant group combinations. The combination can be modified or deleted as required.

  Bar codes can also be created for variants based on the size, color, and style groups assigned to an item or retail group. This can be extremely useful if there are many sizes, colors, and styles because combination increases significantly with added variant codes. Otherwise, bar codes must be manually assigned to each combination.

- **Base comparison unit**
  - **Base comparison unit** – To compare items in a retail group that have different units of measure, select a base comparison unit (of measure). This converts the items' units of measure to a common unit of measure. For example, if a beverage comes in different sizes of bottles and cans, you can select a base comparison unit of ounces.

  Note
  Units of measure must have been set up previously in Microsoft Dynamics AX.

- **Default reports**

  Select a **Shelf label report** and **Item label report** so that Retail Headquarters can create labels whenever a new item is created or whenever the price or comparison price of the item listed under retail group is changed at the store.

  Note
  You can also create item label printing either manually for an item or by clicking **Retail Headquarters** > **Periodic** > **Labels** > **Print shelf labels** or **Print item labels**, where you can print item labels for retail groups and retail departments.

- **Location replenishment**
  - **Replenishment rule** – Specify the replenishment method or rule to allocate the required items or quantities in the stores.
- **POS**
  - **Keying in price** – Select a value that indicates whether a salesperson has to key in a price for certain items that are not predefined or if a new price is to be allocated.
    - **Not mandatory:** Keying in a new price is not mandatory. If a salesperson wants to use this function for items for which no predefined prices exist, the option **Zero price valid** should also be marked for the item.
    - **Must key in new price:** It is mandatory to enter a new price for the items linked to the retail group. The entered price can be higher or lower, but not the same as existing one.
    - **Must key in higher/equal price:** It is mandatory to enter a new price for the items linked to the retail group. The entered price should either be higher or equal to its original price, but cannot be less than its original price.
    - **Must key in lower/equal price:** It is mandatory to enter a new price for the items linked to the retail group. The entered price should either be lower or equal to its original price, but cannot be higher than its original price.
    - **Must not key in price:** It does not allow entering a new price for the item.
  - **POS inventory lookup** – This feature is not implemented in this release and might be removed from future releases.
- **Modified**
  - **Modified date and time** – The date and time of the last changes to the retail group.

Standard item tab

Note
When you assign an item to a retail group, the following default settings are automatically assigned to the item. You can change the settings if you want.

- **Groups**
  - **Item group** – Select the Microsoft Dynamics AX item group that this retail group belongs to. All items are assigned to an item group when they are created. Item groups are used with ledger transactions based on which inventory posting is done.
  - **Inventory model group** – Select the Microsoft Dynamics AX inventory model group that this retail group is associated with. Inventory model groups contain settings that determine how items are controlled and handled on item receipts and issues. They also determine how item consumption is calculated.
  - **Dimension group** – Select the Microsoft Dynamics AX dimension group that this retail group is associated with. Dimension groups are composed of *item dimensions*, which define the physical characteristics of inventory items and *storage dimensions*, which control how items are stored and taken from inventory.
- **Item sales tax group** – For **Sales order** and **Purchase order**, select the sales tax group that is used when an item in the retail group is added to the particular order.
- **Default warehouse** – For **Purchase order**, **Inventory**, and **Sales order**, select the default warehouse that is used when an item in the retail group is added to the particular order.

Setup menu

- **Infocodes** – Assign infocodes to the retail department. For information about infocodes, see Infocodes.
- **Groups to distribute to** – Select the distribution groups that will receive this retail department.

  Note
  Whether you can select distribution groups depends on the table distribution settings for your organization. For more information, see Part 2: Retail Scheduler.

Special groups

Special groups provide an additional way to manage inventory. Use a special group to create a subset of a retail group or anytime that you want to group otherwise unrelated items.

Create special groups

1. Click **Retail Headquarters** > **Setup** > **Item** > **Special groups**.
2. Press CTRL+N to create a new record.
3. In the **Special groups** column, enter an ID for the group and in the **Name** column, enter a description of the group.
4. Click **Setup**, and then click **Special group items**.
5. Press CTRL+N to create a new record.

6. In the **Item number** field, select an item.

   Note
   You can also add records to this list by clicking **Add items**. For a detailed description of the **Add items** form, see Assortments.

View items assigned to special groups

1. Click **Retail Headquarters** > **Common Forms** > **Retail items**.
2. Select the item that you want.
3. Click **Setup**, and then click **Special group items**.

   Retail Headquarters displays the **Special group items** form with the special groups that the item is assigned to.

Assortments

An *assortment* is a collection of related items that you assign to a store or store group. Assortments can save you time because you can assign thousands of items to a store simultaneously instead of assigning each item individually. Multiple assortments can be assigned to each store or store group.

Use assortments to group together items that have similar attributes. For example, you can set up an assortment for winter wear that is stocked only in stores in colder climates. The items in a single assortment can belong to a variety of hierarchy groups, special groups, and so on.

Set up an assortment

1. Click **Retail Headquarters** > **Setup** > **Items** > **Assortments**.
2. Press CTRL+N to create a new assortment.
3. Type a unique identifier for and description of the new assortment.
4. Click the **General** tab.
5. Click in the grid on the left side of the tab, press CTRL+N, and then select the store or store group that will receive this assortment.
6. Repeat step 5 for any additional stores or store groups.
7. Add items to the assortment in one of the following ways:
   - Click in the grid on the right side of the tab, press CTRL+N, and then select an item, variant, or group of items that is part of this assortment. Repeat this step for any additional items, variants, or groups of items.
   - Click **Add items**. Under **Filters**, select the groups from which you want to select items. Under **Available items**, select the check boxes for the items that you want to add, and then click **Add**. After you finish selecting items, click **OK** to add the items to the assortment and return to the **Assortment** form.

Assortment form

General tab

- **Identification**
  - **Number** – The unique identifier for the assortment.
- **Description**
  - **Assortment name** – A name or description for the assortment.
- **Stores list** – The list of stores that receive the assortment.
  - **Store type** – Select **Store** or **Store group**, as appropriate.
  - **Relation** – Select the store or store group.
- **Items list** – The items in the assortment.
  - **Type** – Select the type of record (item, variant, or group) that you want to add to the items list.
  - **Item relation** – Select the record that you want to add to the items list.
  - **Item name** – The name or description of the item, variant, or group that you are adding.

Add items button

Open the **Add items** form to select items or groups of items to add to the list.

Add items form

- **Filters** – Select the groups of items that you want to choose from.

  Note
  The filters that you select work together. Only items that meet all of your selected criteria appear in the **Available items** list.

  To clear the filters, select **All** in the **Retail hierarchy** field and clear (delete) the text in the other filter fields.

  - **Retail hierarchy tree** – To view the items for a business group, division group, retail department, or retail group, select the group or department in the hierarchy tree. You can select only one group at a time.
  - **Item group** – Select an item group to view only items in that group.
  - **Buyer group** – Select a buyer group to view only items in that group.
  - **Vendor account** – Select a vendor account to view only items supplied by a particular vendor.
  - **Special group** – Select a special group to view only items in that group.
- **Available items** – The list of items that meet the criteria that you selected in the **Filters** area. Select the check box for each item that you want to add.
- **Add** – Add the items that are marked in the **Available items** list to the **Items to add** list.
- **Remove** – Remove the items that are marked in the **Items to add** list from the **Items to add** list. Removed items are not deleted from the database.

- **Items to add** – The list of items that you want to add.
- **OK** – Add the items in the **Items to add** list and close the **Add items** form.
- **Cancel** – Close the **Add items** form without adding any items.

View the assortment items for a specific store

1. Click **Retail Headquarters** > **Setup** > **Stores** > **Store**.
2. Select the store that you want.
3. Click **Setup**, and then click **Retail items**.

View the assortment items for a specific store group

1. Click **Retail Headquarters** > **Setup** > **Stores** > **Store groups**.
2. Select the store group that you want.
3. Click **Setup**, and then click **Retail items**.

View the assortments that include a specific item

1. Click **Retail Headquarters** > **Common forms** > **Retail items**.
2. Select the item that you want.
3. Click **Setup**, and then click **Assortment item list**.

Variants

A *variant* is an item with specific attributes called *dimensions*. Microsoft Dynamics AX provides two dimensions, Size and Color, and Retail Headquarters provides an additional dimension, Style. After you set up your size, color, and style dimensions, you organize them into dimension groups. For example, you might have a size group named *Men's Shoes* with specific sizes assigned to the group, or a color group named *Television* with colors such as *Gray*, *Silver*, and *Black* assigned to it.

Note

The availability of the **Style** feature is controlled by a configuration key. To enable or disable the feature, click **Administration** > **Setup** > **System** > **Configuration**, expand **Retail**, and then expand **Retail Headquarters**. To enable the feature, select the **Item dimension – Style** check box. To hide the feature, clear the check box.

You can assign a dimension group to an item, or—to save steps—you can assign the dimension group to a retail group. When you assign a new item to the retail group, the dimension group is filled in automatically.

The process for creating variants includes the following steps:

1. Set up sizes, colors, and styles.
2. Assign sizes, colors, and styles to size, color, and style dimension groups.
3. Assign dimension groups to retail groups or items.
4. Create variants.

Note

Unless you set up bar codes for the variants, cashiers ring up the base item and then select the variant. If you want to allow cashiers to ring up variants directly, you can set up bar codes for the variants. For more information, see Bar codes.

Set up sizes, colors, and styles

1. Click **Retail Headquarters** > **Setup** > **Item** > **Sizes**, **Colors**, or **Styles**.
2. Press CTRL+N to create a new size, color, or style.
3. In the **Size**, **Color**, or **Style** column, type an ID number.
4. In the **Name** column, type the name of the size, color, or style.

Assign sizes, colors, or styles to dimension groups

1. Click **Retail Headquarters** > **Setup** > **Item** > **Size group**, **Color group**, or **Style group**.
2. Press CTRL+N to create a new group.
3. In the **Size group**, **Color group**, or **Style group** column, type an ID number.
4. In the **Description** column, enter a description of the group.
5. Click **Sizes**, **Colors**, or **Styles**.
6. Press CTRL+N to create a new record.
7. In the **Size**, **Color**, or **Style** column, select a size, color, or style.

   The **Name** column displays the name of the size, color, or style.
8. In the **Weight** column, enter a value that indicates how many of this variant should be replenished in relation to the other variants. For example, you can order three medium-sized shirts for every single small and large.
9. In the **Number in bar code** column, enter the number that is automatically assigned to the group when creating bar codes for variants.
10. Repeat steps 6 through 9 for any additional sizes, colors, or styles, and then close the form.
11. When prompted to update for all items in the group, click **Yes**.

Assign dimension groups

Assign dimension groups to a retail group

When you assign a retail group to a new item, the dimension groups in the retail group are automatically assigned to the item. The sizes, colors, and styles in the dimension groups are automatically associated with the item.

1. Click **Retail Headquarters** > **Setup** > **Item** > **Retail hierarchy**.
2. Select the department that contains the retail group that you want to modify, and then press CTRL+N to open the list of retail groups.
3. Select the group that you want to modify, and then, on the **General** tab, under **Variant groups**, select a **Size group**, **Color group**, and **Style group**, as appropriate for items in this retail group.

For more information about retail groups, see Retail hierarchy.

Assign dimension groups to an item

If you are not using retail groups, or if an item belongs to a retail group that does not include dimension groups, you can assign dimension groups directly to an item. The sizes, colors, and styles in the dimension groups are automatically associated with the item.

1. Click **Retail Headquarters** > **Common Forms** > **Retail items**.
2. Press CTRL+N to create a new item, and then enter basic information about the item.
3. On the **Retail** tab, under **Variants**, select the appropriate dimension groups in the **Size group**, **Color group**, and **Style group** fields.

To view or modify the sizes, colors, or styles for an item, click **Setup**, and then click **Sizes**, **Colors**, or **Styles**.

Create variants

After assigning dimension groups to an item by using one of the two methods described above, create the variants for the item.

Note
If you assigned a retail group that includes only one dimension group and that dimension group has only one dimension, you can skip this procedure; the variants are created automatically.

1. Click **Setup**, and then click **Item dimension combinations**.
2. Click **Create combinations**.
3. Select the check box for each variant that you want to create, or click **Select all** to select all of the check boxes, and then click **OK**.
4. In the **Name** column, modify the item descriptions as necessary.

Item packages

An *item package* is a group of items ordered from a supplier. Packages can help you create purchase orders since you can select a package instead of selecting items individually. Order lines are updated automatically with the items in a package.

The same item can be included in different packages for one of more vendors. You can add items after a package has been added to an order, but you cannot remove an item from the order line if it is included in the package.

1. Click **Retail Headquarters** > **Setup** > **Item** > **Item packages**.
2. Press CTRL+N to create a new package.
3. In the upper pane, enter information referring, if necessary, to the following.
   - **Package number** – The unique identification number of the package. This can be created either manually or automatically, depending upon the number sequences setup.
   - **Description** – The description of the package.
   - **Vendor account** – Select the vendor that supplies the items in the package.

4. In the lower pane, press CTRL+N to create a new item for the package, and then enter information referring, if necessary, to the following.

   Note
   You can also add records to this list by clicking **Add items**. For a detailed description of the **Add items** form, see Assortments.

   - **Item number** – Select an item from the drop-down list.
   - **Variant number** – If the item has variants, such as size, color, or style, you select a variant number.
   - **Configuration**, **Size**, **Color**, and **Style** – If the item has a configuration, size, color, or style, you select from the drop-down lists.
   - **Quantity** – The quantity of the item to be ordered.
   - **Unit** – The unit type of the item.
   - **Item name** – Retail Headquarters automatically fills this column with the name of the item selected in the **Item number** column.

Bar codes

You can use bar codes for purchasing and selling items, tracking item variants, setting up customers and staff, as well as issuing and endorsing coupons, gift cards, and vouchers. You can set up retail items with standard bar codes or custom, in-house bar codes.

Items can have more than one bar code; for example, if an item comes from different manufacturers or has size, style, or color variants. Bar codes can include item weight or price.

Bar code masks are templates for creating bar codes.

Note

By assigning a unique bar code to each variant combination, you can scan the item bar code at the register and let the program find which variant of the item is being sold. This enables you to collect and view statistics of sales by variants.

Each size, color, and style group can be assigned a unique number that identifies it in the bar code. Retail Headquarters uses the bar code mask to generate bar codes automatically for each variant combination. This can be useful if there are many sizes, colors, and styles because the combination increases significantly with each added variant code. If this is not done, the bar codes must be manually assigned to each combination representing an item variant.

You can create bar codes manually or automatically. Complete the following steps in the order shown:

1. Set up bar code mask characters.
2. Set up bar code masks.
3. Set up bar code setups.
4. Create bar codes for specific items.

For information about printing bar code labels, see Labels.

Set up bar code mask characters

Bar code mask characters are alphabetic characters that are replaced with numbers when Retail Headquarters uses a bar code mask to generate a bar code. Use different bar code mask characters to generate different types of bar codes; for example, bar codes for items, customers, and employees. A single mask character, such as one representing the item number, can add several characters to the bar code.

Note

If you create all of your bar codes manually, you do not need to set up mask characters or masks. If you create a bar code manually for an item for which a bar code mask is set, all mask validation is bypassed except for the check digit. If the check digit does not match the check digit in the bar code mask, you receive an error message similar to the following message:

"Expecting check digit 8 but found 3."

1. Click **Retail Headquarters** > **Setup** > **General** > **Mask characters**.
2. Press CTRL+N to create a new bar code mask character.
3. Enter information referring, if necessary, to the following.

Bar code mask characters form

- **Type** – Select the type of character, such as check digit or item number.
- **Character** – Enter a single character (between A and Z) to represent the selected **Type**.
- **Description** – Enter a description of the bar code mask type and character.

Set up bar code masks

Use bar code masks to create and check bar codes and reduce bar code errors. You can set up masks for both standard bar codes and in-house bar codes. Bar codes masks are made up of an optional prefix and one or more segments.

In-house bar code masks

When setting up custom bar code masks, be aware of the requirements of the scanners that are in use in your stores. Some scanners only validate bar codes with a specific format and check digit.

When you create a bar code mask for an item with variants, Retail Headquarters can generate the bar codes for each size, color, and style combination.

Standard bar code masks

Bar codes often have a fixed structure; for example, EAN standard bar codes have a modulus check digit as the last digit. Retail Headquarters checks the validity of the bar code input and, if necessary, calculates the check digit and converts the input into a standard EAN bar code.

Supported standards

Bar code masks can be based on any of the following bar code standards:

- No bar code
- EAN128/UCC128
- Code 39
- Interleaved 2 of 5
- Code 128
- UPC A
- UPC E
- EAN13
- EAN8
- PDF417
- Maxicode

Set up bar code masks

1. Click **Retail Headquarters** > **Setup** > **General** > **Bar code Mask Setup**.
2. Press CTRL+N to create a new bar code mask.
3. In the upper pane, enter the following information:
    - **Mask ID** – The unique ID of the bar code mask.
    - **Description** – A brief description of the bar code mask.
    - **Type** – Select a predefined type: **Item**, **Customer**, **Employee**, and so on.
    - **Bar code standard** – Select a bar code format.
    - **Prefix** – The first character used in the bar code mask. We recommend setting a prefix for each bar code mask to avoid overlapping sets of bar codes.
    - **Mask** – The characters that represent the bar code. This is the result of the segments defined in the lower pane, plus the prefix. See step 4, below.
    - **Length** – The required length of the bar code. The value in this column is calculated by Retail Headquarters; it is the sum of the number of characters in the prefix and all segments.

4. Click in the list in the lower pane, and then press CTRL+N to create a new segment.
    - **Segment number** – Type an identification number for the segment.
    - **Type** – Select one of the bar code mask characters that you created earlier.
    - **Length** – Enter the number of characters in the segment. For example, if this segment is for the item number, type the number of characters in the longest item number that this mask will be used for.
    - **Character** – This column is automatically updated when you select an option in the **Type** column.
    - **Decimals** – The decimal places for the bar code mask. Use this field when item prices and quantities include decimals.
5. Repeat step 4 to create additional segments as necessary.

Set up bar code setups

1. Click **Basic** > **Setup** > **Bar code setup**.
2. In the **Mask** field, select one of the bar code masks that you created earlier.
3. Complete the rest of the form. For more information, see Microsoft Dynamics AX Help.

Create bar codes for specific items

1. Click **Retail Headquarters** > **Setup** > **Item** > **Bar codes**.
2. Press CTRL+N to create a new item bar code.
3. In the **Item number** column, select an item for the bar code.
4. In the **Bar code setup** column, select the appropriate setup from the list**.**
5. In the **Configuration**, **Size**, **Color**, and **Style** columns, select an option, if available.
6. In the **Bar code** field, enter the item bar code manually or create it automatically by clicking **Functions**, and then clicking **Create/Update barcodes**.
7. If you want this bar code to be shown in the **Bar code** field on the **Retail items** form, select the check box in the **Show for item** column. If no bar code number has the check box selected, Retail Headquarters automatically displays the smallest bar code number for the item.
8. Enter information referring, if necessary, to the following.

Item – bar code form

Overview tab

- **Item number** – Select the item from the list.
- **Variant number** – The variant IDs of the selected item. This field enables you to create variant bar codes for an item.

General tab

- **Bar code**
  - **Bar code** – The digits that are formed as a set of combinations and are known as the bar code of an item.
- **Setup**
  - **Bar code setup** – Select one of the bar code setups that you created earlier.
  - **To be printed** – Select the check box if the bar code is used for printing receipts or labels.
  - **Scanning** – Select the check box if the bar code is used for scanning.
  - **Show for item** – Select the check box to display a selected bar code on the **Retail** tab on the **Item** form.
- **Item dimension**
  - **Size** – The multiple sizes of an item that are used in bar code creation. When creating bar codes with the combination of any item dimension, Retail Headquarters displays the size from the **Dimension groups** form.
  - **Color** – The multiple colors of an item that are used in bar code creation. When creating bar codes with the combination of any item dimension, Retail Headquarters displays the color from the **Dimension groups** form.
  - **Style** – The multiple styles of an item that are used in bar code creation. When creating bar codes with the combination of any item dimension, Retail Headquarters displays the style from the **Dimension groups** form.

Functions button

- **Create/Update bar codes** – Create or update the bar code for the selected item.

  Note
  This feature cannot be used for bar codes for items with configuration variants.

  - **Item number –** The item selected on the **Item – bar code** form. This field is not editable.
  - **Item name –** The item selected on the **Item – bar code** form. This field is not editable.
  - **Use item –** The default value in this field is the same as the **Item number**. You can select another value.
  - **Unit –** The default value in this field is updated when the item is selected.
  - **Bar code setup –** Select the bar code setup that contains the bar code type, font, size, and mask information that you want.
  - **Create –** Generate the bar code for the item.

- **Create bar codes from number sequence** – Use to create a bar code for imported items. This is necessary when a vendor does not provide a bar code for an item.
  - **Item number -** The item selected on the **Item – bar code** form. This field is not editable.
  - **Item name -** The item selected on the **Item – bar code** form. This field is not editable.
  - **Use Item -** The default value in this field is the same as the **Item number**. You can select another value.
  - **Vendor account** – Select the vendor account number for the items that have been imported.
  - **Unit -** The default value in this field is updated when the item is selected.
  - **Bar code setup -** Select the bar code setup that contains the bar code type, font, size, and mask information that you want.
  - **Create -** Generate the bar code for the item.

For information about printing bar code labels, see Labels.

View the bar codes for an item

1. Click **Retail Headquarters** > **Common Forms** > **Retail items**.
2. Select the item that you want, click **Setup**, and then click **Bar codes**.

Gift cards

Retail Headquarters provides support for gift cards, a popular type of voucher that can be issued at one store and redeemed at any store in the organization. Retail Headquarters keeps track of gift card balances, so a card can be reused until its available balance reaches zero.

Note

The availability of the gift card features is controlled by a configuration key. To enable or disable the features, click **Administration** > **Setup** > **System** > **Configuration**, expand **Retail**, and then expand **Retail Headquarters**. To enable the features, select the **Retail Gift Card** check box. To hide the feature, clear the check box.

Carefully evaluate the legal and tax requirements in your area before enabling the gift card features.

Prepare to sell gift cards

1. Purchase gift cards from the vendor of your choice.
2. Set up a retail item to represent gift cards.

   Note

   - The gift card item must be a service item.
   - If your gift cards have bar codes, ensure that the correct bar codes are associated with the gift card item.

3. Select the gift card item on the **Posting** tab of the **Retail Headquarters parameters** form. (**Retail Headquarters** > **Setup** > **Parameters**)
4. Set up at least one gift card payment type. For more information, see Tender types.
5. Add gift card operations to till layouts to make it easier for cashiers to work with gift cards. The following gift card operations are available:
   - Add to Gift Card
   - Gift Card Balance
   - Issue Gift Card
   - Pay Gift Card

   For more information about setting up till layouts, see Set up till layouts.

View gift card transactions

You can view all gift cards that have been issued, the available balance of each gift card, and the list of transactions associated with each gift card.

1. Click **Retail Headquarters** > **Common Forms** > **Gift cards**.
2. In the upper pane, select the gift card that you want, and then click the **General** tab to view details for the gift card.
3. In the lower pane, select the transaction that you want, and then click the **General** tab to view details for that transaction.

Print a gift card transaction report

1. Click **Retail Headquarters** > **Common Forms** > **Gift cards**.
2. In the upper pane, select the gift card that you want to include in the report.
3. Click **Reports**, and then click **Print**.
4. Specify the print options that you want, and then click **OK**.

Unlock a gift card

When a gift card is in use during a transaction, the gift card is locked so that no one can use the same gift card at another terminal. When the transaction is completed, the gift card is automatically unlocked. If something goes wrong during the transaction, such as a communication error or other system error, you can unlock the gift card manually.

1. Click **Retail Headquarters** > **Common Forms** > **Gift cards**.
2. In the upper pane, select the gift card that you want to unlock.
3. Click **Functions**, and then click **Unlock**.

Loyalty programs

Loyalty programs are structured marketing efforts that reward, and therefore, encourage loyal buying behavior—behavior that can be profitable for the company.

In marketing generally, and in retailing more specifically, a loyalty card, rewards card, points card, advantage card, or club card is a plastic card or paper card that identifies the cardholder as a member of a loyalty program.

A retail establishment or a retail group may issue a loyalty card to a consumer who can then use it as a form of identification when dealing with that retailer. By presenting the card, a customer is typically entitled to either a discount on the current purchase or an allotment of points that can be used for future purchases. The card issuer requests or requires customers seeking the issuance of a loyalty card to provide a usually minimal amount of identifying or demographic data, such as name and address.

Retail Headquarters can be set up so that customers collect points for the items that they are buying, dependent on some criteria. The point calculation can be done in numerous ways. Loyalty point collection is done by swiping a card. From the card number, from the items bought, and from how the transaction was paid, the program can calculate how many points were earned.

The following processes are required to set up a loyalty program:

- Set up the loyalty card as a tender type for the whole company
- Configure each store to accept the loyalty card
- Configure the physical card
- Set up loyalty schemes
- Set up loyalty customers

Set up loyalty tender types

To enable the use of a loyalty card at a register, you must create a new tender type for it. This tender type is then used when creating the loyalty tender type for the stores.

1. Click **Retail Headquarters** > **Setup** > **Tender types** > **Tender types**.
2. Press CTRL+N to create a new tender type, enter the tender type ID and name, and then in the **Default function** column, select **Card**.
3. Click **Retail Headquarters** > **Setup** > **Tender types** > **Card types**.
4. Select the loyalty card, and then click **Card number**.

   You must create a new card number entry for all the cards that can be used. There should be one card number entry for each card series used.

Configure stores to accept loyalty cards

You must set up each store to participate in the loyalty program.

1. Click **Retail Headquarters** > **Setup** > **Store** > **Stores**.
2. Select a store, click **Setup**, and then click **Tender types**.
3. Press CTRL+N to create a new tender type, and then in the **Tender type** column, select the loyalty card tender type that you previously created.

Set up loyalty cards

You must set up the number sequences for the loyalty card numbers and the loyalty customer numbers.

1. Click **Retail Headquarters** > **Setup** > **Tender types** > **Card types**.
2. Press CTRL+N to create a new card.
3. Enter a **Card ID** number, a **Card type name**, a **Card issuer**, and then in the **Card types** column, select **Loyalty card**.
4. Click **Card number**.
5. Enter information to describe the beginning and ending number sequence for the card, as well as how many digits Retail POS will check to determine the validity of a card number.
6. Click **Retail Headquarters** > **Setup** > **Store** > **Stores**.
7. Click **Setup**, and then click **Tender types**.
8. Click **Setup**, and then click **Card setup**.
9. In the **Card ID** column, select the loyalty card that you previously set up, and then enter a **Card type name**.

   Note
   You must do this for each store.
10. On the **General** tab, select the **Allow manual card numbers** check box to allow a cashier to manually enter a loyalty card number if there are problems reading the card.
11. Select the **Process locally** check box to indicate that your company is using an internal loyalty transaction service.
12. Enter other information based on your company requirements.

Set up loyalty schemes

A loyalty program is built around schemes. Schemes control the calculation and management of the loyalty points and are assigned to the loyalty cards. A scheme is assigned to the loyalty customer based on which loyalty points are earned and redeemed.

You can create the following rules for the calculation of loyalty points:

- Calculation rule
- Calculation types
- Redemption rules

The rules can be applied to specific items, to the total amount of the transaction, or to the number of items in the transaction. You can also assign a fixed number of points per rule.

Set up loyalty schemes

1. Click **Retail Headquarters** > **Setup** > **Loyalty** > **Loyalty schemes**.
2. Press CTRL+N to create a new scheme.
3. Enter information referring, if necessary, to the following.

Note
To enter a new line in the lower pane, click any field in that pane, and then press CTRL+N.

Loyalty schemes form

Upper pane: Overview tab

- **Scheme ID** – The unique identifier for the scheme.
- **Description** – A simple description of the scheme.
- **Expiration time value** –An integer that defines the number of days/months/years to be added to the issue date of the loyalty points before expiration.
- **Expiration time unit** –The unit of measure (day/month/year) that defines the expiration time value.
- **Point status** – The sum of the available points for the whole scheme.
- **Issued points** – The total issued points for the selected scheme.
- **Used points** – The total used points for the selected scheme.
- **Expired points** –The total expired points for the selected scheme.

Upper pane: General tab

- **Default multiplier type** – Select whether the default multiplier for the scheme is amounts or quantity. You can customize the multiplier for any item in the scheme.
  - **Quantity** – Loyalty points are calculated based on the number of units or quantity sold for an item.
  - **Amounts** – Loyalty points are calculated based on the total value of sales for a transaction.

Lower pane: Overview tab

The list of items included in the loyalty scheme. Press CTRL+N to add an item, variant, group, or tender to the list.

Note
You can also add records to this list by clicking **Add items**. For a detailed description of the **Add items** form, see Assortments.

- **Calculation type** – Select one of five types for creating a points rule. The calculation type has five options: item, retail group, retail department, discount and tender. A calculation type selection creates a points rule for an item, items in a group, items in a department, a discount offer (one or many items), or tender types. You can create a rule that gives points for the use of a specific tender type (cash) or in the case of a payment you can create a rule that takes points for the use of a specific tender (loyalty card).

- **Type relation** – Select an option based on the selection in the **Calculation type** column.
- **Type name** – Select an item to link to loyalty scheme.
- **Starting date** – The date that the rule is valid from.
- **Ending date** – The date that the rule is valid to.
- **Quantity/Amount** – The quantity or amount of the calculation type that is needed for the loyalty points defined in the **Loyalty Points** column.
- **Multiplier type** – The multiplier defines whether the quantity or amount is used.
  - **Quantity** – Loyalty points are calculated based on the number of units or quantity sold for an item.
  - **Amounts** – Loyalty points are calculated based on the total value of sales for a transaction.
- **Loyalty points** – The loyalty points that are to be awarded or removed.
- **Item** – Loyalty points are calculated based on the sale of specific items.
- **Retail group** – Loyalty points are calculated on the sale of an item group that is linked to a retail group.
- **Retail department** – Loyalty points are calculated on the sale of a retail department, into which multiple retail groups are linked, and each retail group has the list of items assigned to them.
- **Tender** – Loyalty points are calculated on a specific tender type using the payment that is made.

Loyalty scheme inquiries

Retail Headquarters provides loyalty scheme inquiries to analyze data for loyalty details or loyalty transactions.

1. Click **Retail Headquarters** > **Setup** > **Loyalty** > **Loyalty schemes**.
2. Select a loyalty scheme, click **Inquiries**, and then select one of the three inquiry options; **Loyalty card transactions**, **Loyalty cards**, or **Loyalty customers**.

Set up loyalty customers

You can define the customer details for all loyalty customers. You can also define different types of loyalty cards and their card numbers and link them to customers.

When a loyalty customer is created, the customer number sequence is retrieved from the store.

Note
Make sure a customer name is linked to the customer record in Microsoft Dynamics AX to get the types of discounts that are already linked to a customer.

Set up loyalty customers

1. Click **Retail Headquarters** > **Setup** > **Loyalty** > **Loyalty customers**.
2. Press CTRL+N to create new loyalty customer.

3. In the **Customer account** column, select a customer.
4. In the lower pane, press CTRL+N to create a new record.

   Retail Headquarters generates a new loyalty card number if the number sequence is set to automatic.
5. In the **Loyalty card type** column, select a loyalty card type.
6. If needed, select a scheme ID in the **Scheme ID** column.
7. Enter additional information referring, if necessary, to the following.

Loyalty customers form

Upper pane: Overview tab

- **Loyalty customers** – A unique identifier for the loyalty customer.
- **Name** – The name for the customer. The name, along with other customer details, is automatically filled in if the customer account is selected.
- **Customer account** – The original customer account or ID that must be defined as loyalty customer.
- **E-mail** – The e-mail address of the selected customer.
- **Point status** – The total points available after use and expiration for the loyalty customer.
- **Issued points** – The total points issued to a loyalty customer.
- **Used points** – The total points used by a loyalty customer.
- **Expired points** – The total expired points of a loyalty customer.

Lower pane: Overview tab

- **Loyalty card numbers** – The unique numbers of the loyalty card that is generated either automatically or manually.
- **Loyalty card type** – Select a loyalty card type:
  - **As card tender** – This type of card is considered the primary card that can earn or redeem the points for the primary card owner and added card members. The customer can only use points for payment that have been collected with the same card.
  - **As contact tender** – This type of card is considered a secondary card that can earn or redeem the points only for the card member. The customer can use points for payment that have been collected by all cards for that loyalty contract.
  - **No tender** – This type of card is considered a secondary card that can only earn points, but not redeem them.
  - **Blocked** – A loyalty card that is blocked and cannot collect or use points.
- **Scheme ID** – The scheme that is applicable to a loyalty card.
- **Used points** – The total points used by a loyalty card assigned to a loyalty customer.

- **Issued points** – The total points issued to a loyalty card assigned to a loyalty customer.
- **Point status** – The total points available after use and expiry. This displays the total points available on each loyalty card issued to a loyalty customer.
- **Expired points** – The total expired points of a loyalty card assigned to a loyalty customer.

Loyalty customer inquiries

Retail Headquarters provides loyalty customer inquiries to analyze transaction data for loyalty customers or loyalty schemes linked to loyalty customers.

1. Click **Retail Headquarters** > **Setup** > **Loyalty** > **Loyalty customers**.
2. Select a loyalty customer, click **Inquiries**, and then select one of the two inquiry options; **Customer transactions** or **Loyalty schemes**.

Retail POS

Microsoft Dynamics AX for Retail POS is the point-of-sale program for Microsoft Dynamics AX for Retail. It can be used to perform sales, operate the cash drawer, scan bar codes, and print customer receipts. Retail POS adds up the sales total, calculates the tax, calculates the change back from the amount paid, and adjusts the store's inventory levels to reflect the amount of inventory sold.

Primary transactions include activities such as sales, refunds, suspend, advance, loyalty, credit voucher issue, gift card issue, bar code scanning, receiving payment, and receipt printing. Retail POS includes the ability to track customer orders, process credit and debit cards, connect to other systems in a network, and check inventory. Each point-of-sale register is uniquely identified by a register number.

Retail POS, built on the Microsoft .NET Framework, uses a unique and easy-to-use graphical user interface (GUI) that can be set up according to various business needs, such as food, fashion, grocery, and so on.

This section includes instructions for the following tasks:

- Set up terminals
- Set up till layouts, including images and button grids
- Set up form layouts for receipts
- Set up keyboard mappings
- Set up terminal profiles

Retail Headquarters provides three terminal profiles.

- **Hardware** – Contains setup for Retail POS peripherals as well as keyboard mapping.
- **Visual** – Defines the graphical layout of the Retail POS interface and line colors on specific actions.
- **Retail Transaction Service** – Defines the online connectivity setup between Retail Headquarters installed at the head office and Retail POS configured at the store.

Note

- Certain configuration changes do not take effect at stores until the registers in the store have been restarted. In general, anything that affects the POS Terminal setup or configuration—such as hardware profile modifications—require a register restart.
- There are other tasks related to register setup.
    - Functionality profiles contain functional setup for all registers in the store. For more information, see Functionality profiles.
    - Infocodes display messages to cashiers and can be used to collect reasons for cashier actions. For more information, see Infocodes.
    - Retail POS permissions and operations define the tasks that cashiers can perform at the register. For more information, see Staff.

Set up terminals

Complete the following procedures to set up the register:

- Create stores in the store master.
- Create Retail POS functionality profiles and assign them to stores.
- Create a hardware profile.
- Create a visual profile.
- Create a till layout.

Set up a Retail POS register

A register is identified by a unique code named a terminal number.

1. Click **Retail Headquarters** > **Setup** > **Store** > **POS Terminals**.
2. Press CTRL+N to create a new register.
3. Enter information referring, if necessary, to the following.

POS Terminals form

Overview tab

- **Terminal number** – Contains the unique register number. Register numbers can be generated automatically or can be assigned manually. Number sequences must be assigned in the store card.

  You can enter a maximum of 10 alphanumeric characters.

  You cannot include the same number twice; each number must be unique.

  You can create as many registers as required.
- **Name** – Type a name for the register.
- **Placement** –Type a description of the physical location of the register in the store.
- **Store number** – Select the store to which the register is assigned or linked. A register can be linked to only one store.

General tab

- **Profiles**
  - **Hardware profile** – Select the appropriate hardware profile. A hardware profile is a set of properties of various hardware peripherals connected to a register. It can include settings for a printer, scanner, drawer, scale, display screen, key lock, keyboard, EFT, and other devices.
  - **Visual profile –** Select the visual profile that defines a set of color, resolution, and menu properties for a Retail POS screen.
  - **Transaction Service profile** – Select the Retail Transaction Service profile for the register.
- **POS configure**
  - **IP address** – This feature is not implemented in this release and might be removed from future releases.
  - **Update service port** - This feature is not implemented in this release and might be removed from future releases.
  - **Stand alone** - This feature is not implemented in this release and might be removed from future releases.
- **Receipts**
  - **Receipt setup location** – Select the option that indicates whether the receipt layout is defined per register or per store.
    - **Terminal**: A different layout can be set for each register.
    - **Store**: The same layout exists for all registers in a store.
  - **Receipt bar code** – Select the check box to indicate that a bar code for the receipt number will be printed at the bottom of each receipt at the point-of-sale terminal. This also applies to suspended transactions.
- **Statement**
  - **Terminal statement** – Select the check box to activate terminal statement generation.

    It is possible to define a different statement method from the one that is defined in the store setup.
  - **Statement method** – Select the statement method, based on what statement lines are created in the statement journal. This option is only available if the Terminal Statement check box is selected.
    - **Staff**: Retail Headquarters creates a statement line for each tender by staff.
    - **POS Terminal**: Retail Headquarters creates a statement line for each tender by point-of-sale.
    - **Total**: Retail Headquarters creates a statement line for each tender in the transactions.
  - **Last Z-report** – This feature is not implemented in this release and might be removed from future releases.

- **EFT**
  - **EFT store number** –The store number used for electronic funds transfer transactions. Retail Headquarters fills in the **EFT store number** field automatically with the store number, when the store number is assigned to the register. You can manually change the **EFT store number**.
  - **EFT POS register number** – The register number used for electronic funds transfer transactions. Retail Headquarters fills in the **EFT POS register number** field automatically with the register number when the register is created. You must change the **EFT POS register number** to match the number that you receive from your payment provider.
- **Logon/Logoff**
  - **Exit after each transaction** – Select the check box to have Retail POS log off automatically after each transaction. This option can suit a highly secure environment because the cashier will have to log in before processing transactions.
  - **Auto logoff timeout (min.)** – Enter the time, in minutes, after which a Retail POS session ends if the computer is left unused. This setting can be used for terminals with fewer transactions where machine idle time is high.
  - **Open drawer at logon/logoff** – Select the check box if the cash drawer will be opened at every log in or log off by Retail POS users.

Setup tab

- **Number sequence**
  - **Number sequence group** – A collection of three document numbers: Transaction ID, Credit Voucher, and Gift Card. The number sequence group can be enabled for each register for identification of transactions generated on that terminal. The gift card number sequence is no longer used.

Display tab

- **Display**
  - **Display terminal closed** – This feature is not available in this release and may not appear in future releases.
  - **Display linked item** – Select the check box so that linked items are shown on the customer display when the main item is sold at the point-of-sale.
  - **Maximum text length -** Enter the maximum length of each line of the customer display text. The default length is 20 characters.
  - **Customer display text 1** – Enter the promotional text that appears on the customer display between transactions.
  - **Customer display text 2** – Enter the second line of promotional text that appears on the customer display between transactions.
- **Sales menu**
  - **Layout ID -** Select the register layout used for the terminal**.**

Global refund tab

- **Print tax refund checks** – This feature is not implemented in this release and might be removed from future releases.

Dimensions

- **Dimensions** – These options refer to financial dimensions in Microsoft Dynamics AX.

Set up till layouts

The graphical design of the Retail POS interface is controlled by till layout. A layout includes the position for various objects (for example, the total layout, item grid layout, customer layout, payment layout, various menu buttons, and the overall presentation of the Retail POS sale interface to the staff).

The till layout contains complete information that controls the visual appearance of objects on a register. This layout defines menus and their positions that appear on the register screen, as well as to define visible colors and bars.

You can have several till layouts designed for a business; these can be selected to run on specific registers. The **Layout ID** field on the **POS terminals** form identifies the till layout ID for that register.

It is also possible to assign a specific design to a certain register, staff member, or store. When Retail POS starts, it determines (in this order) whether the staff member who logged on, the register, or the store has a specific layout assigned.

After you have set up a till layout, you must assign the layout to a store, register, or staff member, but not necessarily all three.

A till layout can contain pictures and custom button grids, although this is not required.

Note
Often, the Retail POS screen layout is specified at the head office in Retail Headquarters, and then sent to the stores. In these cases, any local customizations done at the stores are lost.

Set up images

You can store images with unique IDs assigned to each image. These images can be used in button grids displayed in Retail POS. Images can include logos, item pictures, or button icons.

1. Click **Retail Headquarters** > **Setup** > **POS** > **Retail POS** > **Images**.
2. Enter information referring, if necessary, to the following.

Images form

Overview tab

- **Picture ID** – The unique ID of an image.
- **Select –** Click to add a new picture to the list.
- **Remove –** Click to remove the selected picture from the list.

Set up buttons

You can customize various properties of individual buttons, such as its text, color, and operation. For information about customizing groups of buttons in grids on the Retail POS screen, see Set up a button grid.

Change the text, font, or color of a button

1. Click **Retail Headquarters** > **Setup** > **POS** > **Retail POS** > **Till layout** or **Button grid**.
2. Click **Designer**.

   Note
   You can only use this feature if you have been granted special permissions to the database. For more information, see "Deploy Microsoft SQL Server" in the *Deployment and Installation Guide*.

3. Right-click the button that you want to change, and then click **Button properties**.
4. Under **Appearance**, in the **Text on button** field, type the text that you want.
5. In the **Font size** and **Font style** fields, type the font size, and then select the font style that you want.
6. In the **Color** field, select the color that you want.
7. Click **Confirm**.

Assign a picture to a button

1. Right-click the button that you want to change, and then click **Button properties**.
2. Under **Button preview**, click **Select image**.
3. Select one of the pictures in the list, and then click **Select image**.
4. Click **Confirm**, or to remove the image from the button, click **Clear image**.

Change the size of a button

- In the **Size in columns** and **Size in rows** fields, type the number of columns and rows you want the button to span.

Delete a button

- Right-click the button you want to delete, and then click **Delete button**.

Change the operation of a button

1. Click **Retail Headquarters** > **Setup** > **POS** > **Retail POS** > **Till layout** or **Button grid**.
2. Click **Designer**.

   Note
   You can only use this feature if you have been granted special permissions to the database. For more information, see "Deploy Microsoft SQL Server" in the *Deployment and Installation Guide*.

3. Right-click the button that you want to change, and then click **Button properties**.
4. Under **Action**, in the **Item** field, select the operation that you want. For more information about Retail POS operations, see Retail POS permissions and operations.
5. Click **Confirm**.

Set up a button grid

A button grid is a group of similar buttons such as buttons for items, operations, or payments. Retail POS can display up to five button grids in a till layout.

When you create a new button grid, its buttons are created according to the number of columns and rows specified. For example, if you create a grid with 4 columns and 5 rows, 20 buttons are created. These buttons can then be configured for specific operations.

The button grid retains information about the appearance on the register, such as button colors, functions to run, and whether certain features should be visible or not on the Retail POS screen.

1. Click **Retail Headquarters** > **Setup** > **POS** > **Retail POS** > **Button grid**.
2. Press CTRL+N to create a new grid.
3. Enter information referring, if necessary, to the following.

   ### Button grid form

   #### Overview tab

   - **Button Grid ID** – Assigns a unique identifier to each till button grid configuration. Up to five button grids can be attached to a till layout.
   - **Name** – Type the name of a button grid.

   #### General tab

   - **Design**
     - **Font** – Select a font for the button grid.
     - **Default font size** – Select the default font size to be used for the selected button grid.
     - **Default font style** – Select the default font style to be used for the selected button grid.
     - **Default color – Sel**ect the default font color to be used for the selected button grid. Available color options are Blue, Dark blue, Red, Green, Purple, Pink, and Gold.
     - **Space between buttons** – Enter the number of blank characters to be inserted between adjacent buttons of the selected button grid.
   - **Uses**
     - **Uses button grid** – Select the button ID to be used.
4. Click **Designer**.

   Note
   You can only use this feature if you have been granted special permissions to the database. For more information, see "Deploy Microsoft SQL Server" in the *Deployment and Installation Guide*.
5. On the **Visual layout** tab, click **New design**.
6. In the **Rows** and **Columns** fields, enter the number of rows and columns of buttons that you want in the button grid, and then click **OK**.

7. On the **Button grid design** form, right-click each button, click **Button properties**, and then configure the button.
   - To delete a button, select the button, and then click **Delete button**.
   - To add a button, right-click an empty space in the grid, and then click **New button**.
   - To add a row of buttons, right-click anywhere in the grid, and then click **Add row**. Retail Headquarters adds a new row at the bottom of the grid.
   - To add a column of buttons, right-click anywhere in the grid, and then click **Add column**. Retail Headquarters adds a new column at the right of the grid.
   - To delete a row of buttons, right-click a button in the row you want to delete, and then click **Delete row**. Retail Headquarters deletes the row.
   - To delete a column of buttons, right-click a button in the column you want to delete, and then click **Delete column**. Retail Headquarters deletes the column.

Set up a till layout

You can design a till layout after all the button grids to be used in the layout have been created.

1. Click **Retail Headquarters** > **Setup** > **POS** > **Retail POS** > **Till layout.**
2. Press CTRL+N to create a new layout or select an existing one.
3. Enter information referring, if necessary, to the following.

Till layout form

Overview tab

- In the **Layout ID** column, enter an ID number.

General tab

- **Description**
  - In the **Name** field, enter a name for the layout.
- **Resolution**
  - **Width** and **Height** – Enter one of the following available resolutions.

Width	Height
1600	1200
1600	1024
1280	1024
1280	768
1240	1024
1152	864
1024	768

Note
These settings only affect the resolution of the Designer, not Retail POS. The size of the Retail POS screen depends on the resolution of the monitor.

- **Button grids**
  - **Button grid 1** to **Button grid 5** – Select the IDs of the button grids that you want to be part of the layout.

Designer button

Open the Designer and create the layout. Follow the steps in the next procedure, "Design a till layout."

Design a till layout

Note
You can only use this feature if you have been granted special permissions to the database. For more information, see "Deploy Microsoft SQL Server" in the *Deployment and Installation Guide*.

1. Click **Retail Headquarters** > **Setup** > **POS** > **Retail POS** > **Till layout.**
2. Press CTRL+N to create a new layout or select an existing one, and then click **Designer**.
3. Click **Design mode**, and then click **Main layout**. The following **Main layout** parts are available:
   - **Empty Space Item** – Inserts space in between button grids.
   - **Label**
   - **Separator**
   - **Splitter** – Resizes the till layout grid in Retail POS without enabling the design mode of it.
   - **Button grid 1** to **Button grid 5** – The button grids that were created and selected to appear at Retail POS startup.
   - **Cash changer**
   - **Customer** – Information about the customer.
   - **Keyboard Buttons**
   - **Keyboard Input** - This feature is not supported and may not be supported in future versions.
   - **Logo** – An image box that displays the company´s logo.
   - **Message** – A pane that displays a message whenever a function is performed in Retail POS.
   - **Receipt** – A pane that displays sales details like item ID, Item Name, Price, or Tax, and so on.
   - **Numpad** – A pane that displays only numbers. This allows the entering of item IDs, bar codes, and quantities of items.
   - **Totals** – A pane that displays sales transactions, including discounts, taxes, line numbers, or balance amounts.

Select a part and drag it onto the layout. Here are some examples:

- Click **Receipt** and drag it onto the layout designer. **Receipt** no longer appears in the **Customization** dialog box since you can have only one receipt part on a layout.
- Select **Label** and drag it onto the layout designer. **Label** still appears in the **Customization** dialog box since you can have several labels on a layout.

Note
When you make the selection and then move the mouse over the design window and to the edge of the receipt, a thick dashed black line appears; when the mouse button is released where the line is located, the button grid appears there. After the button grid has appeared in the design window, you can change its size.

To remove a part from the layout, drag it back onto the **Customization** dialog box.

4. After you have created the **Main** layout, you can design the **Customer layout**. Click **Design mode,** and then click **Customer layout**.

   You can select the following parts:

   - **Empty Space Item –** Inserts space between button grids.
   - **Splitter –** Resizes the till layout grid in Retail POS without enabling the design mode of it.
   - **Invoice Account –** The customer account to whom the invoice is addressed, if different from the customer account number.

   Note
   You can add these parts only to the customer layout section of a till layout. When dragging the part, the mouse pointer indicates when you are on the proper section.

5. Click **Design mode,** and then select **Totals layout**. A cashier could add these values to a sales transaction. You can select the following parts:

   - **Empty Space Item –** Inserts space in between button grids.
   - **Splitter –** Resizes the till layout grid in Retail POS without enabling the design mode of it.
   - **Gross Amount**
   - **Gross Amount With Tax**
   - **Sum Of Discounts With Tax**
   - **Line discount**
   - **Line Discount With Tax**
   - **No Of Items**
   - **Payment**
   - **Rounded**
   - **Net Amount With Tax**
   - **Sum Of Discounts**
   - **Total Discount**
   - **Total discount with tax**

   Note
   You can add or remove these features only to and from the totals layout of a till layout.

6. Click **Design mode,** select **Item grid layout**, and then select **Column Chooser**.

   You can select the following parts:

   - **Empty Space Item** – Inserts space between button grids.
   - **Splitter** – Resizes the till layout grid in Retail POS without enabling the design mode.
   - **Bar code**
   - **Color**
   - **Item ID**
   - **Line ID**
   - **Linked item**
   - **Offer**

   Note
   You can add or remove these features only to and from the item grid layout of a till layout.

7. Click **Design mode**, and then select **Payment grid layout**. You can select the following parts:

   - **Empty Space Item** – Inserts space between button grids
   - **Splitter** – Resizes the till layout grid in Retail POS without enabling the design mode.

   Note
   You can add or remove these features only to and from the **Payment grid layout** of a till layout.

8. Click **Save**.

Assign a till layout to a store

1. Click **Retail Headquarters** > **Setup** > **Store** > **Stores**.
2. Select the store that you want to modify.
3. On the **General** tab, in the **Layout ID** field, select the appropriate till layout.

Assign a till layout to a terminal

1. Click **Retail Headquarters** > **Setup** > **Store** > **POS Terminals**.
2. Select the terminal that you want to modify.
3. On the **Display** tab, in the **Layout ID** field, select the appropriate till layout.

Assign a till layout to a staff member

1. Click **Retail Headquarters** > **Setup** > **Store** > **Staff**.
2. Select the staff member that you want to modify.
3. On the **General** tab, in the **Layout ID** field, select the appropriate till layout.

Set up form layouts

You can create and modify form layouts to control how receipts, invoices, and other documents are printed. Retail Headquarters features a form layout designer to easily and graphically create and modify different kinds of form layouts.

Important
You must set up form layouts and receipt profiles in order to print receipts and other documents from Retail POS. You can include a number of form layouts in a receipt profile, and then assign the receipt profile to a printer by modifying a hardware profile. For more information, see Set up receipt profiles.

Set up a form layout

1. Click **Retail Headquarters** > **Setup** > **POS** > **Retail POS** > **Form layout**.
2. Press CTRL+N to create a new form layout or select an existing one.
3. Enter information referring, if necessary, to the following.

Form layout form

Overview tab

- **Form layout –** The identification of each receipt that will be printed from Retail POS during specific operations performed in Retail POS.
- **Receipt type** – Select the type of receipt this layout is for.
- **Description –** The description of the form layout.
- **Title –** The short name of the receipt.

General tab

- **Printing**
  - **Prompt question** – This feature is not implemented in this release and may not appear in future releases.
  - **Print as slip** – Select the check box to print a form as a slip.
  - **Use Windows printer** – Select the check box to indicate that a Windows printer is used for printing receipts from Retail POS.
  - **Windows printer name** – Type the network host name of the Windows printer.
  - **Print behavior** – Select one of the following print options:
    - **Always print** – Receipts are always printed from Retail POS.
    - **Do not print** - Receipts are not printed from Retail POS.
    - **Prompt user** – Prompts the cashier to choose whether a receipt is to be printed at the register.

Design a form layout

- On the **Overview** tab in the **Form layout** form, select a form layout, and then click **Designer**.

The **Form layout designer** has three parts: **Header**, **Lines**, and **Footer**. Some types of form layouts use all three parts, while others use one or two.

To change each of the sections, click **Header**, **Lines**, or **Footer** in the navigation pane on the left side of the **Form layout designer**. Parts that can be used in the selected section appear in the upper portion of the navigation pane. For example, to add a **Footer** parts, click **Footer** to enable the footer section, and then click and drag a part to the footer section.

Note

- You can choose how many lines that each of the three sections will span by adjusting the number in the right lower corner of each section.
- To make it easier to modify a section, increase the height of the section by dragging the sizing bar at the bottom of the section. This does not affect the number of lines on the actual receipt.
- Most parts are *variables*, meaning the information specified by the part name is automatically filled in on the receipt, such as information from the database. Other parts, such as the **Text** part, allow you to print custom text on the receipt.

When a part has been dragged onto the form, it has properties that can be set. These appear at the bottom of the form layout designer in the **Object information** area. Select the part, and then enter one or more of the following settings:

- **Align** – Set the alignment of the field to either **Left** or **Right**.
- **Fill char** – This is the whitespace character. By default, this is an empty space but can be set to any character.
- **Prefix** –Type a value to appear at the beginning of the selected field. This setting only applies to the **Lines** part of the layout.
- **Characters** – The number of characters possible for the variable. If the text in the field is longer than the available spaces, it is truncated to fit the field.
- **Variable** – If the part is a variable and cannot be customized, this check box is selected automatically.
- **Font type** – The font type can be either **Normal** or **Bold**. Bold letters take twice as much space. This might mean that some characters could be truncated.
- **Delete** – Click this button to remove the selected part from the form layout.

Set up receipt profiles

A *receipt profile* is a group of form layouts that can be assigned to point-of-sale printers via a hardware profile. This provides a set of receipt templates for the printers at your registers.

Set up a receipt profile

1. Click **Retail Headquarters** > **Setup** > **POS** > **Retail POS** > **Receipt profile**.
2. Press CTRL+N to create a new receipt profile or select an existing receipt profile.

3. In the **Receipt profile ID** field, type a unique identifier for the profile
4. In the **Description** field, type a name for the profile.
5. On the **General** tab, click in the list of included form layouts, and then press CTRL+N to add a form layout to the profile.
6. Enter information referring, if necessary, to the following.

Receipt profile

General tab

- **Receipt type** – Select the receipt type of the form layout that you want to add.

  Note
  You can select only one form layout of each receipt type.

- **Form layout** – Select the form layout that you want to add. Only form layouts with the selected receipt type are shown.
- **Description** – The description of the selected form layout.
- **Title** – The title of the selected form layout.

Designer button

Open the selected form layout in the **Form layout designer**.

Assign a receipt profile to a hardware profile

The receipt profile that you select in a hardware profile assigns a set of form layouts to the printers on the registers that use that hardware profile.

1. Click **Retail Headquarters** > **Setup** > **POS** > **Hardware profiles**.
2. Select the hardware profile that you want to modify.
3. On the **Printer** tab, in the **Receipt profile ID** field, select the appropriate receipt profile.

Set up keyboard mapping groups

The **Keyboard mapping group** form displays the keyboard mapping groups, which includes all the shortcut keys created for operations in Retail POS. Keyboard mappings can also be configured using the Hardware Profile. This enables Retail POS to use various point-of-sale keyboards by mapping the keys to regular PC keyboard codes. This also allows certain keys on the PC keyboard to be disabled or mapped to other key combinations.

Create keyboard mapping groups

1. Click **Retail Headquarters** > **Setup** > **POS** > **Retail POS** > **Keyboard mapping group**.
2. Press CTRL+N to create a new mapping group or select an existing one.
3. Enter information referring, if necessary, to the following.

Keyboard mapping group form

Overview tab

- **Identification**
  - **Keyboard mapping group** – Lists the unique identifications of the keyboard mapping groups, which are assigned to hardware profiles.
- **Description**
  - **Description** – Lists the name of the keyboard mapping groups.

Create new keyboard mappings

1. On the **Keyboard mapping group** form, select a keyboard mapping group, and then click **Keyboard mapping**.
2. Press CTRL+N to create a new mapping or select an existing one.
3. Enter information referring, if necessary, to the following.

Keyboard mapping form

General tab

- **Identification**
  - **ASCII value** – ASCII value of a **Key char** is updated automatically based on its definition in the previous field.
- **Key char**
  - **Key char** – The character used as the shortcut key in Retail POS.
- **Operation**
  - **Operation id** – The operation to be selected from the list. The same operation is performed in Retail POS while using the specific key char on the point-of-sale keyboard.
  - **Operation Name** – The name of the operation gets updated automatically when the **Operation id** is selected.
  - **Action Property** – This option gets updated automatically based on the selected **Operator id**.

Set up hardware profiles

Hardware profiles enable you to set preferences and properties for the register and peripherals of the register, such as the cash drawer and the receipt printer. Set up hardware profiles for the hardware to be used at the registers.

Note

- Retail Headquarters supports OPOS-compliant (retail industry standard) hardware.
- You must have one hardware profile for each set of hardware that is in use at your registers. For example, if all of the registers in a store use the same peripherals, you must have only one hardware profile for that store. If each register has a unique set of peripherals, you must have one hardware profile for each register.

The hardware profile keeps information about how Retail Headquarters manages the hardware connected to registers. It contains setup for each of the peripheral devices: the receipt or document printer, customer display, magnetic strip reader, cash drawer, bar code scanner, scale, keylock, keyboard, EFT, and CCTV, and so on. Retail POS relies on the OPOS standard. The POS driver provides a standardized way for software to use register peripherals.

Set up hardware profiles

1. Click **Retail Headquarters** > **Setup** > **POS** > **Hardware profiles**.
2. Press CTRL+N to enter a new profile or select an existing one.
3. Enter information referring, if necessary, to the following.

POS Hardware profile form

Overview tab

- **Profile number** – The unique number of hardware profile. After it is created, it must be linked to each register.
- **Description** – The name of the hardware profile.

Printer tab

- **Device**
  - **Printer** – Select an option for printing a receipt.
    - **None:** A receipt is not printed for any type of transaction.
    - **OPOS:** Use the OPOS printer for point-of-sale receipt printing; this is a local printer installed at every register.
    - **Windows printer:** This feature is not implemented in this release and may not appear in future releases.
  - **Device name** – Enter the logical device name of the printer. This should be the same as defined in the operating system.
  - **Description** – Enter a more detailed identification of the printer. For example, if printer is installed at the entrance of the store, the description could be *Printer at entrance of store*.
  - **Receipt profile ID** – Select the receipt profile for this hardware profile to specify a set of form layouts for printing receipts.
- **Logo settings –**This feature is not supported and may not be supported in future versions.
- **Parameters**
  - **Character set:** The character set used with the printer. This option defaults to 850.
  - **Print binary conversion:** Select the check box so that the printed text is converted to binary text, that is, each byte becomes two bytes.
  - **Doc. Insert/removal timeout:** Enter the maximum time in seconds to wait for the insertion or removal of a document (for example an invoice) in the printer.

Fiscal printer tab

This feature is not implemented in this release and may not appear in future releases.

Line display tab

An optional part of a point-of-sale system is the customer display or pole display. This is a lighted display for the customer to view transaction totals and payment amount with some customer displays featuring customized messages. The customer display can also be used to display advertising.

- **Device**
  - **Display** – Select an option to indicate whether a display is to be used with the register or not.
    - **None:** No line display device is used.
    - **OPOS:** POS includes the line display and is used in-store.
    - **Windows printer:** This feature is not implemented in this release and may not appear in future releases.
  - **Display device name**– Enter the device name of the line display.
  - **Display description** – Enter the identification of the display device.
- **Line display parameters**
  - **Display total text** – Enter the text that appears on the customer display along with the total amount, when the register displays the total amount of a transaction.
  - **Display balance text** – Enter the text that appears on the customer display along with the balance amount.
  - **Display closed line 1** – Enter the text that appears in the first of the two lines displayed when the register is closed.
  - **Display closed line 2 –** Enter the text that appears in the second of the two lines displayed when the register is closed.
  - **Display character set** – Enter the character set used with the display. The default character set is 850.
  - **Display binary conversion –** Select the check box so that the text shown on the display is converted to binary text, that is, each byte becomes two bytes.
  - **Delay for linked items –** Enter the interval (in milliseconds) between linked items shown on the display.

MSR tab

A magnetic stripe reader is a device that reads the information encoded in the magnetic stripe on the back of a plastic card. The magnetic stripe is read by physical contact and swiping past a reading head. Magnetic stripe cards are commonly used in credit cards, identity cards, transportation tickets, and so on. They may also contain an RFID tag, a transponder, and a microchip. They are used primarily for business premises access control or electronic payment.

- **MSR (magnetic stripe reader)**
  - **MSR** – Select an option that indicates whether an MSR is to be used on the register.
    - **None:** No MSR device is used.
    - **OPOS:** POS includes the MSR and is used in the store.
    - **Windows printer:** This feature is not implemented in this release and may not appear in future releases.
  - **Device name** – Type the name of the MSR device.
  - **Description** – Type the description of the MSR device.
  - **Start track 1** – If the option is not empty, the track is cut starting with (and including) the entered position.
  - **Separator –** Type the character that is used as the separator between the card numbers.
  - **End track 1** – If the option is not empty, the track is cut starting with (and including) the entered position unless the position of *End before char* is less.

Drawer tab

An essential part of a point-of-sale system is the cash drawer. Money, credit card receipts, and other paperwork are stored here. This piece of hardware receives a signal from the computer or receipt printer and opens when necessary.

- **Device**
  - **Drawer** – Select to indicate whether an OPOS MSR (Magnetic Strip Reader) is to be used on the register.
    - **None:** No MSR device is used.
    - **OPOS:** POS includes the MSR and is used in store.
    - **Windows printer:** This feature is not implemented in this release and may not appear in future releases.
  - **Device name** – Type the name of drawer.
  - **Description** – Type the description of the drawer.
  - **Open text** – Type the text that appears on the display when the drawer is open.

Scanner tab

With the constant flow of sales in a retail stores, it is practically impossible to manually key the sales items into the point-of-sale with a large degree of accuracy.

- **Scanner**
  - **Scanner –** Select a value that indicates whether a bar code scanner is used on the register.
    - **None:** No bar code scanner is used.
    - **OPOS:** An OPOS bar code scanner is used.
    - **Windows printer:** This feature is not implemented in this release and may not appear in future releases.

- **Device name** – Type the name of scanner.
- **Description** – Type a description of the scanner.

RFID tab

Radio frequency identification (RFID) is one the methods of tracking an item shipment. Radio frequency passing between two bars detects the preset buttons. If the item tagged with a button passes through the radio frequency bars, it sends out a beep sound to enable the tracking of the item without it being billed.

- **RFID**
  - **Scanner** – Select a value that indicates whether the scanner is used on registers.
    - **None:** No RFID is activated.
    - **Active:** An RFID scanner is in use.
  - **Device name** –Type the name of the RFID.
  - **Description** – Type the description of the RFID.

Scale tab

A scale is the weighing instrument connected to point-of-sale. The weight of the item is recorded by the point-of-sale when an item is placed on the pane of the weighing scale if the item is sold in a weighable unit of measurement. In this case, the base unit of item should be marked as **Weight unit of measurement.** There can be only one unit of measurement marked as **Weight unit of measurement.**

- **Device**
  - **Scale** – Select a value that indicates whether an OPOS Scale is to be used with the register.
    - **None:** No Weigh scale is used.
    - **OPOS:** An OPOS weigh scale is in use.
    - **Windows printer:** This feature is not implemented in this release and may not appear in future releases.
  - **Device name** – Type the name of weigh scale.
  - **Description** – Type the description of the weigh scale.

Keylock tab

The keylock specifies whether an OPOS keylock or a login dialog is to be used to control access to the register.

- **Device**
  - **Keylock -** Select a value that indicates whether an OPOS Keylock or a login dialog is to be used to control access to the register.
    - **Logon:** This feature is not implemented in this release and may not appear in future releases.
    - **OPOS:** An OPOS keylock option is in use.
  - **Device name** – Type the name of keylock device.
  - **Description** – Type the description of the keylock device.

Keyboard tab

If you choose a point-of-sale system without a touch screen, the keyboard serves as the primary interface to the point-of-sale system. Keyboards for a point-of-sale system can vary in complexity and technology. They range in choices from a standard 101-key model to industry-specific point-of-sale keyboards. Grocery stores and restaurants may need special functions that only programmable keyboards can provide. When selecting a keyboard, consider the size and programmable key requirements.

- **Keyboard mapping** – Because of speed and accuracy requirements, you can set up keyboard shortcuts to facilitate point-of-sale staff member input.
  - **Keyboard mapping group** – Select the keyboard mapping group that includes all the keyboard shortcuts created for point-of-sale operations. For more information, see Set up keyboard mapping groups.

MICR tab

This feature is not implemented in this release and may not appear in future releases.

EFT Service tab

Electronic funds transfer (EFT) provides for electronic payments and collections. EFT operates on a deferred net settlement (DNS) basis, which settles transactions in batches. In DNS, the settlement takes place at a particular point of time.

- **EFT Service** – Select a value that indicates whether the register connects to an external EFT server.
  - **None** – The register does not connect to an EFT server.
  - **External** – The register connects to an external EFT Server. If this option is selected, you must enter the EFT server name in the **Server name** field.

    Note
    Filling in this field may not be necessary for the authorization system that a store is using.
  - **Dynamics Online** – The payment processing service offered by Microsoft Dynamics® Online Services.
- **Service ID** –Type the name of the EFT server if you selected **External** in the **EFT** field.
- **Username** – Enter the user ID.
- **Password** – Enter the user password.
- **Description** – Type the description of EFT.
- **EFT server port** – Enter the TCP/IP port for the EFT server.

PIN pad tab

- **PIN pad** – Select the type of PIN pad at the register.
- **Device name** – Type a name for the PIN pad. It must match the name of the service object driver.
- **Description** – Type a description for the PIN pad.

Assign a hardware profile to a terminal

1. Click **Retail Headquarters** > **Setup** > **Store** > **POS Terminals**.
2. Select the terminal that you want to modify.
3. On the **General** tab, in the **Hardware profile** field, select the appropriate hardware profile.

Set up visual profiles

The visual profile controls the graphical layout of the point-of-sale interface, namely the position of various objects (for example, the total button, journal lines, or menu forms), and how the sale interface is presented to the cashier.

The visual profile contains basic information for the setup of the visual appearance of the Retail POS registers. You can use the form to select menus that display on the register screen, as well as to define visible colors and bars.

You can have several visual profiles and select which profiles to run on specific registers.

Set up visual profiles

1. Click **Retail Headquarters** > **Setup** > **POS** > **Visual profiles**.
2. Press CTRL+N to enter a new visual profile or select an existing one.
3. Enter information referring, if necessary, to the following.

POS visual profiles form

Overview tab

- **Profile number** – The unique visual profile number.
- **Description** – The description of the visual profile.

General tab

- **Screen**
  - **Terminal type** – Select a value that indicates where the input to application takes place.
    - **Touch** – Operate the touch-sensitive input using screen; all key operations are available on the screen.
  - **Resolution** – Select an option for better screen resolutions. The default setting is 1240 x 1024.
  - **Background opacity** – Select the check box to activate opacity.
  - **Opacity** – Enter an opacity percentage. Opacity refers to the amount of transparency a layer has. For example, if a layer's opacity is set to 100%, that layer is completely opaque**.**

Assign a visual profile to a terminal

1. Click **Retail Headquarters** > **Setup** > **Store** > **POS Terminals**.
2. Select the terminal that you want to modify.
3. On the **General** tab, in the **Visual profile** field, select the appropriate visual profile.

Set up Retail Transaction Service profiles

Setting up a profile for Retail Transaction Service enables Retail POS to access Application Object Server (AOS) to retrieve or update information.

Set up Retail Transaction Service profiles

1. Click **Retail Headquarters** > **Setup** > **POS** > **Transaction Service profiles**.
2. Select an existing profile or press CTRL+N to create a new one.
3. Enter information referring, if necessary, to the following.

Transaction Service profile form

Overview tab

- **Profile** – The name of the Transaction Service profile.
- **Description** – The description of the Transaction Service profile.

Connection tab

- **Application Object Server**
  - **Instance** – The AOS instance name that the transaction service is connecting to. It is the same as that in the Microsoft Dynamics AX 2009 configuration.
  - **Server** – The server name where AOS resides.
  - **Port** – The port that AOS is listening to.
- **Transaction Service Location** – The transaction service is a service that acts as an agent for Retail POS. Retail POS submits queries to the transaction service, which then accesses the remote server to read or update the necessary data. Retail POS never accesses the remote server itself. All program server access is done via the transaction server. Before any queries can be made from Retail POS, it must have access to a transaction server on the network.
  - **Server** – The server IP address where the transaction service is running.
  - **Port** – The port the transaction service is listening to. The default is 1239; however, you can enter another port as well.
- **Connection Information**
  - **Passphrase** – The Transaction Service configuration passphrase.
  - **Company** – The company ID that the transaction service accesses.
  - **Version** – The version of Microsoft Dynamics AX being used.
  - **Language** – The language used at the AOS.

Settings tab

- **Retail Transaction Service staff** – Retail POS validates the operator logon through the transaction service.

Assign a Retail Transaction Service profile to a terminal

1. Click **Retail Headquarters** > **Setup** > **Store** > **POS Terminals**.
2. Select the terminal that you want to modify.
3. On the **General** tab, in the **Transaction Service profile** field, select the appropriate Retail Transaction Service profile.

Staff

Retail Headquarters staff setup describes creating staff members for stores and assigning privileges for performing operations in Retail POS.

Retail Headquarters staff information is linked to employee master records in Microsoft Dynamics AX.

The program keeps record of staff details such as employee number, Retail POS logon password, address, and contact numbers, and so on. Each staff member is assigned Retail POS privileges, such as voiding transactions, performing tender declaration, overriding price, and maximum discount to give. A staff member can be assigned only to one store.

If you have set up Enterprise Portal for Microsoft Dynamics AX, you must set up user profiles for the employees who will access Enterprise Portal. These profiles define each user's role and specify the store information that the user will have access to.

Retail POS permissions and operations

Every time an operation is activated, Retail Headquarters goes through a series of checks to determine whether the staff member has the right to run that operation.

Permissions are linked to operations that can be performed at the point-of-sale. Permissions that come in Retail Headquarters by default can be viewed on the **Privileges** tab on the **Staff** form.

Operations are all the tasks that a staff member can perform. You can link an operation to a permission on the **Operations** form.

A permission is commonly linked to one operation but can also be linked to multiple operations.

Staff members can be assigned to permission groups and staff member privileges can be modified after they are assigned to a permission group.

Set up permissions

1. Click **Retail Headquarters** > **Setup** > **POS** > **Retail POS** > **Permissions**.
2. Press CTRL+N to create a new permission, and then enter a permission ID and permission name.

Note
Permissions can be added to the **Staff** form, and then linked to operations at the point-of-sale.

Set up operations

1. Click **Retail Headquarters** > **Setup** > **POS** > **Retail POS** > **Operations**.
2. Select an existing operation, or press CTRL+N to add a new operation, and then enter the operation ID and name.
3. In the **Permission ID** columns, select the appropriate permission that you want the operation linked to.
4. In the **Check User Access** column, select the check box to have Retail POS check a user's privilege to perform an operation.

Important
If an operation cannot be linked to a specific permission and is not listed on the **Privileges** tab on the **Staff** form, it is assumed that a staff member is allowed to do the task.

You can, however, link the task to *Manager privileges*. Then, on the **Privileges** tab on the **Staff** form, ensure that the **Manager privileges** check box is cleared for all employees who are not allowed to perform the task and confirm that they are not assigned to the **Manager** permission group.

Operations

Following is a list of operations that a staff member can perform. The table is sorted alphabetically.

Name	Description
Add Shipping Address	Adds a shipping address for the customer on the transaction.
Add to Gift Card	Adds money to the specified gift card.
Bank Drop	Records the amount of money sent to the bank and other information, such as the bank bag number.
Blank Operation	Represents a customizable button that can be programmatically changed by a software developer for any specialized operation needed by the business.
Change Unit of Measure	Changes the scanned item's unit of measure.
Clear Qty (quantity)	Resets the quantity of an item to 1.
Clear Salesperson	Clears any sales person from the transaction.
Close Batch	Closes the current batch.
Customer	Displays an on-screen keyboard so that the cashier can type a customer ID to search for. If a customer is found, the cashier can then add the customer to the transaction.
Customer Account Deposit	Makes a payment to a customer's account.
Customer Add	Displays the Customer Add dialog box, in which the cashier can enter information about a new customer. Saving the information adds the new customer to the customer list.
Customer Clear	Clears a customer from the transaction. If any price agreements apply to the customer, prices and discounts in the transaction might change.
Customer Search	Searches for a customer when adding one to a transaction.
Customer Transactions	Displays the transactions for the selected customer.
Customer Transactions	Prints a report showing the transactions for the selected

Name	Description
Report	customer.
Declare Start Amount	Declares the amount in the drawer when starting the day or shift.
Design Mode Disable	Prevents changes to the screen layout of the terminal. The functionality profile of the terminal specifies whether the cashier has access to this operation.
Design Mode Enable	Allows changes to the screen layout of the terminal. The functionality profile of the terminal specifies whether the cashier has access to this operation.
Display Total	Displays the balance of the transaction on the customer display.
End of Day	Performs an end-of-day procedure.
End of Shift	Performs an end-of-shift procedure.
Expense Account	Records money removed from the cash drawer for occasional expenses.
Float Entry	Registers a float entry to the drawer, such as an addition or change.
Gift Card Balance	Displays the balance of a gift card.
Income Account	Records any money put into the cash drawer aside from sales.
Inventory Lookup	Looks up on-hand inventory for the current store and other available locations.
Invoice Comment	Enters a comment about the transaction. The comment is saved with the transaction and printed on the receipt or invoice.
Issue Credit Memo	Issues a central credit memo through Retail Transaction Service, along with a printed copy.
Issue Gift Card	Issues a gift card through Retail Transaction Service, along with a printed copy.
Item Comment	Adds a comment to the selected line item in the transaction. The comment is saved with the transaction and appears on the receipt.
Item Sale	Adds an item to the transaction. The button must be configured for the particular item.
Item Search	Searches for an item. You can search for an item by item ID, item description, or item category. Sorting the search results is also possible.
Line Discount Amount	Enters a discount amount for a line item in the transaction. This is for discountable items only and within specified discount limits.
Line Discount Percent	Enters a discount percentage for a line item in the transaction. This is for discountable items only and within specified discount limits.
Lock Terminal	Locks the terminal, when the cashier must leave the register. Unlock the terminal by logging on.
Log Off	Logs off the terminal, suspending any sales until the next logon.

Name	Description
Loyalty Request	Enters the customer's loyalty card number. This operation can also be initiated by swiping a loyalty card. The loyalty request can be performed at any point during the transaction. Retail POS calculates loyalty points at the end of the transaction. The number of loyalty points awarded for the items in the transaction depends on how the loyalty program was set up in Retail Headquarters.
Minimize POS Window	Minimizes the Retail POS window.
Open Drawer	Opens the cash drawer without a sale. This operation is recorded in the database.
Override line item tax	Overrides the tax on the selected line item with a different tax. The different tax must be specified beforehand in Retail Headquarters.
Override line item tax from list	Overrides the tax on the selected line item with a tax that the cashier selects from a list. The list of taxes must be specified beforehand in Retail Headquarters.
Override transaction tax	Overrides the tax on a transaction with a different tax. The different tax must be specified beforehand in Retail Headquarters.
Override transaction tax from list	Overrides the tax on a transaction with a tax that the cashier selects from a list. The list of taxes must be specified beforehand in Retail Headquarters.
Pay Card	Accepts a credit card or debit card as payment. The cashier types the card's number and expiration date. Overpayment or underpayment can also be specified, if allowed by the store. This operation can also be initiated by swiping a credit card or debit card, in which case, Retail POS automatically completes the transaction.
Pay Cash	Accepts cash as payment. The cashier can select to pay the transaction total, overpayment, or underpayment, if allowed by the store. If overpayment is allowed, Retail POS displays the amount that exceeds the transaction total.
Pay Cash Quick	Completes the transaction with "one touch," assuming that the customer paid the exact amount of the transaction total in cash.
Pay Check	Accepts a check as payment for the transaction.
Pay Corporate Card	Accepts a corporate card as payment. The cashier types the card number and expiration date. This operation can also be initiated by swiping a credit card or debit card, in which case, Retail POS automatically completes the transaction. The authorization for corporate cards takes can differ from that of credit cards and debit cards. It is also possible to specify restrictions for corporate cards, allowing or disallowing the purchase of certain items.
Pay Credit Memo	Accepts a credit memo issued by the store.

Name	Description
Pay Currency	Accepts payment in various currencies. The cashier selects the payment currency, and Retail POS calculates the transaction total in that currency. Overpayment or underpayment can also be specified, if allowed by the store.
Pay Customer Account	Charges a transaction to a customer account, as well as underpayment or overpayment, if allowed by the store. Retail POS also checks whether the customer is blocked. If necessary, you can add the customer to the transaction at this time. You can also check a customer's credit before allowing the payment, if credit checking has been set up in Retail Headquarters.
Pay Gift Card	Accepts a gift certificate or gift card issued by the store.
Picking and Receiving	Displays the picking and receiving dialog box, where you can select a purchase order or transfer order to receive or pick merchandise for.
Popup Menu	Selects a button grid to be associated with the button. When the button is clicked, Retail POS displays the selected button grid in its own window.
Price Check	Checks the price of an item. Retail POS asks for the item number. You can scan the item or search for the item. When the item is found, Retail POS displays the price of the item with the option to add the item to the transaction.
Price Override	Overrides the price of an item if the item has been set up to allow it. Retail POS displays a number pad to enter the new price.
Print X (X report)	Prints an X report.
Print Z (Z report)	Prints a Z report.
Recall Transaction	Recalls a suspended transaction.
Return Item	Performs a return of individual items. The next scanned item is noted as a returned item with a negative quantity and price.
Return Transaction	Performs a return of an entire transaction.
Safe Drop	Performs a safe drop to move money from the register to a safe.
Sales Invoice	Displays information about a sales invoice for a specific customer.
Sales Order	Displays information about sales orders for a specific customer.
Search Shipping Address	Displays a form for searching for a shipping address.
Set Qty (quantity)	Changes the quantity of a line item in the transaction.
Show Journal	Views the register's journal. You can then view transactions, reprint receipts, or print invoices.
Stock Count	Displays the Stock Counting form for scanning or entering

Name	Description
	bar codes.
Sub Menu	Selects a button grid to be associated with the button. When the button is clicked, Retail POS displays the selected button grid in place of the exiting button grid.
Suspend Transaction	Suspends a transaction, which you can recall later.
Tender Declaration	Performs a tender declaration.
Tender Removal	Records removing money from the cash drawer.
Total Discount Amount	Enters a total discount amount, which is divided between all items in the transaction.
Total Discount Percent	Enters a total discount percentage, which is divided between all items in the transaction.
Transaction Comment	Adds a comment to the transaction. The comment is saved with the transaction and appears on the receipt.
Void Item	Voids a line item in the transaction. The line item is removed from the transaction total and appears marked as voided.
Void Payment	Voids all payment methods that have been applied to the transaction.
Void Transaction	Voids the transaction. Voided transactions are saved in the database with a voided status.

Set up staff members

1. Click **Human Resources** > **Common Forms** > **Employee Details**.
2. Press CTRL+N to create a new staff member, and then enter the employee number and name.
3. On the **General** tab, under **Personal details**, select the **Retail** check box.
4. Close the **Employee** form.
5. Click **Retail Headquarters** > **Setup** > **Store** > **Staff**.
6. Select the staff member created in steps 1 to 4, or press CTRL+N.
7. On the **General** tab, under **Identification**, in the **Name** field and the **Name on receipt** field, enter a name.

   Note
   The staff ID is automatically populated from the number sequence set up for the local store.

8. Under **Group 1**, in the **Employment type** field, select whether the staff member is a cashier or other type of employee.
9. On the **Personal** tab, specify a password.

10. On the **Privileges** tab, select an option in the **Staff permission group** field, if necessary.

    Note
    Changing a staff member's permission group overrides other selections that you made on the **Privileges** tab.

11. Enter additional information referring, if necessary, to the following.

Staff form

General tab

- **Name**
    - **Last name** – The name of the staff member.
- **Receipt**
    - **Name on receipt** – The name of the staff member as printed on a customer receipt. A short name can be used here if there is a space constraint on the point-of-sale receipt layout. This is mandatory information.
- **Store**
    - **Store number** – Each staff member can be a part of only one store. This field contains the store ID to which the staff member is linked.
- **Sales menu**
    - **Layout ID** – This field lists all the available register layouts. The value selected in this field determines which register layout will be used for the selected staff member. The till layout setting is given the higher priority to the register and the store.
- **Regional settings**
    - **Language** – Select the language used by a staff member at a register.
- **Blocking**
    - **Blocked** – A staff member can be restricted from logging on to a terminal by selecting this check box.
- **Group 1**
    - **Employment type** – This defines the role of a staff member in a store. The available options are **Cashier** and **Other**. (The **Salesperson** option is not implemented in this release and might be removed from future releases.)
    - **Continue on TS errors** – When this check box is selected, allows staff member to log in even when TS connectivity is giving error.
    - **Store Inventory user** – Select the check box to allow a staff member to receive purchase orders and perform stock counts at the point-of-sale.

Personal tab

- **Authentication**
    - **Password** – Specify an employee's login password at the point-of-sale.

Privileges tab

- **Permissions**
  - **Staff permission group** – Select a staff permission group for the staff member. Retail Headquarters allows you to group staff privileges in point-of-sale. As you set up a staff member, you can assign them to a permission group. Multiple staff permission groups can be created for different sets of access permissions. A staff member receives all the permissions of the group that is selected in this option, however they be changed on this form.
  - **Manager privileges** – Select the check box to indicate that the cashier has managerial privileges in point-of-sale activities. For example, executing return transactions might be part of this privilege.
  - **Allow X-report printing** – Select the check box if the cashier is allowed to print X reports.
  - **Allow tender declaration** – Select the check box if the cashier is allowed to declare collections at day or shift end.
  - **Allow floating declaration** – Select the check box if the cashier can enter float in point-of-sale.
  - **Allow transaction suspension** – Select the check box if the cashier can keep a transaction on hold and retrieve it later.
  - **Allow transaction voiding** – Select the check box if the cashier is allowed to declare a transaction void.
  - **Allow change, no void** – Select the check box if the cashier can modify a transaction but cannot void it.
  - **Open drawer without sale** – Select the check box if the cashier is allowed to open the cash drawer without a sale.
  - **Maximum discount (%)** – Enter the maximum line discount percentage that a cashier is allowed to give in point-of-sale.
  - **Maximum line discount amount** – Enter the maximum amount that a staff member can enter on a line.
  - **Maximum total discount (%)** – Enter the maximum invoice discount percentage that a cashier is allowed to give in point-of-sale.
  - **Maximum total discount amount** – Enter the maximum total discount a staff member can enter for a transaction.
  - **Maximum line return amount** – Enter the maximum return amount that a staff member can enter on a line.
  - **Maximum total return amount** – Enter the maximum return amount that a staff member can enter for a transaction.

- **Allow price override** – Select an option for cashiers to manually change the item price:
  - **Higher and lower** – The cashier can enter a price higher or lower than the system price for an item.
  - **Higher only** – The cashier can only enter a price higher than the system price for an item.
  - **Lower Only** – The cashier can only enter a price lower than the system price for an item.
  - **None allowed** – The cashier cannot change the system price.
- **Allow multiple logons** – Select the check box if the cashier is allowed to log on to more than one point-of-sale in a store simultaneously.

Set up staff permission groups

You can combine different permissions into groups, thereby saving time and improving the accuracy of permission granting.

1. Click **Retail Headquarters** > **Setup** > **Store** > **Staff**.
2. On the **Privileges** tab, right-click the **Staff permission group** field, and then click **Go to the Main Table Form**.
3. Press CTRL+N to create a new group.
4. Enter a permission group name and description.

View the staff members assigned to a store

1. Click **Retail Headquarters** > **Setup** > **Store** > **Stores**.
2. Select the store that you want.
3. Click **Setup**, and then click **Staff**.

Set up Enterprise Portal profiles and users

If you have set up Enterprise Portal for Microsoft Dynamics AX, you must set up user profiles for the employees who will access Enterprise Portal. These profiles define each user's role and specify the store information that the user will have access to.

Setting up Enterprise Portal profiles and users involves the following tasks:

- Import the retail user profiles.
- Add users to the retail user profiles.
- Assign stores to the users for each retail profile.

You can also view the Role Center for each profile.

Import the retail user profiles

Note
Before you can complete this procedure, you must set up a Microsoft Dynamics AX user account for each employee who should have access to Enterprise Portal. For information about setting up user profiles, see Microsoft Dynamics AX Help.

1. Click **Administration** > **Setup** > **User profiles**.
2. Click **Import**, and then click **Import from AOT**.
3. Select the check boxes for the profiles that you want to import, and then click **OK**.

   Note
   If you have imported user profiles previously, you need to import only the three retail profiles: **Retail Headquarters User**, **Retail Store Associate**, and **Retail Store Manager**.

Assign users to the retail user profiles

1. Click **Administration** > **Setup** > **User profiles**.
2. Select a retail user profile.
3. Click **Add User** or **Bulk Add User**, and then select the users that you want.
4. Repeat steps 2 and 3 for the other retail user profiles.

Assign stores to the users for each retail profile

When you assign a store to a user, you allow the user to access information for that store in Enterprise Portal.

1. Click **Administration** > **Setup** > **User profiles**.
2. Select a retail user profile, and then click the **Users** tab.
3. Select a user, and then click **Assign Stores**.
4. Press CTRL+N to add a store to the list, and then select the store in the **Store number** field.
5. Repeat step 4 for any other stores that this user should have access to.
6. Repeat steps 2 through 5 for the other users assigned to the three retail profiles.

View the Role Center for a retail user profile

1. Click **Administration** > **Setup** > **User profiles**.
2. Select the retail user profile that you want.
3. Click **View Role Center**.

Infocodes

Infocodes are a powerful tool that can be used to capture data at the point-of-sale. They capture additional information when a cashier performs various actions at point-of-sale like an item sale, item return, or customer selection. Retail POS prompts the cashier for input that can be selected from a list or entered as a code, a numeric, a date, or as text. Infocodes can be assigned to predefined store actions, retail items, tender types, customers, or specific point-of-sale activities.

- Infocodes make it possible for a business to get additional information needed at the transaction time, such as a flight number, reasons for returns, and so on.
- Infocodes can be set up for specific item prices that prompt the register cashier to select one of a number of prices.
- Infocodes can have a subcode linked to them that prompts the register cashier for input while performing a specific activity.
- Items can be sold through infocode as a normal sale, discounted sale, or free item.

Create infocodes

1. Click **Retail Headquarters** > **Setup** > **General** > **Infocodes**.
2. Press CTRL+N to create a new infocode.
3. Enter information referring, if necessary, to the following.

Infocodes form

Overview tab

- **Infocode number** – A unique identifier for an infocode.
- **Description** – A brief description about the infocode.
- **Prompt** – The title of the action that a cashier wants to perform.
- **Input Type** – The predefined input type. These are used for validation of the data entered by the cashier.
    - **None** – A prompt at the point-of-sale as a text box. Cashier can either input any text in this column or save the transaction with a blank infocode record.
    - **Subcode list**– Prompts and calls the function as defined in the **Trigger function** column on the **Subcode** form. Select this option if the prompts and call number more than five. The functions appear as a list.
    - **Date** – A prompt for entering the date. The format in which order the date has to be filled is MM/DD/YY.
    - **Numeric** – A prompt to the cashier for a numeric data input. This value is not displayed at the point-of-sale but saved in the database. The value attaches a number to an item sold at the point-of-sale.
    - **Item** – A list of retail items is displayed at the point-of-sale. The cashier must select an item that is not displayed at the point-of-sale but is stored in the database as information.

- **Customer** – A list of retail customers is displayed at the point-of-sale, and the cashier can select a customer. The selected customer is not displayed at the point-of-sale but is stored in database as information for that record.
- **Staff** – A prompt to enter cashier staff ID. The staff ID is not displayed but is stored in the database.
- **Text** – A prompt for input of an information text message.
- **Subcode buttons** – Prompts and calls the function as defined in the **Trigger function** column on the **Subcode** form. Select this option if the prompts and call number five or less. The functions appear as buttons.
- **Age limit** – Enter an integer representing the age required of a customer to purchase an item.

General tab

- **Linking**
  - **Linked infocode** – Displays the associated infocode when the infocode is closed.
- **Values**
  - **Minimum value** – The minimum amount that staff can enter.
  - **Maximum value** – The maximum amount that staff can enter.
  - **Minimum length** – The minimum length of an infocode.
  - **Maximum length** – The maximum length of an infocode.
- **Interval**
  - **Random factor %** – Enter the frequency with which the code comes up.
- **Store Inventory**
  - **Valid on Store Inventory** – Select the check box if infocode can be used for counting.

Subcodes

An infocode can be set up to have a number of subcodes either displayed in a list or as buttons. A subcode triggers the action based on the infocodes that are static in nature. A subcode is commonly used to present the point-of-sale operator with a list of available responses. For example, you could set up a subcode to remind staff to check age requirements.

You can create and edit subcodes. All actions triggered by a subcode are based on the setup criteria.

Create subcodes

1. Click **Retail Headquarters** > **Setup** > **General** > **Infocodes**.
2. Select an infocode, click **Setup**, and then click **Subcodes**.
3. Press CTRL+N to create a new subcode.
4. Enter information referring, if necessary, to the following.

Information subcodes form

Overview tab

- **Subcode number** – The unique ID of a subcode.
- **Description** – The description of the subcode—the description should convey the various options available in a particular subcode. The selected value among these options is taken as the input for the infocode trigger.
- **Trigger function** – Select an option that is responsible for taking action:
    - **Item** – The trigger code should be filled with an item number. This attaches the item referenced in the **Trigger code** column when selected.
    - **Discount group** – A discount group attaches the price group mentioned in the **Trigger code** column.
- **Trigger code** – An item number or price group.
- **Price type** – Select a price type:
    - **From item** – The charged price is taken from the **Price/Discount** tab on the **Retail items** form or in the trade agreement.
    - **Price** –The corresponding value in the **Amount/Percent** column should have a value other than the sales price mentioned in the **Price/Discount** tab on the **Retail items** form or in the trade agreement.
    - **Percent** – The item that is displayed in the **Trigger code** column is called with a reduced price. The price reflected at the point-of-sale is the sales price of the item in the **Retail item** form, less the discount percentage displayed in the **Amount/Percent** column.
- **Amount/Percent** – Enter an amount or percent.

Promotions and discounts

In Retail Headquarters, a *promotion* refers to a price adjustment applied to inventory, while a *discount* refers to a price reduction applied at the point-of-sale to a line item or a transaction.

Both promotions and discounts can be based on specific price groups, currencies, or rounding points. (Price groups define the trade agreements in which promotions are valid.) It is also possible to specify start and end dates.

Promotions and discounts can be based on items, variants, retail groups, retail departments, or all items in the store. If more than one promotion applies to an item, a customer could get one promotion or a combined promotion, depending on the best price for the customer.

Note

Confirm that price groups have the correct stores before setting up a promotion or discount.

To edit its settings, a promotion or discount must be disabled. Afterwards, remember to change its **Status** from **Disabled** to **Enabled** for it to be valid at the registers.

You can delete a promotion or discount, but be aware of the consequent loss of statistical information.

Set up a promotion or discount

This procedure applies to both promotions and discounts, since the two have the same options and possible settings.

1. Click **Retail Headquarters** > **Common Forms** > **Promotion** or **Discount offer**.
2. Press CTRL+N to create a new promotion or discount.
3. In the upper pane, on the **Overview** tab, enter the following information, as necessary.
   - **Offer number** – Retail Headquarters automatically creates a unique ID number.
   - **Description** – Enter a short description of the promotion.
   - **Status** – Select **Enabled** or **Disabled** to enable or disable the promotion.
   - **Currency** – The default company currency.
   - **Discount pct.** – A percentage price reduction.
   - **Discount period number –** If you want the discount to be valid during a certain period, select a discount period.

     Discount periods must have been set up beforehand. For details, see Set up discount periods.
   - **Description –** Retail Headquarters automatically enters the description of the selected discount period.
   - **Starting date –** Retail Headquarters automatically enters the starting date of the selected **Discount period**.
   - **Ending date –** Retail Headquarters automatically enters the ending date of the selected **Discount period**.
   - **Discount value** – The total value (with the **Discount pct.** applied) of the on-hand quantity of the items attached to the promotion.

4. In the upper pane, on the **General** tab, view or change the following information, as necessary.

   - Under **Modified**, in the **Modified date and time** field, Retail Headquarters displays the date and time of the last changes to the discount**.**
   - Under **Priority,** in the **Priority** field, Retail Headquarters automatically assigns a priority number to each promotion, which determines the order in which promotions are applied. You can change this number, as necessary.

   Note
   In the upper pane, on the **Price/Discount** tab, **Disable infocode discount** is not implemented in this release and might be removed from future releases.

5. In the upper pane, select a promotion or discount, click **Functions**, and then select one of the following, as necessary.

   - **Add items** – Specify a discount and use a standard Microsoft Dynamics AX query to add items to the promotion or discount.

     Note
     You can add items in groups by using the **Add items** button in the lower pane.

   - **Delete lines** – Deletes all the items in the selected promotion.
   - **Recalculate** – Updates on-hand quantities and price adjustments for all items in the promotion.
   - **Copy from** – You can select a promotion to copy from. Retail Headquarters copies all the settings and items to the promotion originally selected in the **Promotions** form.

6. In the upper pane, select a promotion, click **Inquiries**, and then select **Discounts overlap** to view a list of all promotions and discounts that share items with the selected promotion. To view only active promotions and discounts, select the **Active discount** check box.

   Select a promotion or discount in the upper pane and Retail Headquarters displays its items in the lower pane. To change the priority of a promotion or discount, select it and then click the up arrow or down arrow. If an item is in two or more promotions or discounts, the lowest price is used at the point-of-sale.

7. The lower pane displays the items that have been added to the promotion selected in the upper pane. To add an additional item, press CTRL+N, select **Item**, **Variant**, or a type of group in the **Item** field, and then select the item, variant, or group in the **Item relation** field.

   Note
   You can also add records to this list by clicking **Add items**. For a detailed description of the **Add items** form, see Assortments.

8. In the lower pane, on the **Overview** tab, you can view or change information in the following columns.
   - **Type** – Select one of the following kinds of items or item groups:
     - **Item –** Select this if the row is a single item.
     - **Variant –** Select this if the row is a single item variant, such as an item of a specific size or color.
     - **Retail group –** Select this if the row is a retail group. The promotion is applied to all the items in the retail group.
     - **Retail department –** Select this if the row is a retail department. The promotion is applied to all the items in the retail department.
     - **All –** Select this to apply the promotion to all items.
   - **Item relation** – Select an item, variant, retail group, or retail department, depending on the selection in the **Type** column.
   - **Description** – The description of the selected item relation.
   - **Standard price incl. tax** – The price including tax for the item selected in the **Item relation** column.
   - **Discount pct.** – Retail Headquarters enter this value based on the selected promotion's discount percentage. This column is editable, so you can change the discount percentage for individual rows. An individual row's discount percentage takes precedence over the promotion's discount percentage.
   - **Discount amount** – The amount of the discount relative to the item's unit price and discount percentage.
   - **Offer price** – The discounted price of the item, excluding tax.
   - **Offer price incl. tax** – The discounted price of the item, including tax.
   - **Quantity on hand** – The total available quantity of the item.
9. In the lower pane, on the **General** tab, if the selected item is a variant, you can view additional information, such as **Size**, **Color**, and **Style**.
10. In the lower pane, on the **Price/Discount** tab, you can view or change the following additional information about the selected item.
    - **Standard price** –The standard price of the selected item. This value is not editable here.
    - **Unit** – The unit of measure of the selected item. You can change this value.

Set up a multibuy discount

A *multibuy discount* (also known as a *quantity discount*) offers customers a discount when they purchase a certain quantity of an item.

Tip
When you want to create a new multibuy discount that is similar to an existing one, you can save time by copying all the settings and items from one to the other.

- In the upper pane, press CTRL+N to create a new multibuy discount, click **Functions**, and then click **Copy from**. Select a multibuy discount to copy from.

1. Click **Retail Headquarters** > **Common Forms** > **Multibuy**.
2. Press CTRL+N to create a new multibuy discount.
3. In the upper pane, on the **Overview** tab, enter the following information, as necessary.
   - **Multibuy number** – Retail Headquarters automatically creates a unique ID number.
   - **Description** – A short description of the discount.
   - **Status** – Select **Enabled** or **Disabled** to enable or disable the discount.
   - **Discount type** – Select **Discount %** if you want the discount prices to be calculated as percentage discounts, or select **Unit price** if you want to specify specific prices for quantities of the item. (See step 4, below.)
   - **Discount period number –** If you want the discount to be valid during a certain period, select a discount period.

     Discount periods must have been set up beforehand. For details, see Set up discount periods.
   - **Description –** Retail Headquarters automatically enters the description of the selected discount period.
4. In the upper pane, on the **Overview** tab, select a multibuy discount, and then click **Configuration** to configure the discount.

   In the **Minimum quantity** column, enter a quantity that must be purchased to receive the discount. Specify the amount of the discount in the **Disc %** column (or **Unit price** column, depending on the **Discount type**, above).

   Press CTRL+N to create another minimum quantity; for example, if you want to offer increasing discounts for purchasing increased quantities.
5. In the lower pane, press CTRL+N to add an item, variant, or group to the discount.

   Note
   You can also add records to this list by clicking **Add items**. For a detailed description of the **Add items** form, see Assortments.

   On the **General** tab, if the selected item is a variant, you can view additional information, such as **Size**, **Color**, and **Style**.

Set up a mix and match discount

A *mix and match discount* offers customers a discount when they purchase a specific combination of items. For example, purchase two different boxes of tea and receive 50% off the price of a third box. Items, variants, and retail groups can be included in mix and match discounts.

1. Click **Retail Headquarters** > **Setup** > **General** > **Mix & match line group setup**.
2. On the **Overview** tab, enter the following information.
   - **Line group** – A unique ID number for the line group.
   - **Number of items needed** – The number of items that need to be added to a transaction to qualify for the discount.
   - **Line color** – Click the drop-down arrow, and then under **Basic colors**, select a color.

     Tip
     Select a different color for each line group so you can distinguish between them at the point-of-sale.
3. Click **Retail Headquarters** > **Common Forms** > **Mix & match**.
4. Press CTRL+N to create a new mix-and- match discount.
5. In the upper pane, on the **Overview** tab, enter the following information, as necessary.
   - **Group number** – Retail Headquarters automatically creates a unique ID number.
   - **Description** – A short description of the discount.
   - **Status** – Select **Enabled** or **Disabled** to enable or disable the discount.
   - **Discount type**:
     - **Deal price** – You can specify a specific price for the discounted total.
     - **Discount %** – The discounted total is calculated as a percentage. For example, item A's normal price is $40 and item B's is $60. A discount of 30% means that buying them together costs $70 instead of $100.
     - **Discount amount** – You can specify a specific amount of the discount.
     - **Least expensive** – Specifies that the cheapest mix and match item is free.
     - **Line spec.** – You can set the discount or price per item.
   - **Discount value** – If you selected **Deal price** or **Discount %** in the **Discount type** column, enter the amount of the discount, either a monetary amount or a percentage.
   - **Number of lines to trigger** – Retail Headquarters updates this column according to the individual line groups in the lower pane.
   - **Discount period number** – If you want the discount to be valid during a certain period, select a discount period. Discount periods must have been set up beforehand. For details, see Set up discount periods.
   - **Description –** Retail Headquarters automatically enters the description of the selected discount period.

6. In the upper pane, on the **General** tab, enter additional information, as necessary.
   - Under **Description**, in the **Search name** field, enter a simple name to help find the discount when searching.
   - Under **Blocked:**
     - **Blocked –** Select this to prevent the discount from being used at the register.
     - **Date blocked** – If you select the **Blocked** check box, the current data is displayed.
     - **Date to be blocked** – Enter a date (or click the Calendar icon and select a date) on which to block the discount.
   - Under **Modified**, in the **Modified date and time** field, Retail Headquarters displays the date and time of the last changes to the discount.
   - Under **Priority**, in the **Priority** field, Retail Headquarters automatically assigns a priority number to each discount, which determines the order in which discounts are applied. You can change this number, as necessary.
7. In the upper pane, on the **Price/Discount** tab, enter additional information, as necessary.
   - Under **Price**, in the **Currency** field, select the currency used for the mix and match discount.
   - Under **Restrictions**, in the **Number of times applicable** field, specify how many times the discount is applicable when multiples of the mix and match combination of items are added to the transaction.

   Note
   Under **Infocode**, the **Disable infocode discount** check box is not implemented and might be removed from future releases.
8. In the lower pane, press CTRL+N to add an item, variant, or group to the discount, and then type a description and other information for the discount. If you selected **Line spec.** for the discount type in step 3, above, you can specify the line's **Discount type** and discount value (**Deal price/Discount percentage** column).

   Note
   You can also add records to this list by clicking **Add items**. For a detailed description of the **Add items** form, see Assortments.

Set up discount periods

A *discount period* defines a period of time in which a promotion or discount is valid.

1. Click **Retail Headquarters** > **Setup** > **General** > **Discount period**.
2. Press CTRL+N to create a new discount period.

3. On the **Overview** tab, enter the following information, as necessary.
   - **Discount period number** – A unique ID number for the discount period.
   - **Description** – A brief description of the discount period.
   - **Starting date** – The date that the discount period begins.
   - **Ending date** – The date that the discount period expires.
   - **Starting time** – The time that the discount period begins.
   - **Ending time** – The time that the discount period expires.
   - **Time within bounds** – Select this if the starting and ending dates are included in the discount period.
4. On the tabs for the days of the week, enter the following information, as necessary.
   - **Starting time –** The time that the discount period begins for the specific day.
   - **Ending time –** The time that the discount period expires for the specific day.
   - **Time within bounds –** Select this if the starting time and ending time are included in the discount.
   - **Ending time after midnight –** Select this if the discount period ending time is after midnight (in the next day).

Coupon issuers

This feature (**Retail Headquarters** > **Setup** > **General** > **Coupon issuer**) is not implemented and might be removed from future releases.

Competitors

You can set up competitors, set up a competitor's price for a specific retail item, and then keep track of your competitor's price for each retail item. You can set up the prices either for each retail item or from a competitor. A competitor must be set up before setting up the competitor prices. Each time a competitor changes the price of an item, it can be set up as a new competitor price while retaining the original price.

Set up competitors

1. Click **Retail Headquarters** > **Setup** > **General** > **Competitors**.
2. Enter information referring, if necessary, to the following.

Competitors form

Overview tab

- **Competitor number** – The unique number of a created competitor.
- **Description** – Enter the description or name of the competitor.
- **ZIP/Postal code** – Enter the competitor's ZIP/Postal code.
- **City** – Enter the city where the competitor is located.

Address tab

- **Address**
  - **Street** – Enter the competitor's address.
  - **ZIP/Postal code** – Enter the ZIP/Postal code of the competitor's location.
  - **City** – Enter the competitor's city.
  - **County** – Enter the competitor's county.
  - **State** – Enter the competitor's state.
  - **Country –** Enter the competitor's country/region.

Configure competitor prices

1. Click **Retail Headquarters** > **Setup** > **General** > **Competitors**.
2. Select a competitor, click **Setup**, and then click **Competitor prices**.
3. Enter information referring, if necessary, to the following.

Competitor prices form

Overview tab

- **Bar code** – The item bar codes to which the competitor's price is linked.
- **Item number** – The retail items to which the competitor's price is linked.
- **Item name** – The information is updated automatically based on the item selection.
- **Date of price** – Enter the effective date of the price. One competitor cannot have more than one price for an item on the same date.
- **Price** – The competitor's price of the selected item on a specific date.
- **Last checked date** – The last date when the price is checked.

Price groups

A *price group* is a list of items with specific pricing for specific customers. You can use price groups to offer an item at different prices to different groups of customers.

Note
Prices in price groups are distributed with trade agreements.

Set up price groups

1. Click **Retail Headquarters** > **Setup** > **Price/Discount** > **Customer price/discount groups**.
2. On the **Overview** tab, in the **Show** field, select **Price group**.

   Note
   The other options in the **Show** field (**Line discount group**, **Multiline discount group**, and **Total discount group**) are features in Microsoft Dynamics AX. For information about the controls on the **Price/Discount group** form, click the Help icon on the form's toolbar.

3. Press CTRL+N to create a new price group.
4. In the **Price groups** column, enter a unique ID number for the price group.
5. In the **Name** column, enter a descriptive name for the price group.
6. In the **Prices incl. sales tax** column, select the check box if prices include sales tax.
7. Click **Trade agreements**, click **Sales price**, and then use the **Price (sales)** form to define the items and prices for the price group.

   Note

   - Retail items can have different sizes, colors, and styles; each combination is represented by a unique bar code. You can set up prices for each variant combination.
   - Retail items can have multiple units of measurement. You can set up different prices for each unit of measure for the item.
   - Prices in price groups are distributed with trade agreements.
   - For information about the controls on the **Price (sales)** form, click the Help icon on the form's toolbar.

Price point groups and rounding method groups

These features are not implemented in this release and might be removed from future releases.

Email receipts

Email receipts are an environmentally friendly option when processing retail sales. The customer can decide whether to receive a printed receipt, an email receipt, or both.

Registered customers

Customers that have been set up in Microsoft Dynamics AX can choose which settings should apply to them. To specify the settings:

1. Click **Accounts receivable** > **Common Forms** > **Customer Details**.
2. Select a customer, and then on the **Retail** tab, under **Receipt**, select an option in the **Receipt option** field:
   - **POS** – Select this option if the customer wants only printed receipts.
   - **Email** – Select this option if the customer wants only email receipts.
   - **Both** – Select this option if the customer wants both printed and email receipts.
3. In the **Receipt email** field, enter the email address if the customer wants email receipts.

Unregistered customers

The default receipt options for customers that have not been set up in Microsoft Dynamics AX can be entered in Retail Headquarters parameters.

1. Click **Retail Headquarters** > **Setup** > **Parameters**.
2. On the **Posting** tab, under **Email receipt**, select an option:
   - **Receipt option**
     - **POS** – Select this option to print receipts by default.
     - **Email** – Select this option to email receipts by default.
     - **Both** – Select this option to both print and email receipts by default.
3. In the **Subject** field, enter the type the text that you want to appear by default in the Subject line of the emailed receipts.

Email body text

The text to be displayed in the email message body can be set up as form notes. This way, you can send email messages in different languages, depending on the language of the particular customer or, if no customer is chosen, your company's language. The form note must be a Retail Headquarters receipt type.

1. Click **Accounts receivable** > **Setup** > **Forms** > **Form notes**.
2. Press CTRL+N to create a new form note, and then enter a form name and specify a language.
3. On the **Text** tab, enter the text that you want for the body of the email message.

Inquiries and reports

Retail Headquarters provides extensive reporting capabilities in addition to the standard Microsoft Dynamics AX reports. Retail Headquarters provides a number of reporting options, both in the form of online analysis, also called *inquiries*, or in the form of reports.

Both reports and online inquiries in Retail Headquarters support specific features such as filtering and sorting. This allows for the quick filtering of the data on which the reports should be based. Custom date filtering is also supported. Transaction and statistics-level reporting can also be generated on a time basis, which enables the analysis of the sales flow throughout the day. In addition to this, sales by item and store can be displayed in graphical format.

Retail Headquarters adds to your ability to extract accurate sales information by providing numerous statistical windows and reports that build on statistic tables, item value entries, and transactions from the registers. This can help to determine which items or variants are selling best and which stores, registers, and staff are performing best.

All standard sales reports in Microsoft Dynamics AX can be used to analyze sales information. Items in unposted statements are not included.

Inquiries

Inquiries are available for most record types by clicking the **Inquiries** button in the form you are working in.

The following inquiries are available in the **Retail Headquarters** module:

- POS batches and Z reports
- Posted statements
- Transactions
- Retail sales
- Credit vouchers
- Loyalty cards
- X reports
- All discounts

View POS batches and Z reports

You can use the **POS batches** form to look up the closed batches that have replicated from the store to the head office. Doing this might help you to determine why certain batches did not post during statement posting. Batches have unique numbers and are associated with specific terminals.

You can also use this feature to look up previous Z reports.

1. Click **Retail Headquarters** > **Common Forms** > **POS batches**.
2. To filter the list, take one or more of the following actions:
   - In the **Store number** field, select the store for which you want to view POS batches.
   - In the **Terminal number** field, select the terminal for which you want to view POS batches.
   - In the **Batch from date** field, select the starting date for the range of POS batches that you want to view.
   - In the **Batch to date** field, select the end date for the range of POS batches that you want to view.
3. To view details for a batch, select the batch, and then click the **Details** tab.
4. To view the Z report for a batch, select the batch, click **Functions**, and then click **Z-Report**.
5. To view the transactions included in a batch, select the batch, click **Inquiry**, and then click the option for the type of transactions that you want to view.

View posted statements

- Click **Retail Headquarters** > **Inquiries** > **Posted statements**.

The **Statements journal** form displays a list of all posted statements and statement lines, with one statement line per tender type per register. You can navigate to a list of transactions associated with any statement or statement line. These include tender declaration transactions, payment transactions, and banked tender transactions. You can also navigate to the vouchers included in the sales orders for each statement. These include sales vouchers, payment vouchers, discount vouchers, and the special vouchers created by Retail Headquarters.

Click the column headers to sort the inquiry. Click the filter buttons in the toolbar to filter data based on any field in the header or line on the form. For example, filter the upper pane for a particular store, and then filter the lower pane by a particular terminal.

View transactions

You can view a list of transactions in either of the following ways:

- **For all statements** – Click **Retail Headquarters** > **Inquiries** > **Transactions**.
- **For a specific statement –** On the **Statement journal** form, click **Inquiries**, and then click **Transactions**.

The following transaction types are included:

- Logon
- Logoff
- Sales
- Payment
- Remove tender

- Float entry
- Change tender
- Tender declarations
- Voided
- Open drawer
- Negative adjustment
- End of day
- End of shift
- Sales order
- Sales invoice

Click the filter buttons on the toolbar to turn the inquiry filters on an off. To filter the list by posted or unposted transactions, use the filter in the **Entry status** column.

To view a linked sale, payment, or infocode transaction associated with any transaction, select the transaction, click **Transactions**, and then select an option.

View retail sales

- Click **Retail Headquarters** > **Inquiries** > **Retail sales**.

The **Retail** form displays a list of sales transactions that can be performed at a register. Retail Headquarters retrieves records based on the date range, time range, retail department, retail group, and item number.

You can specify a value in all or some of the parameters to view the transactions that you want. An option to view only posted or open transactions is also available.

To view the on-hand availability of an item, the inventory transactions pertaining to the line, and lot inquiries, select an item, click **Inventory**, and then select an option.

View issued credit vouchers

- Click **Retail Headquarters** > **Inquiries** > **Credit vouchers**.

Credit vouchers represent credit notes in the form of vouchers that can be issued and endorsed at the registers. The **Credit voucher table** displays a list of transactions of credit vouchers. Each line includes the credit voucher number, transaction date and time, and its amount or value. If the credit voucher has been redeemed, the **Applied** check box is selected, and the (Applied) **Amount**, **Applied date**, and **Applied time** columns are updated accordingly.

All credit voucher transactions can be filtered by issue date range and applied date range using the query groups provided on the form.

A report containing the data displayed on the screen can be printed by clicking **Print** on the **Credit voucher table** form.

View loyalty cards and transactions

- Click **Retail Headquarters** > **Inquiries** > **Loyalty cards**.

The **Loyalty cards** form displays inquiries about issued loyalty cards and the transactions linked to them. The form displays issued card numbers in the upper pane and transactions related to each card in the lower pane.

Loyalty cards form

Upper pane

- **Loyalty card numbers** – The unique loyalty card ID.
- **Scheme ID** – The scheme code to which a loyalty card is linked.
- **Loyalty customers** – The linked customer account to which the loyalty card is issued.
- **Point status** – The number of points remaining on the card or the net balance.
- **Issued points** – The total number of points issued for the card.
- **Used points** – The total number of points used for a card
- **Expired points** – The points that were not used at the expiration date.

Lower pane

The lower pane displays all transactions associated with the loyalty card that is selected in the upper pane. There are two types of transactions:

- Issued points
- Used points

View an X report

Use this inquiry to view the most recent X report.

- Click **Retail Headquarters** > **Inquiries** > **X-report**.

The X report displays transaction totals such as the gross sales, discounts, sales in each tender type, and tender operation amounts, for the selected date range.

View all discounts

- Click **Retail Headquarters** > **Inquiries** > **All discounts.**

The **Discounts** form displays details of all promotional offers created in Retail Headquarters. This form displays four kinds of discount offers:

- Discount offer
- Mix and match
- Promotion
- Multibuy

If you select the **Active discounts** check box, Retail Headquarters displays only those offers that are currently applicable.

Reports

A number of reports are available in Retail Headquarters.

View the discount offer report

- Click **Retail Headquarters** > **Reports** > **Discount offer**.

The **Discount offer** dialog box generates reports displaying the details of each discount offer, including the offer number and description, price group, and the starting date of the offer. Items covered in the offer are displayed with their on-hand quantity and pricing details.

View the end of life cycle report

- Click **Retail Headquarters** > **Reports** > **End of life cycle**.

In Retail Headquarters, the term *season* refers to the life cycle of a product. This means that the items are only valid in a specific time frame. For example, winter season woolen clothes are available for sale for a limited time.

The **End of life cycle** report displays items that have a season code attached to them. A season is used to group items together for merchandising purposes. A season has a starting date and an ending date. Seasons are used to define item life cycles.

This report displays the number of days left before the season ends or the end date of the season for each item.

Enterprise Portal reports

The following Enterprise Portal reports are provided by Retail Headquarters:

- Sales by hour
- Sales by staff
- Sales by item hierarchy
- Sales performance
- Year-to-year sales data

These reports are updated by using the standard batch framework in Microsoft Dynamics AX. In Retail Headquarters, you must set up the reporting batch jobs that are used to generate these reports.

1. Click **Retail Headquarters** > **Setup** > **Reporting batch jobs**.
2. Click the report scheduler job that you want to set up.

For more information about setting up batch jobs, see Microsoft Dynamics AX Help.

Note

- For the Enterprise Portal reports to work, SQL Server Reporting Services must be installed and the batch server configuration must be completed.
- A batch job is not needed for the year-to-year sales data report.
- You can view the Enterprise Portal reports for each user profile by viewing the retail Role Centers from within Retail Headquarters. For more information, see Set up Enterprise Portals profiles and users.

Processes

Retail Headquarters supports retail specific processes such as:

- Statement calculation and posting
- Label printing
- Vendor item import
- Replenishment (cross docking or buyer's push)
- Contract concessions

These periodic activities are carried out when required. Some of these periodic activities post physical Inventory, financial ledger entries, Inventory journals, and purchase orders.

Statements

In Retail Headquarters, a *statement* is the mechanism by which you move sales data from the point-of-sale database to the head-office database. The process involves the following steps:

1. **Create the statement.** Transactions in the point-of-sale database are replicated into a Retail Headquarters table.
2. **Calculate the statement.** One sales order is created for each customer in the included transaction. Payment journals are created for the payments in the transactions.
3. **Post the statement.** Invoices are created for each invoice. If you selected the **Automatic settlement** check box on the **Posting** tab of the **Retail Headquarters parameters** form, the invoices are automatically paid against the payment journals.

Important
For information about aggregation of data in statements, see the descriptions of the **Aggregation** fields in the **Retail Headquarters parameters** form in Enter parameters earlier in this guide.

Prerequisites for end-of-day procedures (statements)

To prepare for processing statements, define the statement method and closing method for each store. For more information, see the description of the **Stores** form in Stores.

Before creating statements, you must close the register or batch. For more information about these tasks, see the *Retail POS User's Guide*.

Posting considerations

In the initial release of Microsoft Dynamics AX for Retail, one voucher journal was created for each retail statement. In this release, sales orders and payment journals are created and posted when a statement is posted, and multiple vouchers are generated for each retail statement.

Cost accounting

If you have installed the **Cost accounting** module for Microsoft Dynamics AX, performance issues can occur when invoicing sales orders unless the update method on cost balances is set to **Batch**. Click **Cost accounting** > **Setup** > **Parameters**, and then, in the **Select update method** field, select **Batch**.

Discounts

On the **Accounts receivable parameters** form, in the **Discount** field, you must select **Line+Multiline** for discounts to post correctly.

Exchange rates

The **Triangulation currency** settings in the **Company currency conversion** form in Microsoft Dynamics AX are not applied at the point-of-sale, and triangulation is not calculated during posting. If you set up a triangulation currency, it will result in significant discrepancies in your accounts.

Inventory model groups

Unless the **Physical negative inventory** and **Financial negative inventory** check boxes are selected for the inventory model group that you select for a retail item, posting fails if the quantity on hand for the item becomes negative.

Taxes

- In the few cases where Retail POS calculates taxes differently from the way Microsoft Dynamics AX calculates taxes, Retail Headquarters posts calculated tax amounts by using the tax adjustment feature in Microsoft Dynamics AX. The adjustment is distributed to all the sales lines that have the same tax code that is being adjusted.
- If you have taxes where the intervals, collection limits, and bases depend on line amounts or invoice amounts, the difference is more significant with aggregation.
- (IND) In India, the TIN and Service Tax code are store-specific. If you leave these fields blank, the TIN and Service Tax code for the company are used during posting of tax amounts.
- (IND) In India, for tender types that post to a ledger account, you must use a ledger account where Posting type is set to Purchase cash. This is necessary for the service taxes to settle from the Service Tax Interim account to the Service Tax Payable account.
- (BRA) For tax treatment purposes, all retail sales in Brazil are considered sales to final users.

(ESP) Sales cycles

Sales cycles are not supported in statement posting. This note applies only to Spain.

(ISL) Payment references

Retail Headquarters does not support posting into accounts that require a payment reference and does not insert payment references for each ledger transaction. This note applies only to Iceland.

(POL) External inventory

External inventory is not supported. This note applies only to Poland.

(RUS) Cash management

To support cash management accounting, in-store cash transactions post through slip journals. To enable this feature, set up cash tender types by selecting **Petty cash** in the **Account type** field on the **Posting** tab of the **Tender type** form.

(RUS) Correspondence of accounts

In Russia, correspondence of accounts is supported during posting.

(RUS) Inventory profiles

To set a default inventory profile for a store, select the inventory profile for the warehouse associated with the store. This setting is on the **Retail** tab in the **Warehouses** form. It controls how inventory transactions are posted.

Create a statement

When all transactions from the registers have been posted to Retail Headquarters, a statement can be created, calculated, and then posted.

A statement calculates the total amount of all transactions that have been created since the last store statement and creates the counted tender types. The statement includes transactions for the statement period. When all the necessary information is available and all counted amounts have been set up, the statement is ready to be posted.

1. Click **Retail Headquarters** > **Journals** > **Open statements**.
2. In the **Store number** field, select a store number.
3. Press CTRL+N to create a new statement.
4. On the **Setup** tab, under **Transaction interval**, enter information in the **Transaction from date**, **Transaction from time**, **Transaction ending date**, and **Transaction ending time** fields if needed.
5. Enter information referring, if necessary, to the following.

Statements form

Overview tab

- **Store number** – Select a store for which the statement is to be calculated.
- **Statement number** – The automatically displayed unique number attached to the selected store.
- **Store number** – Displays the store number.
- **Store name** – Displays the store name.
- **Calculated time** – Displays the time when the statement was calculated.
- **Calculated date** – Displays the date when the statement was calculated.
- **Posting date** – Displays the date when the statement was posted.

General tab

- **Shift** – This feature is not implemented in this release and might be removed from future releases.

Setup tab

- **Methods**
    - **Statement method** – The statement method specified at the store level and the store is selected in the statement journal.
    - **Staff/Terminal** – Select a staff person if the statement method is set to **Staff**. Select a terminal if the statement method is set to **POS Terminals**. The field is not available if the statement method is set to **Total**.
    - **Closing method** – The closing method specified at the store level and the store is selected in the statement journal.

      Note
      You can change the closing method before calculating and posting the statement journal.
- **Transaction interval**
    - **Transaction from date** –The start date of the transaction to be included in the statement calculation. This field is updated with the current system date. You have the option to change the date before calculating and posting the statement.
    - **Transaction from time** – The starting time of the transaction to be included in the statement calculation for the selected date. You can change the time before calculating and posting the statement.
    - **Transaction ending date** – The date up to which transactions are included in the statement calculation. The field is updated with the current system date. You can change the date before calculating and posting the statement.
    - **Transaction ending time** – The ending time to which selected transactions are included in statement calculation. This field is updated with the time. You can change the time before calculating and posting the statement.

Transaction status tab

- **Sales**
    - **Posted sales transactions** – The number of inventory entries that have been posted.
    - **Unposted sales transactions** – The number of inventory entries that have not yet posted.
- **Sales transactions**
    - **Item/Bar codes not on file** – The number of items in point-of-sale sales transactions included in the statement that do not exist in the **Item** master record.
    - **Blocked items** – The number of items in point-of-sale sales transactions included in the statement that were marked as blocked. The program temporarily unblocks the items while posting.
    - **Blocked customers** – The number of customers in point-of-sale sales transactions included in the statement that were marked as blocked. The program temporarily unblocks the customer while posting.

- **Transactions**
  - **Transaction with difference** – The number of transactions included in the statement having a sales or payment difference greater than the store's maximum difference in Transaction when the program imported the transactions into Retail Headquarters.
  - **Transaction on wrong shift** – The number of transaction headers included in the statement that belong to a wrong shift.
  - **Unposted inventory transactions** – The number of transactions included in the statement that are related to physical inventory counts.

Statistics tab

- **Sale**
  - **Difference amount store** – The transaction difference amount in the company's default currency.
  - **Sales tax amount** – The total VAT (value added tax) amount for transactions included in the statement.
  - **Net amount -** The total net sales amount in transactions included in the statement.
- **Discount**
  - **Total line discount** – The total line discount given in transactions included in the statement.
  - **Discount amount** – The total discount given in transactions included in the statement.
- **Income/Expense**
  - **Income** – The total amount in income account transactions included in the statement.
  - **Expenses** – The total amount in expense account transaction included in the statement.

Postings tab

- **Posting date** – The date the statement is posted.

Other tab

- **Calculation**
  - **Calculated date** – The field is automatically updated when the statement is calculated.
  - **Calculated time** – The field is automatically updated with the time when the statement is calculated.

Dimension tab

- **Dimension**
  - **Department** – The field is updated automatically based on the selection of the store.
  - **Cost center** – The field is updated automatically based on the selection of the store.
  - **Purpose** – The field is updated automatically based on the selection of the store.

Functions button

On the **Statements** form, select a statement, click **Functions**, and then select an option. For more information about the options, see the following sections.

Calculate a statement

When you calculate a statement, Retail Headquarters calculates the tender amount for all tender types based on the statement method. While declaring the tender on registers, the program either uses tender declarations from the registers as the counted amount, or the counted amount can be entered manually. Retail Headquarters calculates the difference between the transaction sales amount and the actual counted amount in all tender types.

Calculating a statement also does the following:

- Includes or marks all unmarked transactions (transactions that were not included in the previous statement calculation) in the selected time frame.
- Calculates the total tendered amounts from the transactions and inserts the results into the statement lines.
- If the selected statement method is **Total**, a line is created for each tender type in the transactions.
- If the selected statement method is **Staff**, a line is created for each tender type in transactions performed by the selected staff member.
- If the selected statement method is **POS Terminal**, a line is created for each tender type in transactions performed on the selected register.

Note

- There is no limit to the number of times an unposted statement can be calculated. Therefore, you can create a statement at any time and calculate it repeatedly to have an overview of total sales at all times.
- If the selected closing method for the statement is **Date and time**, you can change the time limit to include transactions over a longer period.
- When the statement is calculated for a specific period, information about the transactions included in statement calculation, items that are not on file, blocked items, blocked customers, and so on, is updated.
- Information on reports such as Statement Transactions, Statement Calculation, and X-Report (Shift End) is updated when the statement is calculated for a specific period. The transactions that are included in statement calculation, items that are not on file, blocked items, blocked customers, and so on, are updated when the statement is calculated for a specific period.

1. Click **Retail Headquarters** > **Journals** > **Open statements**.
2. Select the statement that you want to calculate.
3. Click **Functions**, and then click **Calculate statement**.
4. In the message that opens, click **Yes**.

   To post calculated statements into the General ledger, item ledger, customer ledger, VAT ledger, and other related tables, posting groups and General ledger account links must be properly set up for items, accounts, stores, and tender types. Before posting a statement, the **Counted Amount** field must be filled in for all statement lines.

   The statement is posted if, and only if, the difference amount falls within the range of maximum selected posting difference defined for the store.

Post a statement

1. Click **Retail Headquarters** > **Journals** > **Open Statements**.
2. Select a statement.
3. Click **Functions**, and then click **Post statement**.
4. When Retail Headquarters displays a message, click **Yes**, and then click **OK**.

   Note
   Lines are created in the statement lines with respect to terminal number, staff ID, and tender types. Lines also include the transaction currency, transaction amount, and the difference amount. After the statement lines are created, you can follow the **Post statement** procedure.

Re-declare tender in the store

You may want to change the tender declaration in the store after you have declared the tender on the registers.

1. Click **Retail Headquarters** > **Journals** > **Open statements**.
2. Select the statement that you want to re-declare.
3. Select the terminal for which you want to change the tender declaration, in the lower pane, click **Cash Declaration**.
4. In the **Cash declaration** form, enter the new tender declaration for the statement lines for the relevant coins and notes. For each combination of a coin or note and a default amount, select the quantity of the coins or notes in the **Quantity** field.
5. The results of the re-declaration appear in the bottom line named **Total**.
6. When the tender is re-declared, click **OK**.

View transactions

To shift a statement up to a payments or sales line, on the **Statements** form, in the lower pane, click **Transactions**. This enables you to view the tender declaration transaction and banked tender (bank drop) transactions.

(BRA) Nota Fiscal documents

Note
The information in this topic applies only to Brazil.

You can create Nota Fiscal documents for customers who request them.

1. Create a sales order. In the order, specify fiscal books and other information as you usually would, and select the non-posting retail fiscal document type that you set up. For more information about this fiscal document type, see Set up fiscal books.
2. Create the invoice for the sales order. In the invoice, on the **Setup** tab, click **Fiscal reference**, and then, in addition to the standard information, type the ECF serial number in the **ECFSerialNum** field and type the terminal number in the **TerminalNum** field.
3. Complete the fiscal reference and post the invoice as usual.

For more information about the steps in this procedure, see Microsoft Dynamics AX Help.

Labels

Use Retail Headquarters to generate labels for use in stores. A label is a piece of paper, polymer, cloth, metal, or other material attached to a container or article, on which a legend, information concerning the product, price, or manufacturer detail is printed. A label can also be printed directly on the container or on an item.

Labels have many uses, such as:

- Product identification
- Name tags, bar codes
- Pricing
- Warnings
- Batch numbers
- Expiration dates

Retail Headquarters offers two types of labels for retail items in the store: shelf labels and item labels. Item labels are always variant specific; shelf labels do not have to be.

Shelf labels

Typically, shelf labels are placed on a store rack or shelf where items are displayed or stored. A shelf label contains all the information about the product except for the following: batch number, serial number, expiration date, and so on.

You can enable Retail Headquarters to create shelf labels whenever the price or comparison price of the item changes in the store. For Retail Headquarters to collect information about required shelf label printing, you must assign the shelf label reports to the relevant retail items. You can also create shelf labels either manually for one item at a time, or for retail groups and retail departments.

Retail Headquarters provides the option to select the report size for printing a shelf label.

Print shelf labels

1. Click **Retail Headquarters** > **Periodic** > **Labels** > **Print shelf labels**.
2. Under **Filters**, select the store for which you want to create shelf labels and the date you want the labels to be valid.
3. Click **Create,** click **Create label by Item**, and then enter the filter information if needed.
4. Click **OK**.

   Retail Headquarters creates shelf label entries for items with changes in registered shelf label price.
5. On the **Shelf label printing** form, under **Labels**, change the contents of the **Quantity** column if needed.

   The program creates shelf label entries for items with changes in the registered shelf label price.
6. Click **Print**, and then click **Print labels**.
7. Select the printer that you want to use for printing the shelf labels, and then click **OK**.

You can also reprint the labels as needed.

After the labels are printed, Retail Headquarters displays the quantity in the **Quantity** column in the **Printed quantity** column.

View shelf labels due for printing

All shelf labels due for printing are displayed in the **Quantity** column.

1. Click **Retail Headquarters** > **Setup** > **Labels** > **Shelf label reports**.
2. Enter information referring, if necessary, to the following.

Shelf label report setup form

Overview tab

- **Report name** – The list of available default label reports. You can also create and add new reports as your business requires.

Shelf label inquiries

You can inquire about the labels pending for printing or labels already printed.

1. Click **Retail Headquarters** > **Periodic** > **Labels** > **Print shelf labels**.
2. Click **Transactions**, and then click **Labels to print** or **Printed labels**.

Item labels

Item labels are placed on the product or article. An item label contains all the information about the product, including its batch number, serial number, and expiration date.

Retail Headquarters enables you to select a specific size for item label reports that you can print.

You can enable Retail Headquarters to create shelf labels whenever price or comparison price of the item changes in the store. For Retail Headquarters to collect information needed for item label printing, you must assign the item label reports to the relevant retail items. You can also create item labels either manually for one item at a time or for retail groups and retail departments.

Print item labels

1. Click **Retail Headquarters** > **Periodic** > **Labels** > **Print item labels**.
2. Under **Filters**, select the store for which you want to create item labels and the date you want the labels to be valid.
3. Click **Create,** click **Create label by item**, and then enter the filter information if needed.
4. Click **OK**.

   Retail Headquarters creates item label entries for items with changes in the registered item label price.
5. In the **Item label printing** form, change the contents of the **Quantity** column if needed.
6. Click **Print**, and then click **Print labels**.
7. Select the printer you want to use for printing the item labels, and then click **OK**.

You can also reprint the labels as needed.

After the labels are printed, Retail Headquarters displays the quantity in the **Quantity** column in the **Printed quantity** column.

View item labels due for printing

All item labels due for printing are displayed in the **Quantity** column.

1. Click **Retail Headquarters** > **Setup** > **Labels** > **Item label reports**.
2. Enter information referring, if necessary, to the following.

Item label report setup form

Overview tab

- **Report name** – The list of available default label reports. You can also create and add new reports as needed.

Item label inquiries

You can inquire about the labels pending for printing or labels already printed.

1. Click **Retail Headquarters** > **Periodic** > **Labels** > **Print item labels**.
2. Click **Transactions**, and then click **Labels to print** or **Printed labels**.

Vendor item import

You can import data files from vendors to create and update items. The files from the vendors typically contain vendor item numbers, bar codes, descriptions, retail group, size and color information, purchase price, and sales price. Item import involves importing vendor files into an import journal where you can error-check, correct, and finalize the information before the items are updated to the item table.

The item import process inserts or updates the item table, sales prices, purchase prices, bar codes, and variants. The vendor files can also be used to create purchase orders.

For each vendor that sends data to be imported, it is necessary to set up various parameters, such as an item hierarchy, sales price calculation rules, and so on. When data has been imported to an import journal, you can error check and correct the item information before the journal is posted. When a journal is posted, items are created or updated; new variants including color, size and styles, bar codes, and sales and purchase prices are inserted or updated into the system.

Vendor item numbers

You can create and maintain data about an item that is specific to a vendor. For example, invoices can be printed with item numbers and descriptions that are specific to a particular recipient.

The external item number can be set up for one specific vendor, including the combinations of all variants available for an item.

Set up a vendor's item number

1. Click **Retail Headquarters** > **Setup** > **Item** > **Vendor's item numbers.**
2. Select an external item number or press CTRL+N to create a new one.
3. Enter information referring, if necessary, to the following.

External item descriptions form

Overview tab

- **External item number** – Enter the supplier item number or vendor item number that is assigned to an original item number.
- **Item number** – Select an item that you want to link to the external item number.
- **Item name** – The name for each item.
- **Configuration** – The configurations for on-hand inventory items and BOM items.
- **Size** – The item size.
- **Color** – The item color.
- **Style** – The item style.
- **Vendor** – Select the name of the vendor this external item is purchased from.
- **Name** – The name of the vendor.

Import an item file from a vendor

1. Item data can only be imported into a valid item import journal that a vendor has specified.
2. All imported files that have not been previously transferred to an import journal can be selected and transferred to an item import journal.
3. If the item already exists in the database, the existing price is found.
4. Next, the new sales price is calculated.
5. Each line is checked for errors and if an error is found, the line is flagged.

Item import hierarchy

The item import hierarchy setup matches a vendor's item hierarchy to an existing retail group in Retail Headquarters.

Set up item import hierarchy

1. Click **Retail Headquarters** > **Setup** > **Item/Order creation** > **Item import hierarchy setup**.
2. Enter information referring, if necessary, to the following.

Item import hierarchy setup form

Overview tab

- **Vendor account** – The list of vendor codes created in the standard Microsoft Dynamics AX vendor master record.
- **Name** – The name of the vendor selected in the **Vendor account** column.
- **Hierarchy level 1** – The code for the first level of the hierarchy from the vendor.
- **Hierarchy level 2** – The code for the second level of the hierarchy from the vendor.
- **Hierarchy level 3** – The code for the third level of the hierarchy from the vendor.
- **Hierarchy level 4** – The code for the fourth level of the hierarchy from the vendor.
- **Retail group** – The retail group ID.
- **Name** – The name for the selected retail group ID.

General tab

- **Vendor hierarchy**
  - **Hierarchy level 1**
    - **Level 1 name** – Enter the name for the first level of the hierarchy from the vendor.
  - **Hierarchy level 2**
    - **Level 2 name** – Enter the name for the second level of the hierarchy from the vendor.
  - **Hierarchy level 3**
    - **Level 3 name** – Enter the name for the third level of the hierarchy from the vendor.
  - **Hierarchy level 4**
    - **Level 4 name -** Enter the name for the fourth level of the hierarchy from the vendor.
- **Modified**
  - **Modified date and time** – The date and time of the last change to the selected record.
  - **Modified Time** – The time of the last changes made to the selected record.
  - **Modified By** – The ID of the user who made the last change to the record.

Vendor sales price margins

The vendor sales price margin contains a formula that converts the vendor's suggested retail price or the vendor's purchase price into a sales price in local currency. This method is only used if an entry in the vendor's sales price points does not exist for the item.

Note
If no suggested retail price in the item line is being imported to the journal, the sales price can be calculated based on the purchase price. Retail Headquarters uses this form to calculate the sales price.

Set up a vendor sales price margin

1. Click **Retail Headquarters** > **Setup** > **Item/Order creation** > **Vendor sales price margin setup**.
2. Enter information referring, if necessary, to the following.

Vendor sales price margin form

Overview tab

- **Vendor account** – The vendor account created in standard Microsoft Dynamics AX vendor master records.
- **Name** – The name of the vendor selected in the **Vendor account** column.
- **Business group** – The business groups created in Retail Headquarters.
- **Division group** – The division groups created in Retail Headquarters.
- **Retail department** – The retail departments created in Retail Headquarters.
- **Retail group** – The retail group IDs.
- **Name** – The name for the selected retail group ID.
- **Suggested contribution ratio** – The suggested factor from the vendor that is used for calculating the sales price of an item.
- **Contribution ratio** – Enter a factor to use for use in calculating the sales price of an item.

Vendor sales price points

The vendor sales price point setup contains the conversion of the vendor's suggested retail price to the sales price in the local currency.

Set up vendor sales price points

1. Click **Retail Headquarters** > **Setup** > **Item/Order creation** > **Vendor sales price point setup**.
2. Enter information referring, if necessary, to the following.

Vendor sales price point setup form

Overview tab

- **Vendor account** – The vendor codes created in the Microsoft Dynamics AX vendor master.
- **Name** – The name of the vendor selected in the **Vendor account** column.
- **Business group** – The business groups created in Retail Headquarters.
- **Division group** – The division groups created in Retail Headquarters.
- **Retail department** – The retail departments created in Retail Headquarters.
- **Retail group** – The retail group ID.
- **Name** – The name for the selected retail group ID.
- **Suggested retail price** – The factor that is used for calculating the sales price.
- **Sales price** –The price at which the product is sold.

Example

- An item is in Business group 1, Division group 22, Retail department MEN, Retail group 1 (Men's leisure).
- It has a suggested retail price of 10.00 (specified in the **Vendor sales price point setup** form).
- It is multiplied by 1.45, suggested contribution ratio.
- The product is multiplied by the fixed exchange rate 120.00 (specified in the retail tab of the Vendor form).

The solution of 1740.00 results from this calculation: (10.00 * 1.45 * 120.00). This price is then used to file the next highest price point in the Sales price point table; if the next highest price point is 1790.00, the sales price is 1790.00.

Replenishment

Optimizing inventory levels at the distribution center is necessary for removing excess costs from the customer-driven value chain. To invest inventory dollars more effectively, retailers must be able to blend both the art and science of purchasing and inventory management.

Effective location/warehouse replenishment helps retailers, manufacturers, and wholesaler-distributors to increase revenue and ensure high levels of customer satisfaction by sustaining this balance. By providing accurate visibility into the location or warehouse, replenishment helps buyers to create accurate demand forecasts and order projections, as well as stable order patterns.

Replenishment assists the purchasing department in creating purchase orders and also to assist the warehouse with making suggestions about what must be transferred to the stores.

Replenishment in Microsoft Dynamics AX for Retail offers the option to replenish warehouses or stores using the purchase order or transfer order. The replenishment processes run at the head office. It is possible to manually allocate quantities to be distributed to the stores. Retail Headquarters provides three distribution methods:

- Location weight
- Replenishment rules
- Fixed quantity to all

Location replenishment is also used when items are distributed automatically to stores. If the item that needs to be distributed has variants, the combination of the location replenishment curve and the size or color curve determines the quantity that is allocated to each location or store.

This is done using a two-step process:

1. Create a purchase order with purchase lines on the **Sum** tab on the **Purchase order** form. When a line is created in this way, additional lines are automatically created using the size, color, or style for each variant of the item. The line quantity is based on the total weight assigned to each item variant on the **Item dimension combination** form.
2. On the **Cross docking** form, allocate the quantity to be distributed to the stores using location weight, replenishment rules, or fixed quantity to all.

Replenishment groups

Replenishment groups are set up for grouping the locations or stores based on their size, turnover, or types. Replenishment groups are linked to the warehouses on the **Warehouses** form.

Note
When you include a warehouse in a replenishment group that is included in a replenishment rule, you must select the **Store** check box on the **General** tab on the **Warehouses** form. If you do not do this, the quantity calculations in cross-docking will be incorrect.

Set up a replenishment group

1. Click **Retail Headquarters** > **Setup** > **Replenishment** > **Replenishment group**.
2. Select a replenishment group or press CTRL+N to create a new one.
3. Enter information referring, if necessary, to the following.

Replenishment groups form

Overview tab

- **Replenishment group** – The unique identification of the replenishment group.
- **Description** – The name of replenishment group.

Link a replenishment group to a warehouse

A replenishment group must be linked to a warehouse.

1. Click **Retail Headquarters** > **Setup** > **Replenishment** > **Replenishment group**.
2. Select a replenishment group, and then click **Warehouses.**
3. On the **General** tab, under **Location replenishment**, in the **Replenishment group** field, select a replenishment group.
4. In the **Weight** field, enter a ratio to determine how a replenishment order is distributed to the warehouses. This weight is used when calculating the distribution of quantity between different locations.
5. Select the **Store** check box if a warehouse is a store, that is, it is to be used as a store in the replenishment. All locations marked as a store appear in the **Cross docking** and **Buyer's push** forms.

Replenishment rules

Replenishment rules are created to define multiple parameters for replenishment. Rules can be location-specific or for replenishment groups as a whole. The default weight and default percent used in the replenishment rules are based on the location weight defined in the **Warehouse** form.

You can also define a new or separate weight and percent for each group or location. The new value takes precedence over the default weight and default percent.

Note
When you include a warehouse in a replenishment group that is included in a replenishment rule, you must select the **Store** check box on the **General** tab on the **Warehouses** form. If you do not do this, the quantity calculations in cross-docking will be incorrect.

Set up replenishment rules

1. Click **Retail Headquarters** > **Setup** > **Replenishment** > **Replenishment rules**.
2. Select a replenishment rule or press CTRL+N to create a new one.
3. In the lower pane, on the **Lines** tab, in the **Type** column, select one of the following:
   - **Group** – Select if the replenishment rule is to be set for replenishment groups.
   - **Location** – Select if the replenishment rule is to be set for a location/warehouse.
4. Enter additional information referring, if necessary, to the following.

Replenishment rules form

Upper pane: Overview tab

- **Replenishment rule** – The unique identification of a replenishment rule.
- **Description** – The name or description of the replenishment rule.

Lower pane: Lines tab

- **Relation** – The options reflect the choice in the **Type** column: the **Group** selection displays replenishment groups; the **Location** selection displays locations or warehouses marked as **Retail**.
- **Description** – Automatically updated based on the selected group or location in the **Relation** column.
- **Weight** – If you want to override the default weight, enter the weight for a selected group or location manually.
- **Percent** – Updated automatically based on the value entered in the **Weight** field.
- **Default weight** – The weight reflects the choice in the **Relation** field. If you select **Group**, the weight for the location is displayed here. If you select **Location**, the sum of all locations weight containing that group

  Note
  Any proportional weight that you specified for variants (such as ordering more Medium-sized shirts than Large or Small) is reflected in this field.

- **Default percent** – The percent is automatically initialized, and all lines are recalculated based on the selection in the **Relation** column.

Replenishment service categories

Orders created from planned purchase orders in the Master Planning system can be cross-docked directly.

To cross dock or distribute through a planned purchase order, you must set up a service category for the vendor. The service category is linked to the vendor on the **Retail** tab.

The Service category provides the availability of goods for sale and a delivery time based on the setup. The service category also supports automatic and manual cross-docking operations.

Set up a service category

1. Click **Retail Headquarters** > **Setup** > **Replenishment** > **Service category**.
2. Select a service category or press CTRL+N to create a new one.
3. Enter information referring, if necessary, to the following.

Overview tab

- **Service category** – The unique identification code of the service category.
- **Description** – The name or description of the service category.
- **Sales date** – The number of days added to the delivery date when calculating sales date in a newly created purchase order.
- **Local delivery date** – The number of days added to the delivery date when calculating the local delivery date in the newly created purchase order.
- **Calendar** – The calendar that defines the capacity and work time in the production system. The entire calendar is listed here after it is created in the Microsoft Dynamics AX **Basic** module.
- **Cross docking warehouse** – If a cross-docking warehouse is defined for a service category, an automatic cross-docking operation is performed when finalizing a planned order in the Master Planning System. If the cross-docking warehouse is the same as that being used for the planned purchase order, no cross docking is performed.
- **Replenishment rule** – The rule defined for automatic replenishment.
- **Warehouse** – The location of the warehouse. If automatic replenishment is necessary, it should not be the same as the cross-docking warehouse.

Cross docking

Cross docking from a purchase order

You can use cross docking to distribute items from the warehouse specified in the purchase order lines directly to stores via a transfer journal. The **Planned cross docking** form can be opened from the **Purchase order** form.

1. Click **Accounts payable** > **Common Forms** > **Purchase Order Details**.
2. Select the purchase order.
3. In the upper pane, click **Functions**, and then click **Cross docking**.

The **Planned cross docking** form displays each purchase line from the purchase order with the purchase quantity, quantity received now, deliver rest quantity, and the quantity that has been set for cross docking.

The list displays all warehouses that are marked as stores, along with the quantity set for cross docking for each warehouse. One transfer order is created for each warehouse.

You can enter a value for each line manually, or you can click **Update lines** in the upper pane. If a transfer order for a warehouse does not exist, one must be created. It is possible to view the order by clicking **Transfer order**.

Example

If you want to distribute 40% (or 20 pieces of the total quantity of 50 in the purchase order) using the replenishment rules method, select a purchase order, click **Functions**, click **Cross docking**, click **Update lines**, and then under **Update**, in the **Quantity to distribute** field, enter 20.

If the cross docking occurs for a purchase order that is linked to a service category (**Purchase order** > **Retail** tab > **Replenishment** > **Service category**) that has a replenishment rule defined, this replenishment rule is used. If the replenishment rule is not found in the service category, the items to be crossed docked must belong to a retail group or retail department selected in the service category's **Replenishment rule** column.

View groups in a replenishment rule

- Click **Retail Headquarters** > **Setup** > **Replenishment** > **Replenishment rules**.

When you select a replenishment rule in the upper pane, in the lower pane you can view the groups and distributions that it includes.

Example

Say that you want to use a replenishment rule to distribute 20 pieces to the stores: 5 pieces (25%) to the stores in group 10, 7 pieces (33.33%) to the stores in group 20, and 8 pieces (41.67%) to stores in group 30.

If there are two stores in replenishment Group 10, Store 2 with a weight of 10 and Store 4 with a weight of 15, the 5 pieces that go to the stores in group 10 are distributed according to the weight, so Store 2 gets 2 pieces, and Store 4 gets 3.

Update quantity lines

To have the quantity calculated automatically by using either the replenishment rules or by location weight, do the following:

1. Click **Accounts payable** > **Common Forms** > **Purchase Order Details**.
2. Select the purchase order.
3. In the upper pane, click **Functions**, and then click **Cross docking**.
4. Select a line, and then click **Update lines**.
5. You can have Retail Headquarters automatically enter all the lines in the purchase order, only the lines for a certain item, or only the line for an item and variant. Under **Update**, under **Lines**, click **Select all lines**, **Item and variants**, or **Item and current variant**.

Distributing items

You can distribute items by using one of the following methods:

- **Location weight** – Select this feature if you want to distribute quantities based on the proportional weight of warehouses.
- **Fixed quantity for all** – Select this feature if you want to distribute the same quantity to all locations.

Filter locations to be replenished

It is also possible to select which locations are to be replenished.

1. On the **Update lines** form, under **Filter**, under **Distribution**, click **Location weight**.
2. Do one of the following:
    - If you want to update the locations belonging to certain replenishment group, enter that replenishment group in the **Replenishment Group** field.
    - If you want to update certain stores only, you can apply a filter for the stores in the **Location** field.

By doing this, a transfer journal is created for each warehouse. By making changes either here or on the **Cross docking** form, the journals are automatically updated.

Cross docking from planned purchase orders

Orders created from planned purchase orders in the Master Planning system can be cross docked directly using the cross docking feature. To do this, a service category must be linked to the vendor from which the items are purchased. The **Service category** field for the vendor is located on the **Retail** tab on the **Vendor** form.

Note
Distribution methods for cross docking from planned purchase orders are the same as in cross docking from the **Purchase order** form. These are:

- Distribution by replenishment rules
- Distribution by location weight
- Distribution by fixed quantity for all

Posting cross docking

To post all related journals when a purchase order or a packing slip is posted, specify this parameter:

1. Click **Retail Headquarters** > **Setup** > **Parameters**.
2. On the **Posting** tab, under **Replenishment**, select the **Post journals when invoicing purchase** check box.

Buyer's push

Buyer's push distributes items from a warehouse to the stores. The quantity to distribute is either entered manually or calculated automatically using the same methods as in cross docking.

You can create a buyer's push for a single item or for many items.

Buyer's push for a single retail item

1. Click **Retail Headquarters** > **Common Forms** > **Retail items**.
2. Select an item, click **Functions**, and then click **Buyer's push**.

   Lines are displayed for each variant that the item has, and the **Location** field displays the default warehouse for purchases.
3. In the **Location** field, select a warehouse.
4. If you want to push an additional item, press CTRL+N, and then select the item in the **Item number** field. Repeat this step for any other items.

   Note
   You can also add records to this list by clicking **Add items**. For a detailed description of the **Add items** form, see Assortments.

   The quantity on hand for a selected warehouse is displayed in the form along with the quantity set for distribution. All warehouses marked as stores are displayed.

Manual distribution

The quantity for distribution in each store can be entered either manually or by using the Update lines feature, which works in same way as in the cross docking process.

- On the **Buyer's push** form, click **Update lines**.

When you click **OK**, the lines are recalculated using the selected distribution method. This process can be repeated as many times as you want.

Unlike cross docking, transfer journals are not created until **Create transfer orders** is clicked on the **Buyer's push** form. A separate transfer journal is created for each location with a journal line for each variant specified in the buyers push lines.

When the transfer journals have been created, you can view them by clicking **Transfer order** on the **Buyer's push** form or by following this path: **Inventory management** > **Journals** > **Item transaction** > **Transfer**.

Note
These are the distribution methods for buyers push; note that they are the same as in cross docking.

- Distribution using replenishment rules
- Distribution using location weight
- Distribution using fixed quantity for all

Buyer's push for several items

When the **Buyer's push** form is opened by following this path: **Retail Headquarters** > **Periodic** > **Replenishment**, the **Buyer's push** form contains an upper pane.

Here, you can create a buyer's push with many different items. When an item is added here, lines for the item variants are automatically created. These lines can be deleted if required.

To push all available quantity, click **Update lines**.

When you click **OK**, the lines are recalculated using the selected distribution method. This process can be repeated as many times as you want to.

Transfer journals

Unlike cross docking, transfer journals are not created until **Create transfer orders** is clicked. A separate transfer journal is created for each location with a journal line for each variant specified in the buyer's push lines.

When the transfer journals are created, you can view them by clicking **Transfer order** on the **Buyer's push** form, or by using the following path:

- Click **Inventory management** > **Journals** > **Item transaction** > **Transfer**.

After the journal lines are created, the store staff member must validate the journals and then post them. After posting the transfer journal, only Inventory is updated in the system.

Concessions

A *concession* is an official authorization for a third party to operate in an area managed by the owner of a store or premises. The agreement may be in the form of lease, license, rent, or commission. The concession function is a system for a store owner or a building owner to sublet the whole store or a part of it. Concession can be thought of this way: an owner of a shopping mall who owns none of the stores but rents out the rest of the space to other retailers.

Note

The availability of the concession features is controlled by a configuration key. To enable or disable the features, click **Administration** > **Setup** > **System** > **Configuration**, expand **Retail**, and then expand **Retail Headquarters**. To enable the features, select the **Retail concession** check box. To hide the feature, clear the check box.

Contracts

A concession contract is made with the party who will be renting out an area in the store. That party will become both a vendor and a customer in Microsoft Dynamics AX, and the vendor receives a status of concession vendor. The contract includes selection of the rented areas are selected, part payments agreement, and various types of costs that are set up for automatic cost calculation.

Contract costs

Fixed costs are calculated based on the concession contract setup. The costs that can be set in the contract are:

- Lease
- Commission
- Cost on area
- Cost on budget
- Payment cost
- Other cost

Items

The concession vendor's items belong to them and it is their responsibility to order more supplies and perform similar tasks. The sales go through Retail Headquarters. The concession feature controls what items belong to each vendor to make sure that each sale is allocated correctly.

Sales

Concession items are sold the same way as non-concession items. The items can be sold on all registers in all stores in the system. A sales statistic file can be made for all the concession vendors for their items.

Purchases

Standard purchases are generated to the concession vendor for all his items that are sold in the system.

Part payment

A part payment can be calculated at any time. A part payment is a payment to the vendor and can be thought of as an advanced payment until the settlement is concluded. The payment is based on the contract terms.

For example, it could be agreed that 80% of cash sales are to be paid to the vendor when a part payment is calculated. In that way, the vendor can receive a part of his sales revenue without having to wait for the settlement.

Settlement

At any time, usually once a month, a settlement is made in the concession system where all sales and costs for each vendor are settled. The sales are the total amount that the store owner has received from selling the items of the concession vendor, and the costs are the total costs that the store owner has charged the concession vendor for that period. The costs include various costs recorded in Microsoft Dynamics AX and the fixed costs based on the concession contract. Previous part payments are also taken into account when the settlement is calculated.

Concession invoice creation

A batch is run in the system that creates a purchase invoice for the concession vendors. The basis for the purchase invoice is the sales statistics for a given period in addition to the concession fees linked to the vendor.

Concession sales data files

The system can create a sales statistics file for each concession vendor. This file is based on the sales statistics for a given period.

Customer setup

Each concession vendor has a customer to post the concession charges/cost and fees. When creating a customer account for a concession vendor, you must create a connection to the vendor.

Each customer can have many concession contracts.

All costs for concession contracts are posted to the customer before the concession settlements are created. When posting the cost, you can choose whether to post the cost that is to be prepaid or other cost. The link to the vendor is created by selecting the vendor account number in the **Vendor account** field on the **General** tab on the **Customers** form (**Accounts Receivable** > **Common Forms** > **Customer Details**).

Retail item setup

All retail items that the concession vendor owns in the system are marked with the concession vendor number. The **Vendor Account** field on the **Fashion** tab on the **Retail items** form is used for marking the items for the vendor.

Items representing cost

Items that are used in conjunction with concession charges or costs and represent costs that can be entered on concession contracts can be selected by selecting the **Contract Item** check box on the **Fashion** tab on the **Retail items** form. They are not connected to any concession vendor account.

These items should be set up as **Service items** in Microsoft Dynamics AX and should not include inventory posting or warehouse setup (optional). The **Item type** should be **Standard item**.

These items are exclusively used with concession contracts.

Concession contracts

Set up a concession contract

1. Click **Accounts receivable** > **Common Forms** > **Customer Details**.
2. Select a customer, click **Setup**, and then click **Concession contract**.

3. On the **Overview** tab, enter the following information: the Contract ID, Customer account, Description, and Contract type.
4. Enter additional information referring, if necessary, to the following.

Concession contract form

Upper pane – General tab

- **Date**
    - **Contact start month** – Select the month the contract starts.
    - **Start date** – Enter the date when the contract was signed.
    - **End date** – Enter the date when the contract was signed.
    - **Alarm date** – Enter the date when the contract was signed.
- **Commission**
    - **Commission calculated** – Select an option to control how commission is calculated.
        - **Monthly** – The commission is calculated for a month and then compared to minimum lease each mount.
        - **Accumulated** – The commission is calculated for all months from the contract start and compared to minimum lease for the same period.
        - **Yearly minimum** – Same as **Monthly** and **Accumulated**, but calculated on a yearly basis.
        - **Accumulated yearly** – Same as **Monthly** and **Accumulated**, but calculated on a yearly basis.
        - **Yearly commission** – The yearly commission is a fixed commission.
- **Prepay**
    - **Prepay payment terms** – You can choose another payment term instead of the one on selected on the **Customer** form. You can change the payment terms on the sales order with the prepay cost before it is posted.

Upper pane – Area tab

Area is a key element in the contract because it limits what sales transactions from concession vendor's items are included in the contract. The stores transactions that are included in a contract are selected here. It is also possible to limit the agreement to the dimensions on transactions.

Some costs can be calculated based on sales in specific areas. Areas can be grouped together and costs calculated based on an area group instead of a single area. You must be careful about what dimensions are entered for an area because these selections limit control over which transactions are included in the contract. For example, if a department is selected in this area, only transactions from this department are included.

- **Area ID** – Enter a unique number or reference for the area.
- **Store number** – Select the store in which the area is located.
- **Area group** – Select an area group if more than one area is included in the same calculation.
- **Description** – Enter a descriptive name for the area.

- **Area size m^2** – Enter the size of the area in square meters.
- **From date** – Click the Calendar button to select a starting date.
- **To date** – Click the Calendar button to select an ending date.
- **Dimension** – You can set up which dimensions should be set on the sales line. If they are not defined here, they are taken from the item ID.

Upper pane – Part payment tab

You can set up part payment for specific tender types on this tab. It is possible to choose how much of the sales amount is paid for each store, tender type, card ID, or function. Partial information can be added.

For example, you can define only a store; it includes all tender types and card IDs. Another example is to define only the card ID. In that case, all stores and tender types are included. If there is an overlap in some lines, the line that includes the most detailed information is first checked, and the percentage from that line is used.

- **Store number** – Select the store from which sales are being recorded.
- **Percent** – Enter the percent of the sales turnover to pay.
- **Tender type** – Select the tender type the prepayment refers to.
- **Card ID** – Select the card type of payment, for example Visa.
- **Use function** – Select the check box to use the tender type group (Group) instead of tender type and card ID.
- **Function** – Selecting tender type function to use.
- **Tender type name** – Displays the name of the tender type in the **Tender type** column.

Lower pane – Lease tab

- **Area ID** – Enter a unique number or reference for the area.
- **Item ID for cost** – Select the item number representing the specific cost.
- **Description** – Enter a descriptive name for the lease.
- **From date** – Click the Calendar button to select a starting date.
- **To date** – Click the Calendar button to select an ending date.
- **m^2** – Enter the size of the area in square meters.
- **Yearly per m^2** – Enter the yearly cost of lease per square meter. The calculation is 12*Lease pr. m^2.
- **Lease pr m^2** – Enter the monthly cost of lease per square meter.
- **Monthly amount** – Enter the monthly lease price per m^2. The calculation is m^2 * Lease per m^2.
- **Yearly amount** – Enter the calculated amount. The calculation is monthly amount * 12.
- **Prepay** – Enter the calculated amount. The calculation is monthly amount * 12.

- **Minimum commission** – Select the check box so the lease is compared to the commission calculation and the higher value is chosen.
  - If it is not checked there is no connection between the lease and the commission.
  - Calculations for the commission are based on the whole year from the contract start month-value.
- **Dimension** – You can set up which dimensions should be set on the sales line. If they are not defined here, they are taken from the item ID.

Lower pane – Monthly commission tab

Commission is calculated as percentage of sales amount for **Area**, **Area group**, or all contracts based on which option is selected. After a commission is calculated, the commission is compared to a lease that is marked with **Minimum commission** before the commission is added to sales.

- **Area group** – Select a group that includes one or more areas.
- **Area ID** – The unique number or reference for the area.
- **Percent** – The percent that is used for the commission calculation.
- **Monthly amount** – The minimum total amount for percent to be active.

  For example:
  - If the turnover amount is less than 10,000,000, 10% is the percentage calculated.
  - If the turnover amount is more than 10,000,000 and less than 30,000,000, 15% is calculated.
  - If the turnover amount is 30,000,000 or more, then 17% is calculated.

Lower pane – Cost on area size tab

- **Area ID** – The unique number or reference for the area.
- **Item ID for cost** – The item number representing the specific cost.
- **m^2** –The size of the area in square meters.
- **Yearly per m^2** – The yearly cost of lease per square meter. The calculation is 12 * Lease pr. m^2.
- **Per m^2** – The monthly cost of lease per square meter.
- **Monthly amount** – The monthly lease price per $m^{2.}$ The calculation is m^2 * Lease per m^2.
- **Yearly amount** – The calculated amount is monthly amount * 12.
- **Prepay** – Select the check box if this is a cost that has to be prepaid.
- **Dimension** – You can set up which dimensions should be set on the sales line. If they are not defined here they are taken from item ID.

Lower pane – Cost on budget tab

- **Area ID** –The unique number or reference for the area.
- **Item ID for cost** –The item number representing the specific cost.
- **m^2** – The size of the area in square meters.
- **Annual budget** – The yearly cost of lease per square meter. The calculation is 12 * Lease pr. $m^{2.}$

- **Monthly amount** – The monthly lease price per m^2. The calculation ism^2 * Lease per m^2.
- **Yearly amount** – The calculated amount (monthly amount * 12).
- **Prepay** –Select the check box if this is a cost that has to be prepaid.
- **Dimension** – You can set up which dimensions should be set on the sales line. If they are not defined here they are taken from item ID.

Lower pane – Other cost tab

You can set up for other costs for the contract on this tab.

- **Area ID** – The unique number or reference for the area.
- **Item ID for cost** –The item number representing the specific cost.
- **From date** – The cost paid from this date.
- **To date** – The cost paid to this date.
- **Monthly amount** – The monthly lease price per m^2. The calculation is m^2 * Lease per m^2.
- **Yearly amount** –The calculated amount (monthly amount * 12).
- **Prepay** – Select the check box if this is a cost that has to be prepaid.
- **Dimension** –You can set up which dimension should be set on the sales line. If they are not defined here they are taken from Item ID.

Cost from contracts

When cost is posted from the concession contracts, a sales order with a specific sales origin is created with all the items that represent the cost on the contract. The sales order must be posted for the cost to be posted to the customer.

Create contract cost sales

1. Click **Retail Headquarters** > **Periodic** > **Contract concession** > **Create contract cost sales**.
2. On the **General** tab, under **Calculation type**, in the **Type of cost to create** field, select the type of costs to create.
   - **Monthly** – This is the normal cost calculation.
   - **Prepay costs** – Creates sales for line marked as Prepay.
   - **Yearly** – Calculates commission for contract marked as Yearly commission.
3. Under **Sales order**, in the **Recipient** field, select the recipient for the sales orders created.
4. Under **Customers**, in the **Vendor account** field, select a customer.

View contract lines change history

If a line in a contract is changed, the old line is saved. You can view all the changes that have been made to a concession contract.

1. Click **Retail Headquarters** > **Periodic** > **Contract concession** > **Concession contract**.
2. In the lower pane, click **Advanced**.

   Retail Headquarters displays the **History** pane at the bottom of the form.

Note
The system saves each line once per day so that if the line is changed many times during the day, only one line is created with the latest changes for that specific day.

Concession settlements

Create concession settlements

1. Click **Retail Headquarters** > **Periodic** > **Contract concession** > **Concessions settlement create**.
2. Under **Month (Fixed dates)**, in the **To date** and **From date** fields, enter the appropriate dates.
3. Under **Customers**, in the **Vendor account** field, select a customer.

View and post settlements

1. Click **Retail Headquarters** > **Periodic** > **Contract concession** > **Concession settlements**.
2. Do one of the following:
   - To post a settlement, select a settlement, and then click **Create journal**.

     When a settlement is posted, a purchase order is created from the sales transactions and it is posted.
   - To print a settlement, select a settlement, and then click **Print concession settlement**.

Set up default parameters for concessions

1. Click **Retail Headquarters** > **Setup** > **Parameters**.
2. On the **Concession** tab, under **Concession contract**, in the **Sales origin** field, select the sales origin for the sales orders. It is created to post the concession costs on the customer.
3. In the **Include documents of type** field, select what type of document should be used to add comments on sales line.
4. Select the **Include old unsettle sales** check box so when settlement is created for a month, transactions are preserved if they are not connected to a certain settlement.

   An example is old sales that have not been settled because settlement was under process during some period. If this check box is selected, all transactions are posted after the settlement was created are included. If it is cleared, only the transactions for the period (month) in question are included.
5. Select the **Divide commission cost by area** check box to divide commission costs by areas.
6. Select the **Use area in payment grouping** check box to use areas in payment groups.

7. Select the **Take unposted transaction in part payment** check box so that an unposted sales statement in part payments is included. This refers to transactions that have been started in the system but interrupted for some reason and therefore not posted.
8. Under **Part payment**, in the **Name** field, select the payment journal name to post part payment to.
9. In the **Account type** field, select an offset account type for part payments.
10. In the **Ledger account** field, select an offset account for part payments.
11. In the **Transaction text** field, select transaction text for part payment transactions.
12. Under **Concession settlement**, in the **Name** field, select a general journal for posting settlements.
13. In the **Offset ledger account for vendor sales** field, select an offset account for posting total contract sales. These amounts cover both sales and tax.

PART 2: RETAIL SCHEDULER

Retail Scheduler manages the distribution of data through Microsoft Dynamics® AX for Retail Store Connect, from the head-office database to the appropriate store and terminal databases. It also manages updates of the head-office database with sales and inventory data from the stores.

This guide discusses the day-to-day operations that you might perform in Retail Scheduler, including adding a new store or terminal to the data distribution structure, running jobs, and viewing the status of jobs and data packets.

Note
Many of the other tasks available in Retail Scheduler are highly technical and should be performed only by someone who has a thorough understanding of the table relationships in the head office and store databases and of the distribution structure for the company. For more information about data distribution and job configuration, consult your Microsoft partner or see the *Retail Scheduler Technical Reference* (available only in English).

What's in this part:

Configuration

To configure Retail Scheduler, you must complete the following tasks:

- Set up connection profiles.
- Enter parameters.

Set up connection profiles

To set up communication between the head office and stores, you must set up three types of connection profiles: Retail Store Connect profiles, Application Object Server (AOS) profiles, and database profiles. For more information about these tasks, see "Deploy Retail Store Connect" in the *Deployment and Installation Guide*.

Enter parameters

Use parameters to configure Retail Scheduler for your particular business. Parameters provide default settings and values that can often be changed in individual records.

Note
For more information about the record types mentioned in this topic, see the discussions of data distribution and jobs later in this part. For more technical information, see the *Retail Scheduler Technical Reference* or consult with your Microsoft partner.

1. Click **Retail scheduler** > **Setup** > **Parameters**.
2. Enter information referring, if necessary, to the following.

Retail scheduler parameters form

General tab

- **System in use** – Select this check box to turn on the distribution system. If the check box is cleared, preactions are not generated.
- **Current location** – Select the distribution location (typically, the head-office location) that is the starting point for communication with the stores.

Distribution tab

- **Use preactions** – Select this check box to use preactions instead of actions in jobs. This can be useful when all data goes to all stores.

Data deletion tab

- **Days actions exist** – Type the number of days until an action is automatically deleted. Type **0** (zero) to prevent automatic deletion.
- **Days scheduler logs exist** – Type the number of days until a log file for Retail Scheduler is automatically deleted. Type **0** (zero) to prevent automatic deletion.
- **Days messages exist** – Type the number of days old a Retail Store Connect message must be to be deleted when you delete messages. Type **0** (zero) to prevent message deletion.
- **Days preaction logs exist** – Type the number of days until preaction logs are automatically deleted. Type **0** (zero) to prevent automatic deletion.

Note
To delete immediately, type **-1** in any of the preceding boxes.

Version tab

This tab displays version, copyright, and license information about Retail Headquarters.

Data distribution

Data distribution is the system of settings and records that control how data in the head-office database is sent to store and terminal databases. Data distribution is store-specific, meaning you can specify that certain records are sent only to the locations where they are useful. Data distribution is also table-specific, meaning you can customize the way that changes to certain tables are distributed.

In this section, we assume that the distribution structure for your company has already been set up by your Microsoft partner. We'll discuss tasks that you might perform day-to-day to maintain and use that structure. These tasks include:

- Add a new store or terminal to the distribution structure.
- Modify the **Groups to distribute to** list for a record.

Terms used in this section

The following list provides definitions to some of the terms used this section.

- **Distribution location** – A record that links a store or terminal to the database for the store or terminal. Distribution locations represent the destination of distributed data.
- **Distribution group** – A group of distribution subgroups. Distribution groups are assigned to specific records in the **Groups to distribute to** list.
- **Distribution subgroup** – A group of distribution locations.
- **Default distribution group** – The distribution group that you have marked as the group that new distribution locations are added to automatically.
- **Default include list** – The list of all distribution locations in the distribution system. This list is assigned to the distribution location for the head office.
- **Groups to distribute to** list – The list of distribution groups that is set up for a specific record. This list is the list of locations that changes to the record are sent to.

Summary of the distribution process

Simply stated, distribution starts and ends with the record that is changed. The distribution process looks like this:

1. You set up action filters to choose which tables are monitored for changes.
2. When a record in one of those tables is modified, the distribution settings for the table that contains the changed record determine whether that record is distributed and whether records in parent or child tables should be distributed along with it.
3. If distribution is supposed to happen, the **Groups to distribute to** list for the changed record (or its parent record) determines the distribution locations that the data should go to.
4. When the correct distribution has been determined, the appropriate data is sent to the appropriate locations by means of jobs, with the settings of the jobs further refining the specifics of the distribution.

As you can see, setting up data distribution is a complex task. We strongly recommend consulting your Microsoft partner for assistance. Also, work with your partner to conduct tests to determine the distribution structure and settings that provide the best results and performance for your organization. For more information, see the *Retail Scheduler Technical Reference*.

Add a new store or terminal to the distribution structure

When you create a new store or terminal, the distribution location for the store or terminal is created automatically and added to the default distribution group in a subgroup with the same name as the store or terminal.

For example, suppose your default distribution group is named **All stores** and you create a new store, **Store100**. A new distribution subgroup named **Store100** is added to **All stores**, and the new distribution location for the store—also named **Store100**—is added to the subgroup. If you create a new terminal for Store100 named **100-01**, a new distribution subgroup with that name is added to **All stores**. The distribution location for the terminal—also named **100-01**—is added to two subgroups: the one for the terminal *and* the one for the store that the terminal is assigned to. The distribution structure for the company is automatically maintained.

Important
If you select a distribution group other than the default distribution group while you are setting up the store, the new subgroups are created in the group that you selected. Note, though, that the new locations are not added to the default distribution group.

To complete the store or terminal setup, you must perform the following tasks:

- Add the distribution location for the new store or terminal to the default include list.
- Add the distribution location to any custom distribution groups.
- Add the appropriate distribution groups to the **Groups to distribute to** list for any store-specific records, such as discounts or trade agreements.
- Create a new P job for the location.
- Run a set of N jobs to populate the new database with information.

For information about jobs, see Jobs. The rest of the tasks are discussed in this section.

Add a distribution location to the default include list

1. Click **Retail scheduler** > **Common Forms** > **Distribution locations**.
2. Select the head-office location.
3. Click **Setup**, and then click **Default include list**.
4. To add a distribution location, press CTRL+N.
5. In the **Default include location** field, select the distribution location that you want to include.

   The **Description** is filled in automatically.

Add a distribution location to a custom distribution group

Note
You must complete the procedures in this topic only if you are using custom distribution groups. Otherwise, new distribution locations are added to the distribution structure automatically.

For information about creating custom distribution groups, see the *Retail Scheduler Technical Reference*.

This topic includes the following procedures:

- Add a subgroup to a distribution group.
- Add a distribution location to a subgroup.

Add a distribution subgroup to a group

If you want the distribution location to be part of a new distribution subgroup, you must first create the subgroup. If the subgroup that you want to use already exists, you can omit this procedure.

1. Click **Retail scheduler** > **Setup** > **Distribution groups.**
2. Select the distribution group that you want to modify.
3. Click **Group**, and then click **Subgroups**.
4. Press CTRL+N to create a new subgroup.
5. Enter information referring, if necessary, to the following.

Subgroups form

General tab

- **Distribution subgroup** – Type the unique ID of the distribution subgroup.
- **Description** – Type a name for the distribution subgroup.
- **No filter** – Select this check box to specify that all new distribution locations should be included in this distribution subgroup. This option can be assigned to only one subgroup, and the option is only available if the subgroup belongs to the **No filter** distribution group.
- **Default subgroup** – Select this check box to specify this distribution subgroup as the default distribution subgroup for this distribution group only. This option can be assigned to only one subgroup.
- **Group is distribution location** – This check box is selected when the subgroup is automatically generated from the distribution location and contains one or more members that are distribution locations.

  Important
  If a subgroup is marked as a distribution location, it is maintained automatically. In general, you should not modify its member list manually.

Add a distribution location to a subgroup

When you add the distribution location to the subgroup, it is automatically added to the distribution group.

Important
Be very careful when adding distribution locations to subgroups. If a member of a subgroup is not associated with a valid connection profile, the actions in jobs related to the subgroup member are not processed. This could lead to replication counter conflicts that are not easily resolved.

1. Click **Retail scheduler** > **Setup** > **Distribution groups.**
2. Select the distribution group that contains the subgroup that you want to modify.
3. Click **Group**, and then click **Subgroups**.
4. Select the subgroup that you want to modify, and then click **Member list**.
5. Press CTRL+N to create a new member.
6. Enter information referring, if necessary, to the following.

Distribution members form

- **Location** – Select the distribution location that you want to make a member of this subgroup.
- **Location name** – The name of the selected distribution location. This field is filled in automatically.

Note
If you opened the **Distribution members** form from a distribution group rather than from a distribution subgroup, all fields are read-only.

Modify a 'Groups to distribute to' list

Only certain records have entries in their **Groups to distribute to** list. This is because one of these lists is typically set up only for a table that meets both of the following criteria:

- It is near the top of the distribution structure.
- It is set up for distribution to specific locations.

In general, if you open a list and it is empty, you will receive an error if you attempt to add a distribution subgroup to the list.

Determine the 'Groups to distribute to' lists that need to be maintained

View the table distribution to determine the record types that have **Groups to distribute to** lists that must be maintained. Consult with your Microsoft partner if you need assistance with this task.

1. Click **Retail scheduler** > **Setup** > **Table distribution.**
2. Select the **Tree control** check box.
3. Starting at the top, click through the tree to locate tables that have **By distribution groups** in the **Distribution type** field. Typically, this value is set only on tables that are at the top levels of the hierarchy.

Add an entry to a 'Groups to distribute to' list

1. Open the form that contains the type of records that you want.
2. Select the record that you want to modify, click **Setup**, and then click **Groups to distribute to**.
3. Press CTRL+N to create a new entry in the list.
4. Enter information referring, if necessary, to the following.

   ## Groups to distribute to form

   - **Distribution group** – Select a distribution group that you want this record to be distributed to.
   - **Name** – The name of the selected distribution group. This field is filled automatically.
   - **Distribution subgroup** – Select a distribution subgroup that you want this record to be distributed to.

     Note
     If you want this record to be distributed to more than one subgroup in the distribution group, you must create an entry for each subgroup.
   - **Name** – The name of the selected distribution subgroup. This field is filled automatically.
5. Repeat this procedure for other records of this type.

Note
If you receive an error that says that you cannot manually insert distribution for the table, it means that the distribution type for the table is not set to **By distribution groups**.

Jobs

Jobs are the mechanism for distributing data to your locations. Each job is made up of one or more *subjobs*. The *include list* or *exclude list* for a job filters the locations that data is sent to.

There are four types of jobs:

- Action (A) jobs – A jobs send data that has changed (tracked as *actions*) from the head office to stores. The locations that receive the jobs are determined by the distribution settings for the changed records (or their parent records).
- Custom (C) jobs – C jobs run a specified custom class. Two C jobs are included in Retail Scheduler by default, C-1000 (Send email receipts) and C-1020 (Convert Preactions).
- Normal (N) jobs – N jobs are not dependent on actions. They delete all existing data in the destination tables and then insert updated data. N jobs send data from the head office to stores.
- Pull (P) jobs – P jobs pull data—such as sales and inventory data— from the distribution location specified in the job and insert it into the head-office database. You need one P job for each terminal or store database.

In this section, we assume that your jobs have already been configured by your partner and discuss the day-to-day tasks that you might perform. These tasks include:

- Convert preactions to actions
- Run a job.
- Set up and run a batch.
- Run a set of N jobs to set up a new terminal or store.
- Set up a P job for a new terminal or store.
- Monitor jobs

Convert preactions to actions

When data changes, preactions are created automatically. A *preaction* is a data record that provides information about what entity changed, when it changed, and who made the change. The preaction list is like a holding area for these data records. To send the changes to stores, you must convert the preactions to actions.

- Click **Retail scheduler** > **Periodic** > **Actions** > **Create actions**.

  This generates the action job.

Note
You can create actions automatically by setting up a batch job that includes job C-1020, Convert Preactions.

Run a job

Typically, jobs run in batches automatically, but you might occasionally want to run a job manually.

1. Click **Retail scheduler** > **Scheduler job**.
2. Select the job that you want to run.
3. Click **Functions**, and then click **Run Retail Scheduler job directly**.

Set up and run a batch

A *batch* is a scheduled job or batch of jobs. If you create a batch, AOS sets a timer to run the job automatically on the server without manual action.

Note

- To run batch jobs, you must configure the batch server. For more information, see Microsoft Dynamics AX Help.
- If the **Enabled** check box is cleared for a job, the job is omitted in any batch that includes that job. The **Enable batch job** and **Disable batch job** commands on the **Batch job** button menu actually enable or disable the selected scheduler jobs by selecting and clearing the **Enabled** check boxes.

1. In the jobs list, use the CTRL key to select all of the scheduler jobs that you want to include in a batch, click **Batch job**, and then click **Create batch job**.
2. Type a name for the job. The job name does not have to match job names or table names. Typing a name is optional; if you do not, a name is created for you, based on the company name plus the name of the first job in the batch. A name that you select might make the batch easier to recognize.
3. Enter the schedule for the batch. For information about the settings in the **Recurrence** form, see Microsoft Dynamics AX Help.

To view created jobs, click **Basic** > **Inquiries** > **Batch job**. To view the jobs within a batch, select the batch, and then click **View tasks**.

Run N jobs to set up a new terminal or store

Note
The following topic assumes that you are using the jobs that are included with Retail Headquarters. If your Microsoft partner has modified those jobs or created additional jobs, you might need to modify the following list accordingly.

In addition to all A jobs, run the following N jobs when you set up a new store or terminal.

Important
To avoid sending all of this data to all locations, temporarily modify each of these N jobs so that it is sent only to the new location. To do this, select **Single location** in the **Distribution restrictions** field for the job, and then select the new location in the **To location** field. After the jobs are complete, change the **Distribution restrictions** and **To location** fields back to their previous values.

- N-1000 (Currency)
- N-1010 (Customer)
- N-1030 (Infocodes) – if used
- N-1050 (Loyalty) – if used
- N-1080 (Tax)
- N-1100 (Item and price parameters)
- N-1110 (Global configuration)

Set up a P job for a new terminal or store

1. Click **Retail scheduler** > **Common Forms** > **Scheduler job**.
2. Select an existing P job that represents a location similar to the new location.
3. Click **Functions**, and then click **Copy scheduler job**.
4. In the **Enter job ID** field, type the job number for the new job.
5. On the **General** tab, under **From location**, in the **Location number** field, select the distribution location for the new store or terminal.
6. Set up a batch for the new job.

Monitor jobs

Use the **Scheduler log** form to check job status.

1. Click **Retail scheduler** > **Common Forms** > **Scheduler job**.
2. Select the job that you want, and then click **Scheduler log**.

For assistance with other job errors, consult your Microsoft partner or Microsoft Product Support.

Retail Store Connect status

In most deployments, an instance of Retail Store Connect is deployed in each store in addition to several instances at the head office. This means that a data package can go through multiple instances of Retail Store Connect before it is actually inserted into the target database. To make it easier to view the status of a data transfer and troubleshoot any issues, Retail Scheduler includes a tool that lets you check status messages from every store to see if data downloads were successful.

If an error occurs, you can see relevant error messages and respond in one of the following ways:

- Solve the underlying problem—typically at the store—and run the job again.
- Cancel the error message to unblock the processing queue.

Messages are stored in the head-office database. To free disk space, you can periodically delete stored messages.

Configure upload options for status messages

Status messages from stores are uploaded to the head office via Retail Transaction Service. You control whether this upload happens, and how often, by setting upload options for each Retail Transaction Service profile.

1. Click **Retail scheduler** > **Setup** > **Store integration** > **Retail Store Connect upload options**.
2. Press CTRL+N to create a new set of upload options.
3. Enter information referring, if necessary, to the following.

   ### Retail Store Connect upload options form

   - **Name** – Type a name for the set of upload options.
   - **Upload enabled** – Select the check box if messages are uploaded for terminals that use these upload options. Clear the check box if messages are stored only in the Retail Store Connect message database at the store.
   - **Error message only** – Select the check box to upload only error messages. Clear the check box to upload all types of status messages, including error messages.
   - **Interval (minutes)** – Type the number of minutes between upload operations.
4. Repeat steps 2 and 3 for any other necessary upload option sets.
5. Click **Retail scheduler** > **Setup** > **Store integration** > **Retail Store Connect profiles**.
6. Assign a set of upload options and a Retail Transaction Service profile to each Retail Store Connect profile.
7. Select each profile that has upload options assigned, click **Functions**, and then click **Send configuration**.

View status messages

1. Click **Retail scheduler** > **Periodic** > **Retail Store Connect messages**.
2. If you want to filter the message list, take one or more of the following actions:
   - To view only error messages, select the **Show errors only** check box.
   - To view all status messages related to a specific job, select a message that has the correct job number and date, and then select the **Related messages** check box.

   Note
   Depending on the upload options for a particular location, the messages list might only contain error messages. If you do not see any messages for the job that you want, remember that it might be configured to send errors only.
3. To view the details of a particular message, select the message, and then click **Message detail**.

Cancel a message and unblock the queue

The error message "Waiting for packet to be processed" typically means that a job failed and the queue is subsequently blocked. In that event, you can cancel the blocking message.

Note
There are numerous considerations around canceling a message. Consult your Microsoft partner or Microsoft Product Support before proceeding.

1. Click **Retail scheduler** > **Periodic** > **Retail Store Connect messages**.
2. Select the message that you want to cancel, and then click **Cancel**.

Delete stored messages

Important
This operation cannot be undone.

- Click **Retail scheduler** > **Periodic** > **Retail Store Connect messages** > **Delete messages**.

Note
Messages are deleted if they are older than the number of days that you specified in the **Days messages exist** field on the **Data deletion** tab of the **Retail scheduler parameters** form. If you do not want messages to be deleted, type **0** in the **Days messages exist** field.

PART 3: RETAIL STORE INVENTORY

With Retail Store Inventory, you can manage the store inventory documents that provide an interface between stores and the purchasing, transfer, and counting features in Microsoft Dynamics® AX. A *store inventory document* is a form that is associated with a purchase order, transfer order, or counting journal. The document is typically created at the head-office, used at the store to enter inventory data, and then reviewed and posted at the head office.

What's in this part:

Configuration

Before you can use Retail Store Inventory to process data, you must perform the following tasks:

- Enter parameters.
- Create store inventory setups.
- Create worksheet mask setups.
- Enter store settings.
- Give staff access to inventory features.

Note

- Depending on the needs of your organization, you might also need to set up Enterprise Portal for Microsoft Dynamics® AX. For more information, see Set up Enterprise Portal.
- You do not need to create import group setups. Import groups are not yet implemented and might be removed from future releases.

Enter parameters

Use parameters to configure Retail Store Inventory for your particular business. Parameters provide default settings and values that can often be changed in individual records.

Note

For more information about the record types mentioned in this topic, see the appropriate topics later in this part.

1. Click **Retail store inventory** > **Setup** > **Parameters**.
2. Enter information referring, if necessary, to the following.

Retail store inventory parameters form

General tab

- **Safety level of PR documents** – Select the default warning level for deleting lines from a picking or receiving document.
  - **None** – No warnings are displayed.
  - **Warning** – Warnings are displayed when lines are deleted.
  - **Locked** – Line deletion is prevented.

- **Default type** – The default document type for new documents.
    - **Scanned** – Select this option to create store inventory documents that do not show the line items in the original order. Stores receive items without comparing what they have received to what was ordered.

      Note
      The line items for a Scanned-type document are hidden rather than removed. You can change the type for a specific document at any time if you want to see the line items for the order.
    - **Leading** – Select this option to create store inventory documents that contain the line items from the original order, without expected quantities. Stores compare what they have received to what was ordered.
    - **Difference entered** – This feature is not yet implemented and might be removed from future releases.
    - **No action** – This feature is not yet implemented and might be removed from future releases.
- **Use primary vendor** – This feature is not yet implemented and might be removed from future releases.
- **Allow add line to order** – Select this check box if additional lines in a document (lines that are not in the original order) should be added to the order when the document is posted.

  Important
  If you do not select this check box, an order that has extra lines will not post.
- **P/R transfer journal** – This feature is not yet implemented and might be removed from future releases.
- **Item not found substitute** – This feature is not yet implemented and might be removed from future releases.
- **Default tag count journal** – This feature is not yet implemented and might be removed from future releases.
- **Worksheet creation** – Select the method that Retail Headquarters uses to create documents from orders.
- **Profit/Loss journal –** This feature is not yet implemented and might be removed from future releases.
- **Data sorting**
    - **Sorting** – Select the sort order for store inventory documents that are sent to the store.
- **Processes import log**
    - **Import group** – This feature is not yet implemented and might be removed from future releases.

Picking tab

The settings on this tab are not yet implemented and might be removed from future releases.

Receiving tab

- **Add vendor name to description** – Select this check box to add the name of the vendor to the description of the receiving document when it is sent to the stores.
- **Delivery date range** – Type the number of days between the date that a store inventory document is created and its default delivery date. Use a positive value for a delivery date in the future and a negative value for a delivery date in the past.
- **Create documents PO** – The settings in this area are not yet implemented and might be removed from future releases.

Number sequences tab

Set number sequences for picking and receiving documents.

Version tab

View the version number for this release of Microsoft Dynamics® AX for Retail Headquarters.

Create store inventory setups

Store inventory setups identify the stores, or the places at each store, where inventory tasks are completed.

The key piece of information in a store inventory setup is the *store inventory ID*. Each store can have as many store inventory IDs as needed. For example, you can set up a store inventory ID for each terminal where receiving or counting is performed, plus one at each store for Enterprise Portal. You can also set up a store inventory ID that is available to all locations.

Important
You must have a store inventory ID that matches the terminal ID of any terminal where receiving or counting is performed. A matching terminal ID is not required for Enterprise Portal.

Set up store inventory setups and store inventory IDs

1. Click **Retail store inventory** > **Setup** > **Store inventory setup**.
2. Press CTRL+N to create a new store inventory setup.
3. Enter information referring, if necessary, to the following.

Store Inventory setup form

- **Store Inventory ID** – Type a unique identifier for the store inventory setup. If this setup is for a specific terminal, the store inventory ID must match the terminal ID.
- **Name** – Type a description of the store inventory setup.
- **Store number** – Select the store where this store inventory setup is available. If you leave this field blank, the store inventory setup is available at all stores.

Functions button

- **Copy Store Inventory setup** – Copy the selected store inventory setup to a new record.

Create worksheet mask setups

Worksheet mask setups are templates for receiving documents, picking documents, and counting worksheets. They provide the initial settings for the document or worksheet and associate the document or worksheet with an *entry type* that corresponds to the operation being performed. The following three entry types are available:

- Receiving
- Picking
- Counting

Each worksheet mask setup can be assigned to a store, a store inventory ID, and a warehouse. At a minimum, you should have one worksheet mask setup per entry type for each store inventory ID. In other words, if you have three store inventory IDs, you should have at least nine worksheet mask setups.

Note
If a worksheet mask setup with the appropriate store inventory ID is not available when a store inventory document is created or modified, Retail Store Inventory uses the first worksheet mask setup that has the correct entry type.

Set up worksheet masks

1. Click **Retail store inventory** > **Setup** > **Worksheet mask setup**.
2. Press CTRL+N to create a new worksheet mask setup.
3. Enter information referring, if necessary, to the following.

Worksheet mask setup form

- **Filter**
  - **Entry type** – Select this check box to filter the list by entry type, and then select the type of worksheet mask setups that you want to view.
  - **Store Inventory ID** – Select this check box to filter the list by store inventory ID, and then select the store inventory ID that you want to view worksheet mask setups for.

Overview tab

- **Mask ID** – Type a unique identifier for the worksheet mask setup.
- **Description** – Type a name for the worksheet mask setup.
- **Entry type** – Select the operation that this worksheet mask setup is used for. Only the **Picking**, **Receiving**, and **Counting** entry types are implemented in this release. The other entry types might be removed from future releases.
- **Templates** – This feature is not yet implemented and might be removed from future releases.
- **Infocode number** – Select the infocode associated with this worksheet mask setup.
- **Store Inventory ID** – Select the store inventory ID that this worksheet mask setup is associated with. If this field is left blank, the worksheet mask setup is available for all store inventory IDs that match the location criteria.
- **Store number** – Select the store that this worksheet mask setup is associated with. If the store inventory ID is blank and a store number is specified, the worksheet mask setup is available at all terminals in the store.
- **Location** – The warehouse that this worksheet mask setup is associated with.
- **Module type** – Select the default unit of measure setting that is used for items in a store inventory document that is based on this worksheet mask setup.
    - **Inventory** – If this option is selected, the unit of measure is taken from the **Inventory unit** field on the **Setup** tab of the **Item** form.
    - **Purchase order** – This feature is not yet implemented and might be removed from future releases.
    - **Sales order** – This feature is not yet implemented and might be removed from future releases.
- **Entering type** – Select the method by which duplicate item lines in a document are handled.
    - **Add to quantity** – If this option is selected, the item quantities are combined.
    - **Change quantity** – If this option is selected, the item quantity of the existing line is updated to the new quantity. This feature is not implemented in this release and might be removed from future releases.
    - **Add line** – If this option is selected, a new line is added for the duplicate line. This feature is not implemented in this release and might be removed from future releases.

General tab

For descriptions of the fields on this tab, see "Overview tab" above. The following fields, which appear only on the **General** tab, are not implemented and might be removed from future releases.

- **Change unit of measure in line**
- **Mandatory**
- **Delete lines after posting**

Functions button

- **Create counting areas** – This feature is not implemented in this release and might be removed from future releases.

Inquiries button

- **Area** – This feature is not implemented in this release and might be removed from future releases.

Enter store settings

Modify your stores so that they will work with Retail Store Inventory.

Set up stores for Retail Store Inventory

1. Click **Retail Headquarters** > **Setup** > **Store** > **Stores**.
2. Select a store, and then click the **Store Inventory** tab.
3. In the **Master plan** field, select a plan that is used to import purchasing worksheet lines from the selected store.
4. In the **Default masks** area, select a worksheet mask setup to be used when picking and receiving documents are created for the selected store.

Give staff access to inventory features

Only those store employees that you select have access to inventory features.

1. Click **Retail Headquarters** > **Setup** > **Store** > **Staff**.
2. Select the employee that you want to modify.
3. On the **General** tab, select the **Store Inventory user** check box.
4. Repeat steps 1 through 3 for any other employees that should have access.

Types of store inventory documents

With the features in Retail Store Inventory, you can create, manage, post, and view the following types of store inventory documents:

- Receiving documents for purchase orders
- Picking documents and receiving documents for transfer order
- Picking documents or counting worksheets for counting journals

Receiving documents for purchase orders

Receiving documents for purchase orders are initiated at the head office. The receiving document for a specific purchase order is created and then sent via Retail Transaction Service to stores, where staff members enter actual received item quantities. When the document is submitted at the store, the data is returned to the head office as an entry in the import log in Retail Store Inventory. When the import log is processed, the receiving document at the head office is updated and can then be validated and posted back to the original purchase order.

Picking documents and receiving documents for transfer orders

Two store inventory documents are created at the head office for each transfer order: the picking document for the store that the inventory is being transferred *from* and the receiving document for the store that the inventory is being transferred *to*. After the stores commit information into the documents, the data is returned to the head office as two entries in the import log. When the import log is processed, the receiving and picking documents at the head office are updated and can then be validated and posted back to the original transfer order.

Picking documents or counting worksheets for counting journals

There are two types of stock counts: scheduled and manual. *Scheduled stock counts* are stock counts that are initiated at the head office by creating a picking document from a counting journal. The picking document is sent to the store, where actual stock-on-hand quantities are entered into a stock count in Enterprise Portal. *Manual stock counts* are initiated at the store and updated with actual stock-on-hand quantities in either Enterprise Portal or Retail POS.

For both types of stock count, the data submitted by the store is returned to the head office as an entry in the import log. When the import log is processed, the picking document for a scheduled stock count is updated and can then be validated and posted back to the original counting journal. A manual stock count is processed into a new counting worksheet, which can then be accepted and posted into a new counting journal. The counting journal is then posted to inventory as usual.

Summary of the process

The process for store inventory documents varies depending on whether the document was initiated at the head office or the store.

Head office-initiated orders and stock counts

Purchase orders, transfers, and scheduled stock counts are initiated at the head office.

1. Create the purchase order, transfer order, or counting journal.
2. Create the store inventory document that is associated with the order or journal and send that document to stores.
3. At the store, enter received, picked, or counted items into the store inventory document, and then submit the data. This sends the data to the Retail Store Inventory import log at the head office.
4. Process the import log to update the head-office copy of the document.
5. Validate and post the document or worksheet to update the original order or journal.

Store-initiated stock counts

Only manual stock counts are initiated at the store.

1. At the store, in Enterprise Portal or Retail POS, create the stock count document, enter counted items and quantities, and then submit the data. This sends the data to the Retail Store Inventory import log at the head office.
2. Process the import log to create the counting worksheet.
3. Accept and post the counting worksheet to create a counting journal.

Create store inventory documents

This section describes the steps for creating a store inventory document for a head office-initiated order or stock count. For information about creating a store-initiated manual stock count, see the *Retail POS User's Guide* or the *Enterprise Portal Retail User's Guide*.

Create an order

The following table shows where to get started creating a head office-initiated order or stock count.

To create this type of order	Start here
Purchase order	1. Click **Accounts payable** > **Places** > **Purchase Orders**. 2. Click the **Purchase Order** button.
Transfer order	1. Click **Inventory management** > **Periodic** > **Transfer orders**. 2. Press CTRL+N to create a new transfer order.
Counting journal	1. Click **Inventory management** > **Journals** > **Item counting** > **Counting**. 2. Press CTRL+N to create a new counting journal. 3. Enter settings for the journal, and then click **Lines** to add items to the scheduled stock count.

For additional information about these tasks, see Microsoft Dynamics AX Help.

Create a store inventory document

1. Open the purchase order, transfer order, or counting journal.
2. If this is a purchase order or transfer order, click **Advanced**.

   Note
   If the **Advanced** button is not available, the form is already in Advanced mode.

3. Click **Functions**, and then click **Create Store Inventory document**.
4. In the **Mask ID** column, select the worksheet mask setup that you want to use for this document.

   Note
   Only worksheet mask setups that match the type of document are available.

5. Change the other settings for the store inventory document as necessary, and then click **OK**.

Open store inventory documents

Open a store inventory document to perform any of the following tasks:

- Verify that the document contains the data that you want the stores to see.
- Make changes to the contents of the document.
- Review the status of the document after it has been updated with data from the store.
- Post the information in the document back to the original order.

You can open a store inventory document either from the original order or in Retail Store Inventory.

Open a store inventory document from an order

1. In the purchase order, transfer order, or counting journal, click **Inquiries**, and then click **The related store inventory documents**.
2. Select the document that you want, and then click **Show**.

Open a receiving document in Retail Store Inventory

1. Click **Retail store inventory** > **Journals** > **Receiving** > **Retail receiving**.
2. In the upper pane, select the document that you want.

Open a picking document in Retail Store Inventory

1. Click **Retail store inventory** > **Journals** > **Picking** > **Retail picking**.
2. In the upper pane, select the document that you want.

Open a counting worksheet for a manual stock count in Retail Store Inventory

1. Click **Retail store inventory** > **Journals** > **Worksheets** > **Stock counting**.
2. In the upper pane, select the document that you want.

Modify an existing store inventory document

1. Open the document as described above.
2. To make changes to the document settings, click the tabs in the upper pane and change settings as necessary.
3. To make changes to a line item in the document, select the line item in the lower pane, and then click the tabs in the lower pane and change settings as necessary.

Process and post completed documents

When a store inventory document is modified at the store—either in Retail POS, Enterprise Portal, or a third-party solution—the data is sent back to the head office and placed in the import log in Retail Store Inventory. You must complete the following steps:

1. Process the import log to update or create the store inventory document.
2. Validate a receiving or picking document, and then post the document to the corresponding purchase order, transfer order, or counting journal

   – or –

   Accept a counting worksheet for a manual stock count, and then post the worksheet to a new counting journal.

Detailed instructions for these steps are provided in this section.

Process the import log

1. Click **Retail store inventory** > **Inquiries** > **Import log**.
2. To filter the list of entries, clear the **All** check box, and then select the check boxes for the types of entries that you want to process.

   Important
   Only the entries that are visible in the import log will be processed. Filter the list if you do not want to process all entries.

3. Click **Functions**, and then click **Process log**.

   Retail Store Inventory displays the **Process import batch log** dialog box.

   Important
   Do not set the **Mask ID**.

4. Click **OK**.

Note
The **Import log std** is another way to process the import the log. The other inquiries in the **Retail store inventory** module—**Price check** and **Product error log**—are not implemented in this release and might be removed from future releases.

Validate and post a receiving or picking document

1. Open the store inventory document. For instructions, see Open store inventory documents.
2. Click **Functions**, and then click **Validate**.

   Note
   The **Status type** column in the upper pane displays the status **Okay**.
3. Click **Functions**, and then click **Post**.

   Note
   The status in the **Status type** column is now **Recheck**. To verify that the posting was successful, refresh the form. If **Recheck** changes to **Not confirmed**, the posting failed.

Accept and post a counting worksheet

1. Open the counting worksheet. For instructions, see Open store inventory documents.
2. Click **Lines**.
3. On the **Counting Lines** form, verify the information, and then close the form.
4. On the **Counting - Worksheets** form, click **Accept**.

   The quantities in the worksheet are posted to the original counting journal.
5. Post the original counting journal. For instructions, see Microsoft Dynamics AX Help.

Other worksheets

The following worksheets in Retail Store Inventory are not implemented in this release and might be removed from future releases:

- Purchasing
- Stock positive adjustment
- Stock negative adjustment
- Stock area counting
- Product file error notification
- Price check
- Shelf edge labels
- Tag counting

The worksheet names feature is also not implemented and might be removed from future releases.