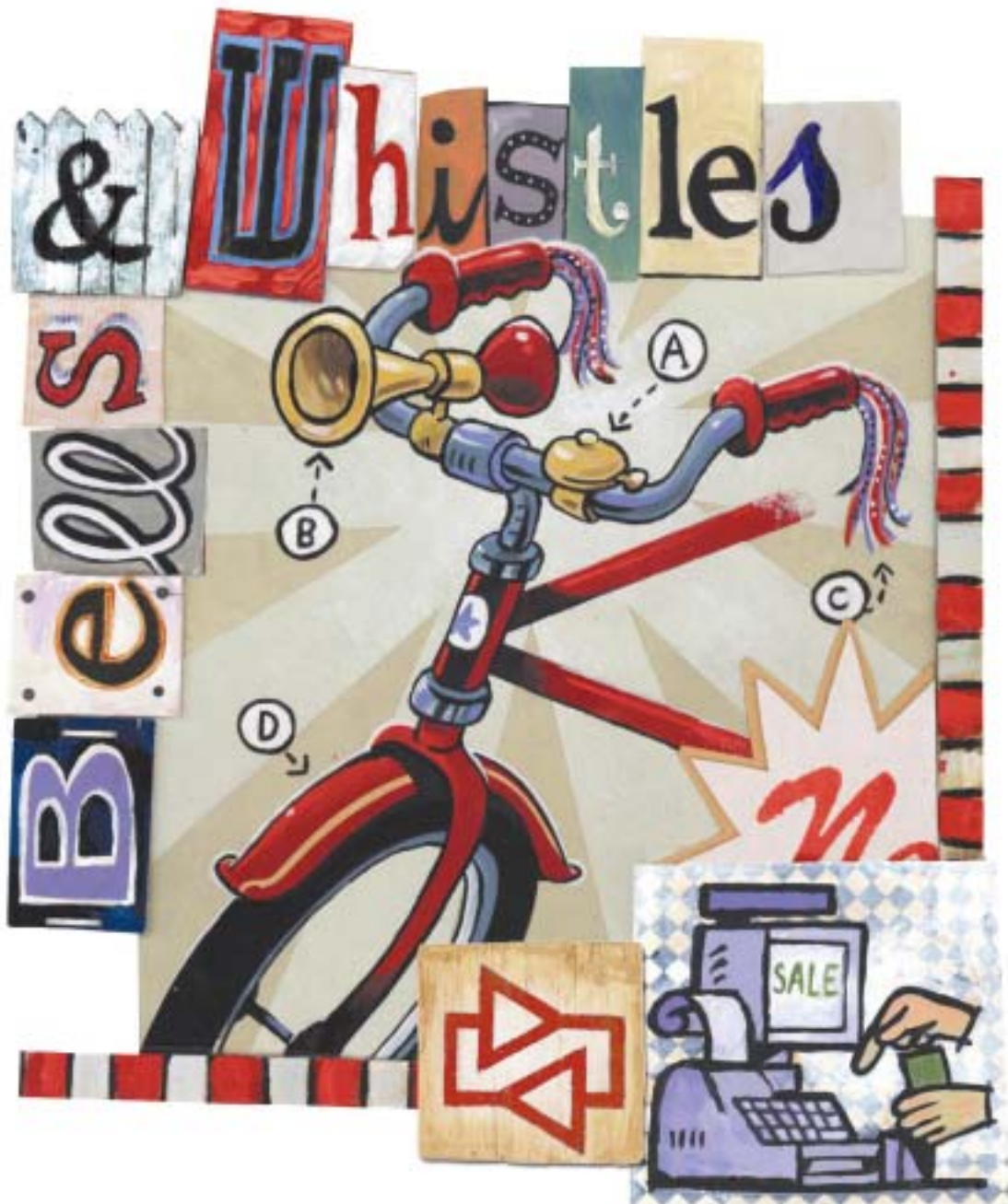


COUNTERPOINT FUNCTIONS AND FEATURES





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Dear Prospective CounterPoint User:

Thank you for your interest in CounterPoint. This booklet gives you detailed information about CounterPoint's features and benefits. For additional information, visit our website at www.synchronics.com.

Whether you run a single-location business or manage hundreds of stores, Synchronics has the business software solution for you. We have been developing business software since 1980 and are well acquainted with what it takes to help you run a successful business. We continually strive to improve our product and service offerings to satisfy our customers.

To more fully appreciate the capabilities of the product and how it can benefit your business, please ask your Authorized Synchronics Dealer for an in-person demonstration of the software. Your Dealer will put together the solution that's right for you—the best combination of software, equipment, services, and ongoing technical support.

Please let us know what you would like to see in CounterPoint. We get our best design ideas from you, our customers. We encourage you to fax or email us at design@synchronics.com with your software design ideas. We are committed to your success and look forward to your using CounterPoint!

Sincerely,

A handwritten signature in black ink, appearing to read 'Jeff Goldstein'.

Jeff Goldstein
President

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INTRODUCTION

At Synchronics, we attribute our longevity and success to our emphasis on customer service, our strong dealer relationships, and our dedication to product quality.

The Company

Synchronics is a software development, support, and distribution company located in Memphis, Tennessee. Founded in 1980 by Jeff Goldstein, Synchronics is staffed by a remarkable team of talented, knowledgeable, and customer-focused professionals.

In the beginning, Synchronics worked directly with software users to develop customized business systems. In 1983, the company became one of the early leaders in developing business software for personal computers and began distributing its software through dealers. Today, more than 350 authorized dealer companies provide personalized, local service to each Synchronics software user.

Thanks to its constant attention to customer needs and changing technology, Synchronics has grown steadily and significantly throughout the years. Yet, the company has demonstrated an unwavering commitment to its customers' success.

CounterPoint

In 1995, Synchronics released CounterPoint, its next-generation software application. CounterPoint offers countless front- and back-office tools to help retail, wholesale, and mail-order businesses run efficiently and profitably.

The CounterPoint Base System offers countless front- and back-office tools to help businesses run efficiently and profitably.

CounterPoint Base System		
Point of Sale	Inventory	Customers
Purchasing	Labels	Ecommerce
Sales History	Timecards	Credit Cards (SMP)
Gift Registry	Frequent Shopper	Grids/Apparel
Mail	Accounting Interface	System

Options add specialized functions to your system and can be purchased with the Base System, or later as your business needs change.

CounterPoint Options		
Basic Accounting	Order Entry	Serial/Lot Number Tracking
Receivables	Data Interchange	Credit Cards (non-SMP)
SQL Connection	Offline Ticket Entry	Open to Buy
Rentals	Kits (Prebuilt/Miscellaneous)	Price Pack
Cost Pack	Modem Server	WAN/Workgroup
Multi-Currency P.O.	Wireless	

CounterPoint operates in a native, 32-bit mode in Windows, NetWare, Unix/Linux, and Citrix environments. Source code is also available.

Accounting Solutions

CounterPoint offers a **Basic Accounting Option** and is also compatible with accounting software from Great Plains, Macola, Computer Associates, Solomon, Intuit, Best, Red Wing, and others.

CounterPoint Online

CounterPoint Online (CPOne) is an e-commerce and Web-hosting service designed especially for CounterPoint merchants.

Publish inventory information and pricing to an online store with a minimum of effort and expense. Then, you can process and fulfill orders received online through the CounterPoint system. CPOne always keeps your inventory in sync.

Authorized Dealers

CounterPoint is available from Authorized Synchronics Dealers, who provide business solutions that include software, equipment, services, training, and ongoing support.

COUNTERPOINT BASE SYSTEM

The CounterPoint Base System contains an incredible suite of applications that provide the basic functions you need to run your daily business operations.

POINT OF SALE

Overview

Point of Sale provides fully integrated cash register functions on a computer workstation. It also gives you a full complement of management controls and reports to help you operate your business profitably and securely. **Point of Sale** works well in a variety of retail, wholesale, and mail-order environments. Users can choose from Regular or Touchscreen Ticket Entry.

Regular Ticket Entry

The heart of **Point of Sale** is Ticket Entry. A checkout person only needs to learn one simple screen. Because the screen is designed to look like a sales ticket, training your clerks is quick and easy.



Touchscreen Ticket Entry

In a Windows environment, CounterPoint provides a simplified user interface for Ticket Entry that is based on large buttons and is suitable for touchscreen, mouse, keyboard, and scanner input.

Touchscreen Ticket Entry is user-configurable, so you may control button placement, the number of button rows and columns, the button text, and even the graphic that appears on each button. You can set up one touchscreen layout to be shared by all registers, or create unique layouts for particular registers.

Touchscreen Ticket Entry also allows you to associate image, audio, or video files with each item and/or customer that may be optionally or

automatically displayed each time the item is sold or returned or the customer is referenced.



User Passwords

Passwords ensure that access to CounterPoint is restricted to the proper users. Through passwords, you may authorize a user for specific functions such as price overrides or ticket voids, or you may restrict a user to a specific store or location.

Customers

You can select a customer by entering the customer's number, company name, telephone number, zip code, customer card, or just a portion of the first or last name. You may also designate a walk-in customer with a single keystroke. For charge sales, the customer's credit limit is checked, and only authorized users may override the credit limit.

You can zoom in on the customer's account to see balance owed, credit limit, last payment date, account aging, and even detailed sales history.

New customers can be added on-the-fly from Ticket Entry, and customer numbers can be assigned automatically. Unlimited pages of notes can be displayed for a customer. A specially identified page of notes can be automatically displayed whenever you access the customer.

Inventory

Sales and returns can be entered on the same ticket. Items are identified by typing the item

number or scanning a barcode. Items can also be looked up by entering a partial item number, partial description, vendor number, vendor item number, category, subcategory, alternate lookup number, or any keyword in the item description.

You may zoom in on inventory to see what is on-hand, committed, on order, backordered, and in-transit for your location or other stocking locations. If an item is out of stock, you may select one of up to eight substitute items, or items may be shipped from an alternate location.

Unlimited pages of item notes may be defined for an item and viewed during Zoom. This allows the clerk to more fully inform the customer about the product. A page of notes can be automatically displayed for an item to encourage the clerk to power-sell related items: "Would you like some tennis balls with that racquet?"

Pricing

Merchandise is priced accurately and automatically, based on list price, quantity breaks, customer discounts, a markup on cost, or even a "two-fer."

Sale prices can be date- and time-activated for limited-time item promotions. Sale prices can specify a price for a particular item or a discount percentage for an entire category/subcategory of items.

Contract pricing can establish special prices for certain customers on certain items for a specific time period. A contract price can specify a price for a particular item or a discount for an entire category.

Items can be priced and sold by alternate selling units. For example, you can stock an item by the EACH and sell it by either the EACH or the CASE.

Serial and Lot Number Tracking

With the addition of the **Serial/Lot Number Tracking Option**, items can be sold by unique serial number or by lot number (group). Features include finding the oldest serial number, viewing all serial numbers and reference information, and generating automatic serial numbers.

Kits

When selling a single item, Loose kits prompt you with a list of related items that can be sold together. You can also define "automatic" loose kits ("linked PLUs" or "tagalong items") which, when

sold, automatically add the associated items to the ticket. Automatic loose kits can be used for bottle deposits or for other charges that should always be attached to a particular item.

The **Kits Option** adds Prebuilt kits and Miscellaneous kits. Miscellaneous kits, when sold, reduce the on-hand quantities of their components and allow optional component substitution.

Grids and Apparel

Full support is provided for soft goods, and one- or two-dimensional color/size (or width/length) grids.

Store Credits, Gift Certificates, & Gift Cards

Full Multi-Site support is provided for store credits and gift certificates. Credits and certificates can be issued, printed, partially redeemed, reissued, voided, and combined with other documents.

Rechargeable gift cards and shopping cards (stored value cards) with magnetic stripes are also supported.

Commissions

Sales commissions, if used, are calculated for each item on the sales ticket based on either sale amount or gross profit. Commissions may be tracked by ticket or by line item, and may be split across multiple salespeople on one ticket. Commissions can be paid on sales or on paid invoices only.

Commissions due are reported daily in **Point of Sale** and historically in the Commissions Due Report in **Sales History**.

Payment Types

Up to 18 payment types can be defined, and may be individually set to open the cash drawer, allow change to be given, and require validation entries such as a credit card or driver's license number.

Up to three different types of payment can be accepted on a ticket. End-of-day reports provide reconciliation information for each type of payment. Historical data can be retained and reported on for each payment type. You can also print a deposit slip (with as many pay codes as you require on each deposit slip).

Multi-Currency

Multi-Currency allows the setup of foreign currencies with associated exchange rates, and the tendering of foreign currencies for **Point of Sale**

and **Order Entry** transactions. Change may be issued using domestic currency or foreign currency.

Taxes

Taxes are calculated automatically based on the taxable status of the merchandise and the customer. Tax figures are printed on end-of-day reports and can be retained for historical purposes. Tax calculations can be overridden by authorized users on a per-ticket basis, or individual line items can be set to “no-tax.” An entire ticket can be set to “no-tax” by entry of a tax registration number. Tax can be a percentage of the sale amount, amount per piece, or a combination. For multi-location systems, an item’s tax can be different for each location.

Canadian PST/GST calculation is supported. Eligible items purchased with food stamps are tax-exempt.

Orders

A complete ticket or selected line items can be placed on order for later delivery. An optional deposit can be accepted, and an order document can be printed for use as a customer receipt, packing list, or work order.



Full support is provided for orders, backorders, and special orders. A direct link to **Purchasing** allows you to place vendor orders to meet customer requirements, including drop-shipments from vendor to customer.

Reference information can be entered for each line on an order to indicate purchase orders placed with vendors, or as internal control notes for warehousing or manufacturing. Open orders reports can be organized by order number, customer, inventory item, ship date, sales rep, or reference.

An order can be retrieved by customer name, order number, or even the customer’s P.O. num-

ber. Once an order is retrieved, you can accept an additional deposit or print a copy. Order lines can be added, changed, or removed; serial and lot numbers entered or altered; kit components edited; prices changed; or the entire order cancelled (with or without a refund).

Orders and backorders can be batch-invoiced or individually invoiced, or selected line items can be released. At release time, a copy of the original order can be retained if the customer wishes to have a standing order. Backorders can be automatically filled from available inventory.

Order processing works for pure retail as well as for retail-delivery, retail-assembly-delivery, retail-special order, retail-wholesale, wholesale, and wholesale-manufacturing operations. Counter-Point provides the tools necessary to convert **Point of Sale** orders into **Order Entry** orders.

Additional wholesale order processing capabilities are available using the **Order Entry Option**.

Layaways

Layaways and related payments due, payments received, taxes due, and inventory activity can be easily entered, reported on, and monitored. Reports and inquiries on outstanding layaways are available by customer name, layaway number, and inventory item. Layaways can be altered and partially released. Layaways are complete when full payment is received and the goods are delivered, or the layaway is cancelled (with full or partial refund).

Holds and Quotes

A ticket can be placed on indefinite hold, then later recalled for editing and invoicing by document number or customer name. Customer quotes can be printed and retained indefinitely, and can be reviewed and edited prior to finalizing the sale. Old holds and quotes may be purged. Holds and quotes do not commit inventory.

Ticket Numbering

Ticket numbers are normally assigned sequentially by the system. Alternatively, user-assigned ticket numbers may be entered. Each register can have an independent series of ticket numbers, or all registers can issue tickets from a single series of numbers.

Register Readings

An instantaneous summary of store-level or register activity is available on the manager's inquiry screen. This inquiry displays the day's sales activity, and shows the exact amounts of cash, checks, and other tender expected to be found in the cash drawer.

Pay code	Description	Amt. received	Pay code	Description	Amt. received
Cash	Cash	372.58	Debit Card		.00
Chk	Checks	482.89	PayPal		.00
Fin	Fin	2,457.71	Group		.00
MC	Mastercard	.00	Store Card		.00
AmE	Am Express	292.53	Gifts		.00
Fin	Fin	.00	COO		.00
Gift	Gifts	.00	Food		.00
Bar	Bar	.00	PN		.00
JCB	JCB	.00	A/R		.00
Total		4,926.77			

Beginning cash	.00	Paid in amt	.00	Sales	3,547.99
Current balance	372.58	Returned amt	25.00	Tax	281.76
Cash	3,153.79			Shipping	.00
Net cash	4,926.77	Financed amt	24.85	Total	3,851.77

Daily Reports

Multiple daily reports (including X-tape and Z-tape) can be generated for each register and run at any time. Each report's parameters are user-specified and provide end-of-day balancing, summary sales reporting, and sales and profitability analysis by department, user, and salesperson.

Additional analysis is available by tax code, type of payment, time of day, etc. Sophisticated exception reporting allows a manager to monitor danger zones without having to pore through voluminous reports.

Exception reports are available for critical areas such as price overrides, commission overrides and splits, discounts, no-tax tickets, voids, pay-outs, ticket reprints, merchandise returns, and cancelled layaways.

Payment overages and shortages are reported in daily and management reports. Also, the Flash Sales report offers a one-page snapshot of sales across multiple stores.

End-of-Day Processing

The end-of-day function can be run for any register while other users continue to check out customers. End-of-day processing automatically updates inventory, customer, and financial records, and can be tailored by the user for the style of reporting and the amount of history retention desired.

Special Functions

In addition to sales, returns, orders, and layaways, Ticket Entry also handles:

- ✦ Pay-ins and pay-outs to/from the register
- ✦ Payments on orders and layaways
- ✦ Payments on customer accounts
- ✦ Quote printing and retention
- ✦ Voiding of tickets
- ✦ Adding and changing customer information
- ✦ Adding new inventory items
- ✦ Locking (and unlocking) of registers
- ✦ Bad check tracking

History

The system can retain historical information for management reporting in detailed (line-by-line) form and in daily summary form.

Detailed history by customer and item can be retained indefinitely and is limited only by disk space. A complete history of a customer's sales activity can be printed or viewed, showing every item purchased, transaction dates, and prices paid. Similarly, you can review an item's detailed history. A duplicate invoice can be produced months or years after the actual sale is recorded.

In addition to detailed history, date-summarized history can be printed for item categories, users, salespersons, registers, etc. Summary history can be retained indefinitely by compressing history into weekly, monthly, or annual figures. Historical reports can provide valuable information such as a comparison of sales for Easter week this year with Easter week last year.

More information regarding history is provided under **Sales History**.

Tailoring

Extensive tailoring of the Ticket Entry process is available. The following are a few of your options:

- ✦ Reason codes for returns and price overrides
- ✦ Fractional quantities (e.g., 1.625 feet)
- ✦ Fractional prices (e.g., \$1.375 per LB)
- ✦ Entry of free-form comments
- ✦ Entry of predefined ship-to addresses
- ✦ Entry of purchase order numbers

- ☞ Entry of user-defined miscellaneous charges
- ☞ Changes in the taxable status of an item
- ☞ Display item or entire ticket cost
- ☞ Open cash drawer with a no-sale
- ☞ Line-at-a-time printing of receipts

With the appropriate tailoring, **Point of Sale** works well for a wide variety of retail operations. Each user is equipped with a system that perfectly fits his or her business requirements.

Forms Printing

Up to three printing devices can be defined per register, including a 40-column receipt printer, full-width invoice printer, warehouse picking printer, or check validation printer. Invoices may be printed at time of sale or from historical records.

Forms may be printed at the completion of the sale, or one line at a time while the sale is being recorded. Cross-line category totals (e.g., “Parts,” “Labor,” etc.) may be printed on tickets, invoices, and other forms.

CounterPoint allows user-defined print formats. A number of receipt layouts, picking tickets, and pre-printed invoice forms are defined for **Point of Sale**. Users may design forms to meet their requirements.

Optional Peripherals

A **Point of Sale** cash register is actually a computer workstation: a personal computer or a terminal depending on the system configuration. Each checkout station can support optional peripherals such as:

- ☞ Electronic cash drawers
- ☞ Barcode readers and scanners
- ☞ Invoice printers
- ☞ Receipt printers
- ☞ Combination invoice/receipt printers
- ☞ Customer displays (for change due)
- ☞ Weight scales
- ☞ Programmable keyboards
- ☞ Magnetic stripe readers (for credit cards or ID cards)
- ☞ Check (MICR) readers
- ☞ Handheld data-collection terminals
- ☞ Touchscreen monitors
- ☞ Modems (for credit card and check authorizations)

Peripherals are defined using file maintenance and are not limited to a single manufacturer. CounterPoint gives you the flexibility to connect your hardware to serial or parallel ports.

Built-In Credit Card Processing

Credit card processing under the Synchronics Merchant Program (SMP) is included in the CounterPoint Base System, and is more fully described under **Credit Cards (SMP)**. SMP processors will transfer settled charges to your local bank. Other compatible processors are described in **Credit Cards (non-SMP)**. For complete information on available services and fees, contact your Authorized Synchronics Dealer.

Credit card processing allows you to swipe a credit card through a magnetic stripe reader, automatically authorize a credit card sale from the Ticket Entry screen, verify an address, and electronically settle funds. You may also retain a credit card number in a customer’s file to be charged at the appropriate time. Supported cards and services include Visa, MasterCard, Discover, American Express, Diners Club, Carte Blanche, and JCB. For receipts and invoices, you may print just the last four digits of the card number.

With the **Modem Server Option**, multiple registers may share a telephone line and process multiple credit card transactions more quickly by maintaining an active phone connection to the processor.

An optional CPGateway service is available for fast (2-second) Internet credit card authorizations.

Built-In Check Authorization

CounterPoint includes check authorization capabilities compatible with Certegy (formerly Equifax, formerly Telecredit) and Telecheck (using Telecheck’s Synchronics-compatible processing service).

Benefits

Point of Sale provides valuable benefits to any business that desires to:

- ☞ Provide clerks with up-to-date inventory and customer information
- ☞ Keep up-to-the-minute inventory quantities
- ☞ Keep track of what is selling and what is not
- ☞ Update customer balances automatically
- ☞ Reduce costly checkout errors and shrinkage

- ☞ Improve audit controls and accounting efficiency
- ☞ Improve accuracy of sales analysis reports
- ☞ Electronically authorize credit cards
- ☞ Automatically calculate commissions due
- ☞ Track sales and employee performance by time of day
- ☞ Operate profitably and securely

INVENTORY

Overview

Inventory is the backbone of CounterPoint. It is the means by which all items are identified, priced, and tracked. **Inventory** is designed to help businesses maintain optimum inventory levels, control inventory costs, and track merchandise turns. It provides the tools needed to minimize inventory levels and out-of-stock conditions, and maximize valuable management information and profitability.

Inventory items are set up using a single-screen maintenance function. A number of different quick setup options are available, including defaulting of fields from template items, copying entire new items from existing items, automatically assigning item numbers and barcodes, and more.

Inventory valuation is provided at Average cost and at Retail. The **Cost Pack Option** allows valuation at Standard, LIFO, or FIFO.

Multiple stocking locations are supported. Locations may be reported separately, together, or in location groups. A location group of up to 48 locations may be defined for reporting and merchandise allocation.

Item numbers of up to 15 characters are supported. Each item number identifies a unique kind of inventory with an associated description, category, price, cost, and other informational fields.

Support is provided for “normal” inventory, as well as gridded (apparel color/sized) items. The **Serial/Lot Number Tracking Option** allows you to track serialized and lot-controlled items.

Item Information

Categories, subcategories, and up to four user-defined classification methods may be established

for grouping items. These classifications are validated to ensure correct setup of information.

An item may have unlimited pages of notes attached to it. These notes may be viewed by the user, printed on user-defined forms when the item is sold, and even be set to automatically display when the user sells the item (valuable for power-selling related items).

An item may also have:

- ☞ A weight assigned. Item weights can be totaled and printed on user-defined forms.
- ☞ Up to two user-defined profile fields for collecting additional item information.
- ☞ Up to eight substitute items that are suggested for sale when the item is not available.
- ☞ Multiple barcodes and up to three alternate selling units (e.g., 6PAK, BOX, CASE, EACH).
- ☞ A primary vendor and an unlimited number of alternate vendors. For each vendor/item combination the system tracks purchasing costs, the vendor’s item number, and other valuable information.



Lookups

Items may be looked up by entering an item number, barcode, partial item number, partial description, vendor number, vendor item number, category, subcategory, or any keyword in the item description. A filter may be enabled to limit your search to only matching data.

Kits

Capabilities for defining and processing Loose kits are included. A Loose kit allows the user to specify a single item at time of sale, and the system suggests a list of related items to be sold. Additional

kitting capabilities for Miscellaneous (retail) kits and Prebuilt kits are provided by the **Kits Option**.

Barcodes

Barcodes of up to 20 characters are supported, and an item may have up to eight primary and 100 secondary barcodes. Barcodes may be attached to a specific selling unit. For example, one barcode may indicate CASE, while another barcode indicates EACH. A unique barcode is supported for each individual color/size combination for a gridded (apparel) item.

Barcodes may be manually entered, or automatically generated by the system. Both manufacturer and in-house barcodes are supported. Barcodes may be printed on labels and used for automated scanning during **Point of Sale** checkout, when taking a physical count, when receiving merchandise, and in other functions.

Random-weight barcodes allow for variable weight items, such as meat or cheese. Ticket Entry recognizes random-weight barcodes and automatically calculates the correct quantity (weight). Tare weights are also supported.

Pricing and Units

Pricing of items can be set up very easily by simply assigning each item a selling price. Or you may take advantage of the many different pricing options available within the system.

An item may be priced by its stocking unit, or have a separate pricing unit. For example, you may sell paper by the REAM, at a certain price per THOU sheets.

Group or “two-fer” pricing allows you to sell multiple units of an item for a single price (e.g., three for a dollar). You can also set a price for each unit when less than the group quantity is purchased.

Each item may be assigned a price code and up to three price levels (or six price levels with the **Price Pack Option**). The price code determines the basic pricing rules for the item—whether the item’s price is selected from one of the price levels or whether it is based on the quantity purchased, the category of customer, or a combination of those factors. The calculated price can be one of

the price levels, a discount percentage off of a price level, or a markup from cost.

An item may also have up to three alternate selling units, each with its own price code and discounting structure. For example, an item that is stocked by EACH might also be sold by 6PAK, BOX, and CASE.



An item may also have an entry unit to simplify conversion calculations. For example, if you sell tile by EACH and by BOX, and your customer wants to cover a 150-square-foot room, you can enter “150,” and the system will convert that to either the appropriate number of EACHs or BOXs.

Promotional sale prices can be set for specific items, or an entire category or subcategory can be sold at a percentage discount. A sale has specific starting and ending dates (and times), and multiple sales can be set up in advance to activate automatically. For example, an item’s CASEs could be on sale, even though EACHs are still sold at the normal price.

Contract prices can be set for specific customers. A customer’s contract may have prices for specific items as well as discount percentages for entire categories or subcategories of merchandise. A contract has an identifying contract number and starting and ending dates, and specifies whether to use the contracted price or the lowest price.

The **Price Pack Option** supports oversize pricing for gridded (apparel) items, allowing you to charge (for example) a higher price for an Extra Tall.

Prices for groups of items may be changed automatically, based on vendor, category, subcategory, or user-defined criteria. Changes can be made by a specific dollar amount or by a percentage. Prices can optionally be rounded to the nearest cent, or to match a list of price points, such as \$7.95,

\$8.49 and \$8.95. A log of automatically changed prices can be printed.

Location-specific prices (**Price Pack Option**) allow an item to be sold at different prices at different locations.

A variety of price list formats are available, with multiple sort options. In addition, a customer price list can be printed that shows the customer's name and actual prices (and quantity breaks) that a specific customer should receive.

Markdowns

Full support is provided for scheduling and maintenance of markdowns. Each item's regular price and current selling price (Price-1) are tracked. Full markdown reporting is provided. Complete support is also provided for the Retail Inventory Method. You can schedule, count, take, and report on markdowns for one or multiple locations.

Taxes

Each item can be set up as normally taxable or normally nontaxable. This value can be overridden when the item is sold, if the user is authorized to perform tax overrides. Taxable codes may also be set up for item-specific taxes. Item-specific taxes can be assessed in addition to (surtax) or in place of the regular sales tax. Taxes can be a percentage of the sale amount with a maximum, or a set dollar amount per unit.

An item can have a totally different tax structure for each selling location or for different customers.

Accounting

Accounting codes may be defined and assigned to items for complete control over which general ledger accounts are charged for inventory, receipts, sales, cost of goods sold, returns, cost of goods returned, transfers, etc.

Full support is provided for profit center by location. Transferring goods can cause accounting distributions to decrease inventory value at the "from" profit center and increase inventory value at the "to" profit center.

Food Stamps

Items may be defined as food stamp eligible. Food stamp eligible items may be paid for with food

stamps, which render the sale of those items tax-exempt.

Commissions

Each item can be assigned a commission code to determine whether commission is calculated on selling price or on gross profit. Different commission rates may be used for sales at different price levels, and for sales by different sales reps. Commissions are described more fully under the **Sales History** application.

Physical Inventory

A complete physical inventory subsystem is provided for streamlined physical counts and variance reporting. Support is provided for importing count transactions from text files created by handheld data-collection devices.

Transfers

A transaction processing system is provided for initiating and tracking inventory transfer activity and in-transit quantities. A transfer-out may be entered manually and reviewed prior to posting, and may be accompanied by a user-defined transfer form. The completion of the transfer is accomplished by a transfer-in transaction and an optional transfer reconcile step. Full Multi-Site support is provided for electronic transmission of transfer documents with remote site completion.

The Transfer Advice report can provide a list of suggested transfers for up to 48 locations, using the maximum-quantity, replenishment, or profile methods of calculation.



The Transfer Advice report can automatically create transfer transactions which may be reviewed and edited prior to finalizing as transfer-out documents.

Reports

An extensive set of inventory reports is provided to meet the needs of a variety of different businesses. A variety of price list formats are provided for different purposes, including one that allows customer-specific reporting of prices.

The Inventory Valuation Report shows your current inventory position from a number of different points of view. The Historical Inventory Valuation Report allows you to produce a similar report for earlier time periods. Reports such as the Inventory Status Report, Stock Status Report, Usage Report, and Inventory Analysis Report can provide valuable and concise views of your inventory.

The Inventory History Report provides a detailed transaction log of historical inventory activity. The Purchasing Advice Report shows suggested purchases and can create purchase orders (described under **Purchasing**). The Transfer Advice Report shows suggested transfers and can create transfer documents.

Merchandising Reports

Merchandising reports are oriented toward the historical reporting of inventory groups, such as vendors, categories (departments), or subcategories. Reporting is based on user-defined calendars for years, seasons, months, and weeks. Merchandising reports include:

- ✦ **Retail Inventory Value**—Shows beginning and ending balances for a group of items along with all activity that affected those balances during the specified time period including receipts, sales, transfers, adjustments, markdowns, and discounts.
- ✦ **Hot/Cold Analysis Report**—Ranks items, vendors, or categories to show what's hot and what's not. Ranking may be based on sales dollars, units sold, turn rate, Gross Margin Return on Investment (GMROI), gross profit, gross profit percent, weeks of supply on hand, or percentage sold. Reporting may be in terms of units, cost, or retail.
- ✦ **Current/Prior Year Analysis Report**—Compares this year's overall performance of a group of items with the previous year's performance. Information reported includes sales dollars, units sold, turn rate, sell-thru-%, markdown-%, and GMROI.

- ✦ **Consolidated Grid Report**—Shows current inventory status and historical sales for an item or group of items. This report allows you to analyze the performance of individual colors and sizes across items with identical color/size grids.
- ✦ **Six Week Item History Report**—Shows unit sales by week for an item or group of items and highlights current selling trends. This report can be valuable in deciding whether to markdown or reorder a particular item. Information is focused on unit movements, sell-thru-%, weeks-supply-on-hand, markdown performance, and profitability.

Multi-location users may analyze information based on user-defined location groups. Groups may be reported on in three formats (examples are shown for three locations):

- ✦ **Merged**—For each line on the report, Loc 1, Loc 2, and Loc 3 values are combined and printed on one line.
- ✦ **Separate**—The entire report prints for Loc 1, then the entire report prints for Loc 2, then for Loc 3, followed by grand totals for all three locations.
- ✦ **Detailed**—For each line on the report, a detail line prints for Loc 1, for Loc 2, for Loc 3, then a total for the three locations.

GIFT REGISTRY

Overview

CounterPoint provides the tools necessary to track and process a gift registry. You can track information about events (weddings, showers, etc.), the people involved, and specific items that have been registered and/or purchased for the event.



In addition, you can access a full range of registry functions from **Point of Sale**. And you can print a Suggested Items report, ship a gift, and print a summary of what gifts have been purchased and by whom. Kits and registries work well together to simplify the handling of gift groups, such as place settings or layettes.

Reports

The Registry Report allows printing of summary information or complete detail for each registry, including the individual gifts purchased, optionally showing prices and/or costs. Expired registries may be purged.

PURCHASING

Overview

CounterPoint **Purchasing** provides excellent features for controlling purchases and receivings, including returns to vendors. **Purchasing** utilizes a single, easy-to-learn, easy-to-use screen for all purchasing and receiving functions.

New purchase requests (unapproved P.O.s) are entered with a minimum of keystrokes using system-assigned or user-entered P.O. numbers. The approval process optionally prints user-defined P.O. forms.

On-order quantities for items are updated automatically by CounterPoint. New vendors, items, and stocking locations may be set up “on-the-fly.”



During receiving, P.O.s may be retrieved by P.O. number or vendor. A P.O. may be received in full with minimal data entry, or selected lines may be received. Unreceived goods may be backordered or cancelled.

During receivings you can add more lines to a P.O., and you can create new items and stocking locations.

With the **Serial/Lot Number Tracking Option**, serial and lot numbers may be specified during receiving.

Full support for multiple foreign currencies can be added with the **Multi-Currency Purchasing Option**.

Receiving documents may be printed on user-defined forms. For merchandise that arrives without a P.O., a P.O. may be created on-the-fly during the receiving process.

An item may have unlimited vendors, each with its own cost and purchasing unit. Future cost changes and special (deal) costs can be entered ahead of time, along with dates these price changes go into affect. Costs and quantities may be entered on a P.O. per the vendor's unit, and may be printed on user-defined forms. Costs and quantities may be entered on a P.O. per the vendor's unit, and may be printed on user-defined forms. Costs for a receiving can be corrected after posting. Setup of vendor/item data occurs automatically as part of normal **Inventory** and **Purchasing** usage.

Grids and Apparel

Full support is provided for two-dimensional color/size (apparel) grids during P.O. entry, forms printing, viewing, receivings entry, and reports. Merchandise may be ordered by user-defined prepacks or size runs.

Multi-Location Purchasing

Full support is provided for Multi-Site purchasing and receiving. P.O.s may originate at the Hub and may be received at the Satellites against an electronic P.O.

The user may control whether or not purchase requests may originate at the Satellites, and whether or not Hub approval is required before Satellite P.O.s are finalized.

Allocated P.O.s

P.O.s may be created with preset merchandise allocations for up to 48 locations. Merchandise allocations may be optionally edited during receiving, then transfers from the receiving location to the destination locations may be automatically created.

Automatic Purchasing

Restocking orders may be automatically calculated and created by CounterPoint. The suggested order amount takes into account current inventory levels, commitments, backorders, in-transit merchandise, open P.O.s, desired stocking levels, and vendor minimum order requirements. Reorders may be calculated three ways:

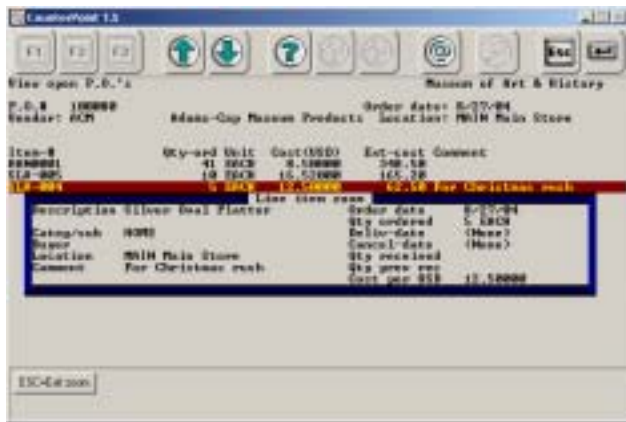
- ☞ **Min/max**—Orders an item up to its desired maximum stocking level when it falls to its minimum (reorder) level.
- ☞ **Replenishment**—Orders enough of an item to replace what was sold during a specified time period.
- ☞ **Days of supply**—Orders enough of an item to ensure that inventory will last a specified number of days. You determine which time period to use for estimating the sales rate, so you can (for example) buy enough to last through year-end assuming you sell 10% more than you did last Christmas.

P.O.s may be created based on the item's primary vendor, the vendor with the lowest cost, or a specific vendor.

Allocated, multi-location P.O.s may be created automatically for a group of locations.

Views and Reporting

A detailed history of P.O. receivings and cancellations may be retained for viewing and reporting. Open P.O.s may be viewed or printed showing quantity ordered, received, and backordered. Complete reporting on outstanding P.O.s is provided by a number of reports, including the Open P.O., On Order by Month, and the P.O.s to be Received Report.



Electronic Orders

Forms allows you to print user-defined P.O.s for your vendor or to output text files suitable for use in electronic ordering. Full Electronic Data Interchange (EDI) requires purchase of third-party translator and communications software.

Accounts Payable Interface

Received P.O.s and Returns to Vendor (RTVs) may be vouchered directly into Accounts Payable. Invoices may be vouchered to the original vendor or a third-party factor. A report of unvouchered receivings is provided.

Landed Cost

Extra charges (freight, etc.) may be entered during receivings and optionally included in landed inventory cost.

Drop-Shipped P.O.s

A purchase order may be designated as “drop-shipped,” and a shipping address may be entered for that P.O. To minimize data entry, the shipping address may be copied from a customer order entered in **Point of Sale** or **Order Entry**. On-hand inventory is not affected by the completion of a drop-shipped P.O.

Special Orders

P.O. lines may be copied from a customer's order entered in **Point of Sale** or **Order Entry**. This link allows special ordering from vendors to meet the needs of individual customers.

You can also automatically create purchase orders for multiple vendors from **Point of Sale** and **Order Entry** orders. For multiple customers ordering merchandise from a single vendor, you can create a separate P.O. for each customer, or you can consolidate multiple customer orders on a single P.O.

Returns to Vendor (RTVs)

RTVs may be entered, reviewed, and posted to record the return of merchandise to a vendor. The user specifies whether the RTV should reduce on-hand inventory. RTVs may also be vouchered into Accounts Payable to record credits with a vendor.

P.O. On-the-Go

Many retailers travel to market to meet vendors, evaluate merchandise, and place purchase orders.

P.O. On-the-Go allows the buyer to carry along a laptop computer to enter purchase orders, set up new vendors, and add new inventory items. With the addition of a modem, the buyer can dial into the main office's Multi-Site Hub computer system and upload new vendors, items, and purchase orders. Without a modem, the buyer can upload information to the Hub using direct transfer.

A P.O. On-the-Go remote site configuration includes all CounterPoint functions except **Point of Sale**, **Order Entry**, and **Labels**, and allows the buyer to perform P.O. entry, open-to-buy planning (with the **Open to Buy Option**), merchandising reports, and additional inventory viewing functions to enable the buyer to effectively plan and execute purchases.

CUSTOMERS

Overview

Complete customer tracking is included as an integral part of the CounterPoint Base System. Each customer may be set up with user-defined profile information. Complete customer sales history is available in detail or monthly summary form. The **Receivables Option** adds charge sales, receivables tracking, revolving charge, and statement printing to the **Customers** application.

Customer Information

A customer may be defined as a business or an individual. Customers may be set up using standard maintenance functions, or on-the-fly while using **Point of Sale** or **Order Entry**.



Basic customer information includes name, address, email address, and up to two contact names

and phone numbers. A customer may be assigned to a specific user-defined category to determine the appropriate price level for that customer, or to group that customer with other similar customers for reporting and analysis.

Customers are identified by customer numbers of up to 12 characters in length. Customer numbers may be manually entered or assigned automatically. When a new customer is added, much of the basic information is copied from a user-defined template customer to reduce errors and speed up the entry process.

Customers may be retrieved using a variety of lookup methods: customer number, company name, telephone number, ZIP code, customer card, sales rep, email address, or just a portion of the first or last name.

Unlimited pages of notes may be retained, viewed and printed for a customer. If desired, a specially identified page of notes can be automatically displayed whenever the customer is accessed in **Point of Sale** or **Order Entry**.

Customer Profiles

Customer profiles allow you to build a valuable database of the key customer features you want to track to assist you in analysis and marketing. Up to 15 user-defined profile fields may be tracked for a customer, such as birthday, weight, shoe size, membership status, lead source, etc.



Each user-defined profile field is set up to only allow certain types of information. For example, "birthday" would only allow date entries between a specified range of dates, "weight" would only allow numeric entries between a specified range of values, etc. In addition, you may set up user-

defined profile codes to ensure that (for example) “membership status” is selected from a list of valid user-defined values.

Sales Reps

Each customer may have a responsible sales rep assigned. **Point of Sale** and **Order Entry** may be configured to allow crediting of a different sales rep for an individual sale to the customer.

Taxes

Customers may have multi-level tax codes assigned that indicate special tax rates or taxing authorities. If applicable, the customer’s tax exemption number is retained by the system.

For states that do not use conventional arithmetic to calculate sales tax, CounterPoint allows you to enter a table of taxes that apply to the “penny” portion of the sales tax.

Shipping Information

Each customer may have a preferred shipping method. A customer may also have a default ship-to address that is different from the primary address, and/or a number of alternate ship-to addresses. Each shipping address may have its own tax code, preferred shipping method, and specific ship-to notes that can be printed on invoices.

Credit Controls

Customers may be set up as “A/R charge” (with the **Receivables Option**), or as “non-charge” (cash). If you don’t wish to keep individualized records on certain purchasers (such as walk-in customers), one or more “miscellaneous cash” customers may be set up.

Credit limits ensure that customers do not exceed management’s guidelines for open credit. In addition, individual customers may be prevented from making charge sales, payments by check, any kind of sale, or even from placing orders.

A credit card and expiration date may be retained for a customer, and may be retrieved automatically when paying for a purchase.

Account Management

Account Management provides a single-menu selection from which you can perform a number of valuable customer service and credit manage-

ment functions. For example, after identifying the customer, you can view customer information, notes, credit information, aging, open and closed items, and ticket history.

You can attach notes to the customer that will automatically display in Account Management, and you can print customer statements.

Reports

Customer listings are available, organized by number or name, to show basic customer information, notes, and historical purchases. Customers may be included in reports based on their categories or their profiles.

Labels

Labels can print user-defined customer labels. Labels may be printed for all customers, or only for certain customer categories or profiles. Customer mailing labels may also be printed for customers who purchased certain merchandise within a selected time period. The ability to print selected groups of labels is useful for conducting targeted promotions to specific groups of customers.

History

A multi-year monthly summary is available for each customer, showing sales, cost, profitability, commissions, payments, finance charges, number of sales, and average sale amounts. Monthly summaries may be graphed, viewed, or printed.



A complete detailed history may be obtained for a customer, showing every line item sold or summarizing individual categories of merchandise. Historical information is available using the **Sales History** application.

Mass Email Lists

If you want to send promotional mailings to a group of customers, you can use CounterPoint's Generate Email Address List utility to create a list of customer email addresses (which you can then copy and paste into your email software). This utility provides a variety of selection criteria, including customer number, customer category, profile fields, and last sale date. These criteria allow you to tailor each email address file to fit the desired demographic profile.

FREQUENT SHOPPER

Overview

Frequent Shopper customer loyalty programs allow you to reward customers for their business and encourage them to purchase more frequently and in higher dollar amounts. Loyalty programs also help show your customers that you value their business.

Loyalty programs come in all shapes and sizes, but the basic concept remains the same. Points are awarded to each customer based on purchases. These points can be awarded based on:

- ✦ Number of visits (purchases)
- ✦ Total dollars spent
- ✦ Dollars spent on purchases of specific merchandise (or categories of merchandise)
- ✦ Quantity purchased of specific merchandise (or categories of merchandise)

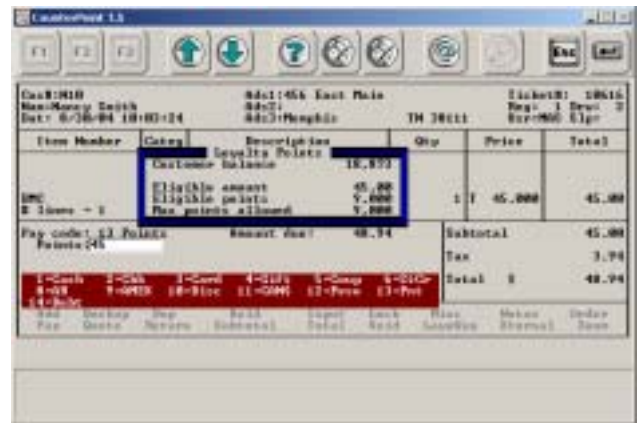
When a customer has accumulated enough points, you can reward that customer with merchandise, discounts, gift certificates, or the achievement of a status that provides more favorable pricing.

Earning and Redeeming Points

Loyalty points are earned in **Point of Sale** and **Order Entry** by purchasing certain products or categories of products. Formulas for earning points are flexible and may be based on dollar amounts or quantities. Limited-time bonus point promotions are also supported. Points adjustments may be processed by authorized users.

Points may be redeemed for certain products or categories of products. Flexible formulas are

provided for assigning redemption point values to products or categories of products.



Evaluating Customer Points

Customer points are visible on customer screens, Ticket Entry and Order Entry Zooms, and user-defined forms. Batch processing is provided so that customer points may be evaluated and a customer may “graduate” to a different category.

Complete historical reports for the earning and redemption of points are provided for customers and may optionally include ticket detail. Batch processing is provided so that points may be automatically issued or removed for groups of customers.

LABELS

Labels allows you to design and print labels for merchandise and customers, with full support for barcode printing. Predefined label formats are provided.

Overview

Labels may be printed directly from CounterPoint data files. No third-party label printing software is required.

A wide array of labeling features is included in the system:

- ✦ Barcode printing
- ✦ “One-up” or “multi-up” labels
- ✦ Ability to print customer or item notes
- ✦ Ability to print user-defined free text
- ✦ User-defined format control characters for access to special manufacturer-specific printing features

- ☞ Option to print to disk for integration with word processing, database, or spreadsheet packages
- ☞ Ability to print labels up to 99 columns wide and 20 lines high
- ☞ Ability to print date and time on item labels

Labels may be printed for on-hand inventory, or automatically (via tags) as part of the normal inventory ordering, receiving, or transfer processes.

Inventory labels can be printed for on-hand items, receivings, or transfers. Labels may be printed for customers based on category or customer profiles, or from history based on merchandise purchased during a specific time period.

Predefined Labels

Predefined label layouts are compatible with standard labels. Layouts are supported for pressure-sensitive labels, split (two-up) pressure-sensitive labels, butterfly labels, and perforated hangtags. Predefined layouts are compatible with direct thermal and thermal transfer printers, including the Barcode Blaster, Barcode Blazer, and LS models from Cognitive Solutions, Inc., and the Eltron LP+ and TLP series of printers.

CounterPoint may be used with a wide variety of printers. Predefined layouts and compatible labels are provided to simplify setup for these popular Cognitive Solutions and Eltron printers.

Graphical WYSIWYG Label Designer

In a Windows environment, you can also use “external” label formats which you can define using the NiceLabel Pro label design software (purchased separately).

NiceLabel Pro is a “what you see is what you get” (WYSIWYG) label designer from NiceWare that allows you to easily create custom labels that you can print to any Windows printer. To simplify this process, CounterPoint includes several sample “external” labels that you can modify to suit your particular needs.

Setup

You can control the size of the physical label, the fields you want to print, and their placement on the label. Actual printing is a simple one-step process using the custom formats you have designed.

Label Count Control

You can control the number of labels by requesting a specific quantity. Or you can let the system print (for example) three labels for each piece received, one label for each piece on hand, or one label for each item on hand which is on sale. For most activities, the software automatically calculates and prints the desired number of labels.

Specific support is provided for high-speed printing of multiple copies of a single label for the Cognitive Solutions and Eltron series of printers.

Barcodes

Barcodes can be printed directly to virtually any laser or dot matrix printer. A quick-test function is provided to aid in initial setup.

Supported barcode symbologies are UPC-A, UPC-E, EAN/JAN-13, EAN/JAN-8, Code 39, Extended Code 39, Code 128, Interleaved 2 of 5, Codabar, and Zip+4 Postnet. You can control barcode height, width, ratio, checksum, supplementals and text under bar printing. Up to six multi-up barcode labels can be printed.

Coded Costs

Coded cost information can be encrypted and printed on labels ensuring that the cost information is readable by the user but not by the customer.

Tags

A tag can be generated (within the computer) from a number of functions within CounterPoint. Tags can be used to print actual labels immediately or at a later time. For example, in **Purchasing**, tags may be created automatically as part of the posting of a new P.O. or as part of receiving a P.O. Once created, tags are easily printed, reprinted, or deleted. A report is available listing all outstanding tags.

Notes

Information from customer notes and item notes can be printed on labels. This feature provides a way to print text associated with specific items and customers. For example, **Labels** could print an item’s hazardous materials notes.

number of predefined label formats are provided that are compatible with standard labels.

Seasonal Items

Seasonal items can be removed or discontinued at the end of the season, but merchandising history may be retained indefinitely. For reorderable items, you can establish the model stock for each cell for each stocking location.

Markdowns

Support is provided for scheduling, maintenance, and reporting of markdowns.

Retail Inventory Method

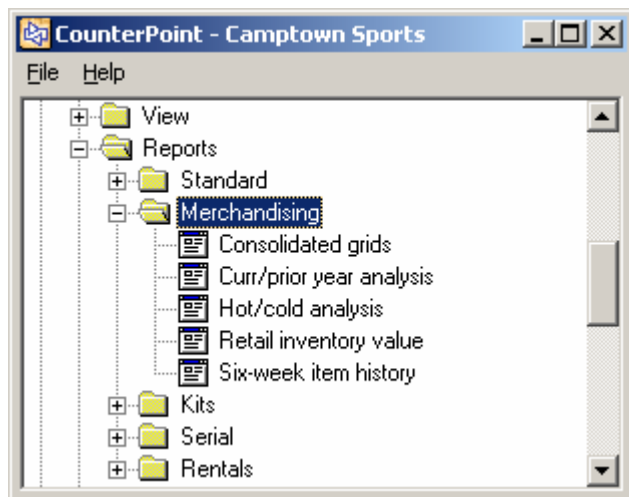
Full support is provided for the reporting of inventory value using the Retail Method. The Retail Inventory Value report presents inventory in terms of retail, cost, or units, and shows beginning balances, receipts, sales, transfers, markdowns, discounts, adjustments, and ending balances.

Open to Buy

The **Open to Buy Option** allows you to enter merchandise plans by department and class or by vendor and department. Plans are by month, by store, and may be entered manually or derived from historical data. Views and reports of budgets, comparatives, actuals, and open-to-buy amounts are user-defined.

Merchandising Reports

The **Inventory** application provides a series of merchandising reports that are valuable for analyzing groups of merchandise, such as vendors, categories (departments), or subcategories.



Merchandising reports provide essential information to make decisions on whether to markdown or reorder, and can be run for one location or multiple locations. Various reports are provided to focus on management information such as sales, unit movements, turn rates, GMROI, profitability, weeks of supply on-hand, and sell-thru-%.

Oversize Pricing

With the **Price Pack Option**, you can charge extra for specific colors and sizes, such as \$3 more for Extra Tall or 15% more (or less) for Neon Green.

SALES HISTORY

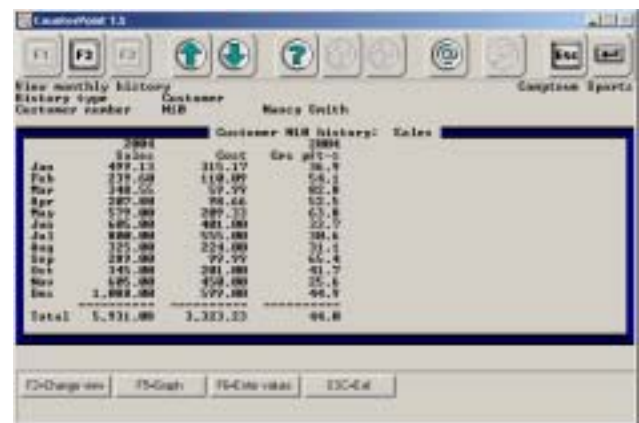
Overview

Sales History retains and manages historical sales data, and allows you to graph, view, and report those sales in monthly summary or detailed form. It also provides commissions reporting and management.

Monthly History Views

Monthly histories are retained for a variety of “things.” In **Inventory**, history is retained for items, locations, inventory (item/location combinations), categories, vendors, commission codes, and tax codes. In **Customers**, it is retained for customers, categories, and tax codes. Additional histories are retained for users, sales reps, stores, registers, drawers, and reason codes.

Monthly totals are available for multiple years based on user-defined calendars. Totals may be viewed in **Sales History** or from any screen where the basic “thing” is viewable.



Graphical, four-color views may also be presented on the screen or printed.



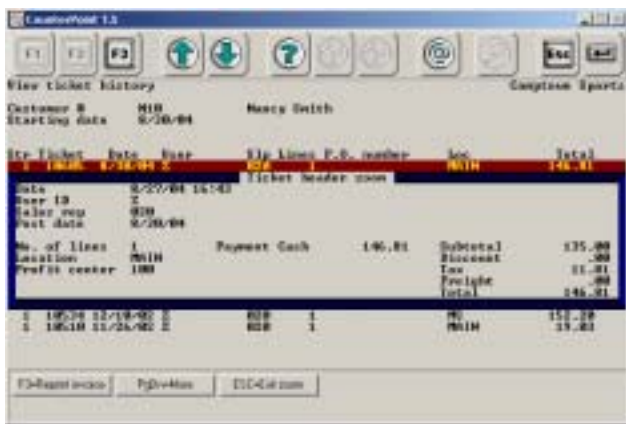
Appropriate monthly totals are retained, depending on the “thing” being tracked. Customer history includes sales, charges, costs, commissions, payments, finance charges, number of tickets, gross profit percent, and average sale per ticket, while Item history includes quantity sold, quantity returned, sales, costs, gross profit percent, average price, and percentage returned.

User-defined reports are also available for presenting monthly history, along with percent-of-total and percent-of-prior-year figures.

Ticket History View

CounterPoint retains detailed history of every sale/return ticket. LookUps may be organized by ticket number, customer/date, customer/item, or item/ticket.

Individual tickets may also be retrieved by ticket number, customer number, customer name, or even the customer’s P.O. number. Once the matching tickets have been located, you can examine them a few at a time, zooming in for detailed information as needed.



You can see as much detail as you want—totals, individual line items, or detail for a specific line item, such as individual colors/sizes, reference information, or serial numbers.



Ticket History Report

A summary or complete audit-level report of ticket history may be printed in order by ticket number, customer number, customer name, P.O. number, or date.

Historical invoices may also be reprinted using **Point of Sale** or **Order Entry**.

Sale Items Report

The Sale Items report allows you to gauge the results of a promotional sale by comparing it to the performance of those items during a reference period. Normal price, off-price, and on-sale information is presented for units, sales dollars, and gross profit.

Commissions Due

Commissions calculation and reporting offer a wide variety of options. Default commissions may be based on a commission rate associated with the sales rep, the customer, the item, or the particular sales rep/item combination. Item-related commission rates may vary based on the price level at which the item was sold. Commissions may be a percentage of the sale amount or the gross profit. Gross profit may be calculated using the actual accounting cost or a standard cost assigned to the item.

There may be one sales rep on a ticket, the ticket may be split across up to three sales reps, or different sales reps may be credited for individual line items.

You may report commissions due in a summary format, or a line may be printed detailing each

invoice. You can even show allocated sales amounts for split-commission tickets.

Commissions may be due at the time of sale or, for A/R charge sales, due only after the invoice has been fully paid by the customer.

Flash Sales Report

A one-page recap provides a summary of activity across multiple stores, showing the number of tickets, sale amounts, and profitability. The Flash Sales Report may be run for a single day or a range of days, for one or more stores.

Item, Customer, and Sales Rep Analysis

Three reports are provided for basic sales analysis: Sales Analysis by Item, Sales Analysis by Customer, and Sales Analysis by Sales Rep. These reports may be run for a selected range of items, customers, stores, and dates.

Up to three time periods may be included on a single report to provide a comparative performance analysis.

The Customer report may be printed in order by customer number, customer name, customer category, sales rep, state, or zip code. Alternatively, customers may be ranked based on sales or gross profit.

The Item report may be printed in order by item number, description, category, vendor, or account code. Alternatively, items may be ranked based on sales or gross profit.

The Sales Rep report may be printed in order by sales rep, store, or department. Alternatively, sales reps may be ranked based on sales or gross profit.

Item/Customer And Customer/Item Analysis

Two reports, Sales Analysis by Item by Customer and Sales Analysis by Customer by Item, provide cross-analyses of what merchandise is being sold and who is purchasing that merchandise. Each of these reports may be run for a selected range of items, customers, stores, and dates.

The Item/Customer report shows each selected item (or vendor or category) and lists the customers who made purchases, along with the applicable sales, quantities, profitability, and percent-of-totals figures.

The Customer/Item report shows each selected customer and lists the items (or vendors or categories) that were purchased, along with the sales, quantities, profitability, and percent-of-totals figures.

Management History

Date-summarized historical reporting is provided for six different classifications: registers, item categories, payment methods, users, sales reps, and tax codes.

Summary history can be retained indefinitely by compressing history into weekly, monthly, or annual figures. Historical reports can provide valuable information such as a comparison of sales for Easter week this year with Easter week last year.

When applicable, hourly (time-of-day) performance breakdowns may be printed.

Data Management

Facilities are provided to remove historical information that is no longer needed for reporting and viewing.

Commission detail may be purged by date and customer.

Detailed ticket history may be purged as required for selected ranges of dates, customers, and stores.

Monthly history may be purged for specific years, for specific types of history.

Management history may be purged for a range of dates or compressed into weekly, monthly, or annual figures.

TIMECARDS

Overview

The **Timecards** application allows employees to clock in and out of the system using Counter-Point workstations, and provides reports for subsequent payroll processing.

Features

Users may clock in and out as many times as required during the day. If necessary, a user may enter an unmatched clock-in or clock-out. A warning is provided to the user on the screen and is printed on the management reports.

When a user clocks in or out, the operating system's date and time are stamped into the file to ensure accurate timekeeping records.

Individual users may be set up for automatic notification if they attempt to use CounterPoint and have not clocked in.

An authorized user (manager) may print the Clock-in/Clock-out Report, which shows the time worked for all users, in summary or detail form. The manager also has the ability to manually correct clock-in and clock-out entries.

You may combine data from multiple stores into a single file for consolidated reporting and payroll processing, or process timecard information for individual stores.

Timecards offers an integrated, reliable approach to recording time worked, and streamlines operations all the way from point of sale to payroll processing.

ACCOUNTING INTERFACE

Overview

You can use CounterPoint's **Basic Accounting Option**, or you can integrate with software from a number of accounting software companies, including Great Plains, Macola, Computer Associates, Solomon, Intuit, Best, Red Wing, and others. CounterPoint interfaces with each accounting package's data files. It does not share a menu with other accounting packages.

General Ledger

CounterPoint account numbers are mapped to corresponding G/L account numbers, by setting up either mapping rules that pertain to all accounts, or specific mapping accounts on a one-to-one exception basis. Accounts may be set up by importing accounts from G/L. Reports are provided to verify that G/L accounts and CounterPoint accounts are properly aligned.

G/L account numbers may be up to 50 characters and organized in up to eight segments.

The Distribution Report may be printed in order by account number or by posting source. A summary version is available, or the detail of every transaction may be printed, providing a complete audit trail

back to the individual posting journals and document numbers that created the distribution.

Distribution activity can be transferred automatically into G/L in summary or detail form, providing a complete audit trail from G/L. Out-of-balance interfaces and duplicate postings may be prevented.

Accounts Payable

CounterPoint **Inventory** and **Purchasing** track vendor information. The Accounts Payable (A/P) package is used to track payables and issue checks. CounterPoint vendors may be set up automatically from existing A/P vendors or created automatically from CounterPoint vendors. A report is provided to verify that CounterPoint and A/P vendors are properly synchronized.

After a CounterPoint P.O. has been received, that receiver may be vouchered into A/P as an invoice (a payable). Automatically created A/P invoice vouchers are identical to those that are manually entered, but require less work on the part of the user. Accounting distributions are also passed automatically into A/P, along with the invoice vouchers.

Return to vendor (RTV) transactions may also be vouchered into A/P and appear as vendor credits. Invoices may be vouchered to the original vendor or to a different third-party factor.

Factors

Received P.O.s may be vouchered into A/P using a third-party factor for payment, instead of the actual vendor who supplied the merchandise.

Payroll

The **Timecards** application outputs a text file containing employee clock-in/clock-out entries. This format is compatible with some payroll packages. The Timecards Edit List provides actual hours worked.

Payment History/Bank Deposit Management

A complete history of all payments tendered from all customers may be retained in the Payment history file. Payment history may be viewed and reported by customer and by date.

The view by customer allows you to see (for example) the detailed history of an individual customer's payments on account, deposits against orders, etc. The view by date allows you to see the detail of what was deposited into a bank account on a particular day.

Deposit management functions allow you to define up to four bank accounts. As part of daily processing, you can group payment activity from one of more sources (**Point of Sale**, **Order Entry**, and **Receivables**) onto a single deposit slip.

A complete history of deposit slips is available for viewing and reporting. The Deposit History report can be used for reconciling bank account history, and can be printed in summary or detail format.

Inventory

CounterPoint includes an integrated, full-featured, **Inventory** application. Although most accounting vendors offer an inventory package, CounterPoint does not work directly with those third-party inventory packages. For certain applications, it may be valuable to pass information between CounterPoint **Inventory** and the third-party inventory package.

The **Data Interchange Option** allows the creation and updating of CounterPoint inventory items (item number, description, price, etc.). Most third-party inventory packages can create text files suitable for importing using this Option.

The CounterPoint Base System is also capable of importing and processing transactions (receivings and adjustments) from text files. Some third-party inventory packages can create these compatible transaction text files.

Data can be exported from **Inventory** using the File Utilities that are part of the Base System using the ODBC connectivity provided in the **SQL Connection Option**.

CREDIT CARDS (SMP)

Overview

Credit Cards provides electronic draft capture (EDC) capabilities in **Point of Sale** and **Order Entry** by allowing you to swipe a credit card through a magnetic stripe reader, automatically authorize a credit card sale, verify an address, and

electronically settle funds to your bank. Electronic check authorization and debit card processing are also provided.

Benefits

Benefits to integrated credit card processing include:

- ✦ No hand-recording of card information
- ✦ No paper slips to deposit at the bank
- ✦ No rekeying of card information
- ✦ No separate credit card terminal
- ✦ Rapid, automatic charge authorizations
- ✦ Faster checkout times
- ✦ Reduced customer frustration
- ✦ Fewer errors and fewer chargebacks
- ✦ Reduced cost of accepting credit cards

CounterPoint's Base System includes credit card processing under the Synchronics Merchant Program (SMP).

For information on available processing services and fees, call your Authorized Synchronics Dealer, and ask about the Synchronics Merchant Program. SMP processors will transfer settled card charges to your local bank.

CounterPoint also includes check authorization compatible with Certegy (formerly Equifax, formerly Telecredit) and Telecheck (using Telecheck's Synchronics-compatible processing service).

Full support is provided for multiple industry classifications, including Retail, Mail-order/Telephone-order (MOTO), and Ecommerce.

An optional CPGateway service is available for fast (2-second) Internet credit card authorizations.

Alternative Card Processors

Credit Cards Option (non-SMP) offers alternative compatible card processors to ensure that CounterPoint is compatible with the vast majority of U.S. banks.

Supported Cards

Supported cards and services include Visa, MasterCard, American Express, Discover, Diners Club, Carte Blanche, JCB, and check guarantee.

Debit Card Processing

Complete debit card processing is provided for merchants who process under the Synchronics Merchant Program or First Data North. Debit card processing (with DUKPT support) requires the use of PIN pads and is available for **Point of Sale**.

Address Verification

Address Verification (AVS) is supported for merchants who process under the Synchronics Merchant Program through First Data North. CVV2/CVC2 provides additional AVS information by sending the extra three or four digits printed on the back of the card to the processor.

AVS is used for card applications, such as mail-order, where the physical card is not present and the risk of fraud can be reduced by confirming address information.

AVS processing does not affect whether or not the charge is approved. Instead, it informs the user whether or not the address provided by the customer matches the address information on file with the credit card company so that the merchant can decide whether or not to process the order. AVS is available for **Point of Sale** and **Order Entry**.

Hardware Requirements

Requirements for credit card processing are a modem, a dial-up phone line, and (typically) a magnetic stripe card reader. The card processor determines the modem speed and the card reader requirements. CounterPoint is compatible with any Hayes-compatible modem and Track 1 and Track 2 card readers (either serial or keyboard wedge). Card processors typically specify a 1200 baud modem and a Track 2 card reader.

Check authorization uses the same modem and a dial-up phone. A MICR check reader is optional. MICR readers are quicker and more accurate than manual data entry. MICR processing is supported with Equifax, Telecheck, and SMP processors.

Under Unix/Linux, one serial port with a modem can be shared by multiple users. On a Windows or NetWare network, each workstation requires a modem. The **Modem Server Option** allows multiple workstations to share a single modem. For

low-volume applications, multiple modems may share a single phone line.

Support is provided for the Verifone series 101, 201, 1000, and 2000 PIN pad models. To ensure proper programming and operation, these units must be obtained from PNC Merchant Services or CES. Additional hardware information is provided in the **Point-of-Sale Peripherals** section.

CPGateway service requires an Internet connection.

Functional Description

Self-test functions are provided for modems and card readers to verify proper operation.

During Ticket Entry, the credit card is swiped through the magnetic stripe card reader. Card information is read, and a phone call is placed to authorize the charged amount. The processor returns an authorization number or a decline. Capabilities are provided for call retry and for a backup phone number. Up to three different credit cards can be used on one ticket.

Authorization only commits the cardholder's credit line. Funds are not actually transferred.

Invoices and receipts print the credit card information required by the processor. User-defined receipts can support one- or two-part paper with a signature line, as well as an abbreviated sales draft that omits the printing of the merchandise sold. For added security, you can optionally mask credit card numbers and expiration dates so that only the last four digits are retained in history and printed on receipts and reports.

After Ticket Entry is complete, the Draft Capture Enter function allows revision of charge transactions, as well as entry of manual transactions.

The Authorize function allows batch-authorization of manually entered transactions, as well as Ticket Entry transactions that were not authorized due to operational problems at the time of sale.

The Pre-Settlement List allows the user to review and balance the day's activities.

The Settle function allows the user to initiate electronic transfer (settlement) of funds with the processor daily. For most card types, settled funds

are transferred (via ACH) to the user's local bank within two business days.

Other Costs

In addition to software costs, typically there are costs for telephone line installation and monthly usage, the purchase of modems, magnetic stripe card readers, cabling, and the services of a qualified technical person to install the equipment and test the configuration.

The optional CPGateway service has startup and monthly transactional fees (www.CPGateway.com).

ECOMMERCE

Overview

Ecommerce capabilities are provided in CounterPoint for compatibility with **CounterPoint Online** (CPOne), a Web-hosting and ecommerce service designed especially for CounterPoint users.



CPOne is a monthly service that is suitable for merchants of all sizes. With CPOne, you can publish your inventory information to your online store, electronically uploading item numbers, descriptions, prices, and quantity available. Online shoppers can place orders, which are transmitted electronically to your CounterPoint system for fulfillment.

Description

CPOne is a unique and unparalleled ecommerce solution that lets you use CounterPoint to activate an online store with minimal effort and cost. Your online store stays in sync with Coun-

terPoint so that your product and pricing information is always correct.

Customer orders are delivered to you electronically. You can import your online orders into CounterPoint for fulfillment using **Point of Sale** or **Order Entry**. **Order Entry** provides full updating so that your shoppers can view their order status on your CPOne website.

Capabilities

CPOne includes a range of capabilities, including:

- ✦ Website hosting
- ✦ Shopping cart
- ✦ Automatic upload of CounterPoint inventory and customer information to your online store
- ✦ Ability to display pictures of your merchandise in your online store
- ✦ Real-time, online credit card authorizations through CPGateway
- ✦ Automatic email notification to shoppers when orders are received and/or shipped
- ✦ Secure, electronic importing into CounterPoint **Point of Sale** and **Order Entry**
- ✦ Collection of customer information from the online store for importing into CounterPoint

You can select a user-configurable template for presenting your online store and its merchandise, or develop a customized template, using your own designers or Synchronics' design staff (on a fee basis).

If you already have a website hosted elsewhere, you can simply include a link to your online store.

Requirements

CPOne does not require any CounterPoint software other than the Base System, which includes built-in ecommerce functions. Additional capabilities are available when using the **Order Entry Option**. CPOne is available for all CounterPoint environments, including Windows, NetWare, Unix, and Linux.

Credit card processing under the Synchronics Merchant Program is part of the CounterPoint Base System. Additional processors are available with the **Credit Cards Option**.

A Windows workstation running a browser (Internet Explorer 5 or higher) is required for the exchange of files between CounterPoint and CPOnline. This workstation must have Internet access (from a local ISP) using either a dedicated or dial-up connection.

Security

Security is provided through SSL, an industry standard that employs the latest 128-bit encryption technology to ensure that all transactions in the online store are secure. SSL is employed for all aspects of the online store, including online orders, site administration, and site maintenance.

SYSTEM

Overview

The **System** application provides basic functions that are used throughout CounterPoint.

Menus and Users

Integrated, four-level menu access is provided for all system functions. Supplemental menus may be user-defined. Users may choose from multiple menu styles including Buttons style suitable for touchscreen.



Each user is identified and tracked by the system. Password and detailed function level security is provided for each authorized user. Function level security includes capabilities such as whether the user is authorized to view cost information, void a ticket, override a credit limit, etc.

Companies

Multiple companies are allowed, and authorized users can switch between companies.

Each company is defined with basic information such as company name and address, account number structure, whether sales reps and commissions are used, and various other system-wide values.

Printers

Up to 15 public printers and 15 private printers are available to each user. Reports may be displayed, printed, or spooled to disk. Spooled reports may be stacked, then printed or deleted as a group.

Lookups

The F9 Lookup key is available at every validated entry field to pop up a list of valid choices. For example, when a customer number (item number, etc.) is requested, F9 presents the customer list. The user can choose to view the customer in the desired order-by number, name, phone number, zip code, etc.

Logs And Playbacks

All **File Utilities** operations and abnormal system activities are recorded in the system log file and may be viewed at any time.

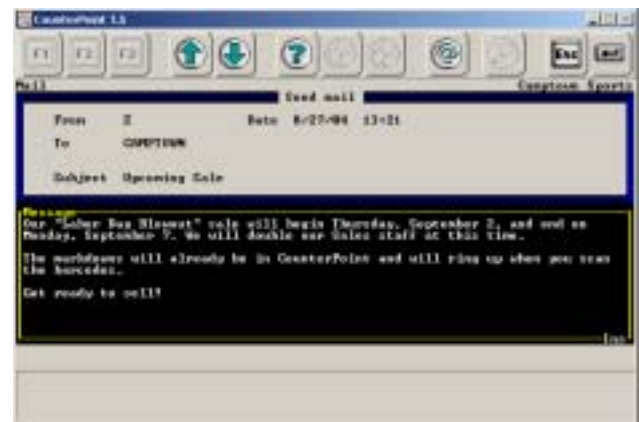
Calendars

User-defined calendars control the retention of monthly history and the analysis of historical data.

Calendars may correspond to actual calendar years, or may be set up for any desired time period.

Mail

CounterPoint **Mail** allows you to send electronic mail to other CounterPoint users.



Mail is an easy-to-learn application: only a few keystrokes are required to create and send a mail message to another user.

When new mail is received, notification is automatic. New mail may be quickly retrieved and read, and a reply sent. Mail may be saved, discarded, and/or printed.

Mailing lists containing groups of users, or all users, may be created. Mail may be addressed to individual users, to mailing lists, or to a combination of users and mailing lists.

Mail is fully integrated with Multi-Site, so messages can be exchanged across multiple CounterPoint sites.

Mail is designed for use with CounterPoint, and does not attempt to provide all of the features of the more feature-rich, complex, standalone email packages. If your email requirements include complex features such as MHS-compliance, a number of excellent third-party email packages are available to meet those needs.

Upgrade Utility

CounterPoint includes utilities to upgrade data from other software packages, including previous versions of Synchronics software, StoreKare, Great Plains, and RealWorld.

You can also use the CSV data utility to export CounterPoint V7 data to formatted comma separated value (.CSV) files that are suitable for import into CounterPoint SQL. This utility, coupled with the Upgrade Data utility included with CounterPoint SQL, provides a simple upgrade path from CounterPoint V7 to CounterPoint SQL and ensures a smooth transition between applications.

Summary

The CounterPoint Base System includes the built-in functions required to ensure that your business software is both usable and secure.

COUNTERPOINT OPTIONS

CounterPoint Options give you access to a wide array of features that enhance the Base System. Options may be purchased with the Base System or later as your business needs change.

SERIAL/LOT NUMBER TRACKING Overview

Serial number tracking provides a detailed record of each piece of merchandise—when it was received, what it cost, which customer bought it, when it was bought, warranty expiration, etc. Serial number tracking is beneficial to any business that sells big-ticket items, tracks product warranties, or deals in regulated commodities.

Lot numbers are used to track distinct groups of inventory within a given product. Lot tracking is useful for products such as pharmaceuticals and limited-shelf-life products, or chemicals which are tracked within individual containers.

Serial Numbers

Both sold and unsold (in-stock) serial numbers are tracked. Serial number status and history can be viewed for sold and unsold serial numbers. Serial numbers may be looked up by item number and serial number, or simply by serial number. Serial valuation features allow you to account for the real cost of each individual serial number.



Each serial-numbered item is classified as “always serialized” or “sometimes serialized.” Always serialized items allow tight management controls; the serial number must have previously been received into stock before it can be sold. Sometimes serialized items offer optional serial number entry and less rigid controls.

Each serialized item has two user-defined warranty terms to automatically calculate warranty expiration dates, such as 30 days parts and one year labor.

Serial number handling features are smoothly integrated with transaction processing, including receivings, sales, transfers, and adjustments. Simplified handling is provided for lists of serial numbers, consecutively numbered serials, and automatically generated serial numbers.

Reports

Individual serial numbers and the associated reference information may be printed on all applicable inventory reports, including all posting registers and the Physical Count Worksheet. Serial reports can be printed for sold and unsold items and can be organized by vendor, item, or customer.

The Flooring Report allows tracking of each serial number by source, usually a third-party finance company. This report can list those goods that are supposed to be present in inventory (for floor checking), as well as those goods that were sold during a specified period of time, so that the finance company can be paid.

Serial numbers can be loaned and returned. The Serial Numbers on Loan Report provides loan status by the responsible party.

Lot Numbers

A lot is a distinct group of inventory within a given product. Applications include tracking:

- ✦ Pharmaceuticals
- ✦ Fabrics
- ✦ Food
- ✦ Regulated commodities
- ✦ Scrap
- ✦ Color-matched products
- ✦ Products with a limited shelf life
- ✦ Wire, chemicals, or other products for which multiple spools or containers are tracked

Each lot-controlled item is set up for either balance or detail tracking. Lot Balance tracks the identity of each lot and its quantity on-hand, available, and sold. Lot Detail tracks lot balance information and, in addition, retains the detail for every lot transaction processed.

Lot history can be viewed or printed. The view function gives both a summary and a detailed inquiry of lots, including quantity and date information. The Lot Report is available in detail and summary form and can show selected items, location, vendor, category, or customer.

You can purge unwanted lot information.

Point of Sale and Order Entry

Serial and lot numbers are handled throughout **Point of Sale** and **Order Entry**, beginning with document entry and continuing with forms printing, reporting, and posting. You can view available numbers, default to the oldest numbers, automatically allocate available inventory, and generate new sequential numbers.

In **Point of Sale**, each line item may have up to 28 serial numbers or up to 14 lot numbers assigned. In **Order Entry**, an unlimited list may be assigned.

Kits

Serial/Lot Number Tracking is fully compatible with the **Kits Option**. An assembled kit can be identified by serial or lot number, and can even have multiple components that are identified by serial or lot number. Serialized components can be swapped.

Full inquiry and reporting of assembled kit and component serial numbers is provided.

KITS Overview

A kit is an inventory item made up of one or more component items. The CounterPoint Base System supports Loose kits (lists of connected items that are automatically suggested at time of sale) and “automatic” Loose kits (lists of connected items that are automatically added to the ticket at the time of sale). Automatic loose kits can be used for

bottle deposits or for other charges that should always be attached to a particular item.

The **Kits Option** adds Miscellaneous kits, which when sold, reduce the on-hand quantities of their components. You control whether component substitutions are allowed at time of sale and whether such changes affect the selling price.

The **Kits Option** also adds Prebuilt kits, including a Simple Kit, Tracked Kit, and Component-Tracked Kit. Assembly, disassembly, and modification of Prebuilt kits takes place prior to time of sale using a quick, one-step transaction process, and provides full support for serial numbers, lot numbers, and detailed component history tracking.

Kit Types

A kit model is defined for each kitted item and specifies the parent product and a list of components. Five distinct types of kits are supported.

- ✦ **Loose Kit**—A Loose kit is not actually a kit, but a list of related items. This list of items is automatically suggested for sale when the kit is sold in Point of Sale or Order Entry. Loose kits are available in the CounterPoint Base System.
- ✦ **Miscellaneous (Retail) Kit**—A Miscellaneous kit is not assembled prior to sale. Instead, when it is sold, on-hand quantities of its component items are deducted from inventory. Miscellaneous kits offer user-defined component substitution at the time of sale. You can indicate whether substitutions are allowed for each component of the kit and, if so, how the substituted item affects the price of the kit. Miscellaneous kits have a wide variety of applications for different businesses.
- ✦ **Simple Kit**—A Simple kit is a parent and a list of components that are assembled into inventory before it is sold. When the parent is assembled into inventory, its component parts are deducted from inventory.
- ✦ **Tracked Kit**—A Tracked kit offers Simple kit capabilities as well as serial/lot number tracking for the kit’s parent and component items.
- ✦ **Component-Tracked Kit**—A Component-tracked kit offers Tracked kit features and retains a detailed historical record of every component actually used to build the kit.

each product, based on current customer orders or on inventory levels.

PRICE PACK

Overview

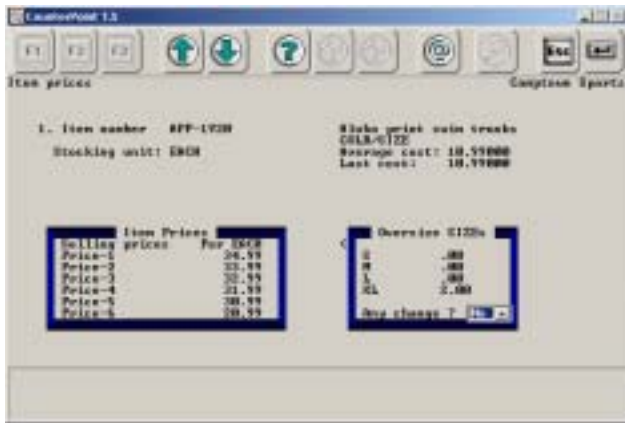
The **Price Pack Option** offers advanced pricing capabilities, including 6-level prices, price-by-location, and apparel oversize pricing.

6-Level Prices

Tiered, multi-level pricing allows a particular price level to be automatically selected based on which customer is making the purchase and what quantity of an item is being sold.

In the Base System, each inventory item may have up to three price levels per selling unit.

The **Price Pack Option** expands the number of price levels from three to six per selling unit.



Price-by-Location

An item's selling price may be affected by a number of factors—the customer making the purchase, the quantity sold, any promotional sales or contract prices in effect, and other factors.

Price-by-location lets an item have a different price at each selling location, so that (for example) your downtown store may charge a higher price than your uptown store. Price-by-location also allows you to run promotional sale events at a particular store without affecting other stores.

Oversize Pricing

Oversize pricing is supported for gridded (apparel) items, allowing you to charge (for example) a higher price for an Extra Tall.

Each size may be individually assigned a surcharge (or discount) of either a dollar amount or a percentage increase. Each color may also be assigned a dollar or percentage surcharge (or discount).

For example, a shirt might have a price of \$29.95. Extra Talls are \$5 higher, and of the five colors, the “Bulls” version sells for a 10% premium. A “Bulls” in Extra Tall is an extra \$5 plus a 10% premium.

This approach to oversize pricing is extremely simple to set up and maintain, without having to individually alter the price of each unique color/size (cell).

COST PACK

Overview

The CounterPoint Base System supports Average Cost Valuation and the Retail Inventory Method. The **Cost Pack Option** allows inventory accounting using Standard Cost, LIFO, or FIFO valuation.

Standard Cost

Each inventory item is assigned a standard cost. Inventory is received and sold at standard cost. Any differences are charged as distributions to the purchase variance account. Inventory valuation reports are available at average cost and standard cost.

LIFO/FIFO

Inventory transactions are costed and accounting distributions are recorded based on actual inventory layer cost, using the last-in or first-in layer, as appropriate.

Valuation reports are available at average cost and at layer cost, including detailed layer reporting by location.

RECEIVABLES

Overview

Complete customer tracking is an integral part of the CounterPoint Base System. The **Receivables Option** supplements **Customers** by adding charge sales, receivables tracking, cash receipts, finance charges, revolving charge, and statement printing.

Customer Information

Charge customers may either be open-item or balance-forward. Customer terms and prompt payment discounts may be based on a number of days (such as “net 30” or “2% 10, net 30”), or proximo terms based on a specific day of the month (such as “2% 10th, net 30th”). A warning is issued during cash receipts if a duplicate is entered.

Multiple A/R accounts are supported.

Credit Controls

Credit limits ensure that customers do not exceed management’s guidelines for open credit. In addition to credit limits, individual customers may be prevented from making charge sales, payments by check, any kind of sale, or from placing orders. Only authorized users may override credit limits.

Each customer’s highest-balance and average-days-to-pay are calculated by the system and can be viewed.

Statements

Statements are normally printed as part of the month-end process. Statements may be limited to customers within particular statement groups and/or to customers with particular balances and past due statuses.

Statement formats are user-defined. A few of the optional items that can be printed on statements are:

- ☒ Customer information
- ☒ Messages
- ☒ Dunning notices
- ☒ Invoice detail
- ☒ Payment detail
- ☒ Merchandise and price detail
- ☒ Aging
- ☒ Revolving charge minimum payments
- ☒ Discounts (“Deduct \$\$\$ if paid by 03/21/2005”)

Cash Receipts

The cash receipts system is built for speed and accuracy. Prior to applying cash receipts for open item customers, the Cash Receipts Worksheet or

the Unapplied Items Report may be printed. Or customer open item detail may be viewed on-screen during the cash application process. During entry of cash receipts, functions are provided for retrieval of individual apply-to documents or the oldest document, and for automatic cash application.

Valid discounts are calculated automatically, and writeoffs are allowed within user-defined limits. Special functions are provided to completely write off documents, void previous receipts, apply existing credit memos along with cash receipts, and reapply existing credit memos without a cash receipt. Optional batch control is available for transaction processing. Deposit slips may be printed.

Finance Charges and Revolving Charge

Customers may be assessed periodic finance charges on their outstanding balances. A variety of calculation methods and options are available.

For balance-forward customers, revolving charge is supported, including the calculation of minimum payment amounts using either the statement balance or the average daily balance method.

Debit/Credit Memos

The Customer Adjustments function allows simplified processing of back-office debit and credit memos that are not appropriate for **Point of Sale** or **Order Entry** processing. Optional batch control is available.

Aging

Up to five aging periods may be defined, along with a number of days (such as 30, 60, 90, etc.). Documents may be aged by invoice date or by due date. Statements and the Aging report allow aging by number of days, as well as for a specific range of dates and provides separate debit and credit totals.

Customer agings may be viewed throughout the system. You can display the last aging performed, the aging that was printed on the last statement, or the current aging.

The Aging report provides an aging summary for selected customers or the complete document detail, and allows selection of customers with high

balances and/or past due accounts. The Aging report may be printed in order by customer number, name, or sales rep.

The Charges and Payments by Month report provides a brief month-by-month recap of each charge customer's purchases and payments.

Parent/Child Receivables

With the **Receivables Option**, you can process cash receipts for a parent customer with payments applied to documents from child customer accounts.

For example, assume that company ABC (the parent) pays for merchandise purchased by companies DEF and XYZ (the children). You can process a check from ABC for \$300 and apply that one receipt to both DEF's invoices and XYZ's invoices.

You may print statements and aging reports for an individual child customer, or a consolidated statement for the parent that includes all child customers. Parent customer records and monthly history may be updated when child activity takes place. You may specify whether to include parents, children, or both on reports.

Account Management

Account Management provides a single-menu selection from which you can perform a number of valuable customer service and credit management functions.

You may attach notes that will automatically display in the Account Management functions. And you can print a statement for the displayed customer.

Open Items

For open item customers, fully paid open items may be periodically purged from the system. For balance-forward customers, open item detail may be periodically purged, leaving a balance brought forward for the customer.

Purged open items may be retained in a closed item history file and are available for viewing and reporting. Detail may be viewed for open items and closed items, organized by document number or by apply-to number.

Sales History

A multi-year monthly summary is available for each customer, showing sales, cost, profitability, commissions, payments, finance charges, number of sales, and average sale amounts. Monthly summaries may be graphed, viewed, or printed.

ORDER ENTRY

Overview

Order Entry and **Point of Sale** perform essentially the same functions: processing customer orders and invoices. The **Order Entry Option** is designed to meet the needs of wholesale distributors and mail-order businesses.

Order Entry processes customer orders, prints picking tickets and invoices, and tracks backorders. **Order Entry** supports orders, invoices, credit memos, quotes, RMAs, and standing orders.

CounterPoint allows you to create orders in **Point of Sale** and convert them to **Order Entry** orders for batch processing. This is helpful to businesses with retail and wholesale divisions because they can use one system for the management of both operations.

Workflow

Order Entry workflow is organized around entering orders, printing picking tickets, selecting completed orders for invoicing, and batch printing invoices.

"Two-step" orders may have individual lines selected prior to invoicing. Invoices and credit memos are handled as "one-step" operation and selection is not required.

Entering Orders

Order entry is a three-screen process in which the user completes "header," "line item," and "totals" screens. User interaction is designed for ease of use, speed, accuracy, access to features, and clear presentation of information.

With Turbo Entry you can dramatically speed up order entry by reducing keystrokes. During setup, you specify which entry fields are skipped and auto-filled with default values. For example, if you normally use the default values for customer

terms, item descriptions, and prices, those fields are skipped in initial entry, but may be edited. Only the fields that you deem “required” need to be entered.

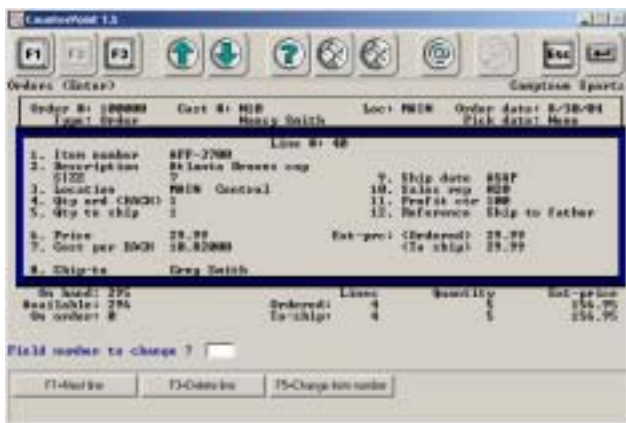
The following screens show the basic order entry process:



Header



Line Item Entry



Line Item Summary



Totals

Customers

You can select a customer by entering the customer’s number, company name, telephone number, zip code, or just a portion of the first or last name. For charge sales, the customer’s credit limit is checked, and only authorized users may override the credit limit.

A Zoom on the customer’s account shows all pertinent information, including balance owed, credit limit, last payment date, account aging, and even a detailed sales history. New customers can be added while entering the order, and customer numbers can be assigned automatically.

Unlimited pages of notes can also be retained for a customer and displayed in **Order Entry**. If desired, a specially identified page of notes can be automatically displayed whenever you access the customer.

Inventory

Sales and returns can be entered on the same order. Items are identified by typing the item number or by scanning a barcode with a barcode reader. Items can also be looked up by entering a partial item number, partial description, vendor number, vendor’s item number, category, subcategory, alternate lookup number, or any keyword in the item description.

You may zoom in on inventory to see what is on-hand, committed, on order, backordered, and in transit for your location or other stocking locations. If an item is out of stock, you may select from up to eight substitute items, or ship items from an alternate location.

Unlimited pages of item notes may be defined for an item and viewed during Zoom to allow you to more fully inform the customer about the product. A page of notes can be automatically displayed for an item to encourage power-selling related items: “Would you like some potting soil with those plants?”

Pricing

Merchandise is priced accurately and automatically, based on list price, quantity breaks, customer discounts, or a markup on cost.

Sale prices can be date- and time-activated for limited-time item promotions. Sale prices can specify a price for a particular item, or a discount percentage for an entire category/subcategory of items.

Contract pricing can establish special prices for certain customers on certain items for a specific time period. A contract can specify a price for a particular item or a discount percentage for an entire category of items.

Items can be priced and sold by alternate selling units. For example, you can stock an item by the EACH and sell it by either the EACH or the CASE.

Pick Verify

CounterPoint allows warehouse users to easily verify that the items picked for an order match the items to be shipped.

A warehouse user can record picked quantities and verify them against the original order within CounterPoint. Picked quantities can be entered using a workstation or a barcode scanner, or the quantities can be imported from a file created by a handheld data terminal. Pick verify requires both **Order Entry** and **Data Interchange**

Serial and Lot Number Tracking

With the addition of the **Serial/Lot Number Tracking Option**, items can be sold by unique serial number or by lot number (group). Supported features include unlimited serial and lot numbers per line, finding the oldest serial number, viewing all serial numbers and reference information, and automatic serial number generation.

Grids and Apparel

Full support is provided for soft goods, and one- or two-dimensional color/size (or width/length, etc.) grids.

Kits

Loose kits allow you to order a single item prompting the system to suggest a list of related items that could be ordered. The **Kits Option** adds Prebuilt kits and Miscellaneous kits. Miscellaneous kits, when sold, reduce the on-hand quantities of their components, and offer optional component substitution.

Order Numbering

Order numbers are normally assigned sequentially by the system. Alternatively, user-assigned order numbers may be entered. All workstations assign orders from a single series of numbers.

Payment Types

Up to 18 payment types can be user-defined, and may be individually set to require validation entries such as a credit card or license number.

Multi-Currency

Multi-Currency allows the setup of foreign currency exchange rates, and the tendering of foreign currencies for **Point of Sale** and **Order Entry** transactions.

Taxes

Taxes are calculated automatically based on the taxable status of the merchandise and the customer. Tax calculations can be overridden by authorized users on a per order basis, or individual line items can be set to “no-tax.” An entire order can be set to “no-tax” by entry of a tax registration number.

Tax can be a percentage of the sale amount, an amount per piece, or a combination of the two. For multi-location systems, an item’s tax can be different for each location.

Canadian PST/GST calculation is supported.

Commissions

Sales commissions, if used, are calculated for each item on the order based on either sale amount or gross profit. Commissions may be tracked by

order or by line item and may be split across multiple salespeople on one order. Commissions can be paid on sales or on paid invoices only. Commissions due are reported in the Commissions Due Report in **Sales History**.

Sales-Rep	Name	No. of Invoices	Sales-amt	Commission-amt
001	Beer Bill	18	1,078.75	79.15
010	William E. Wilkerson	21	1,068.70	83.90
020	Jonathan Hertz	76	7,113.28	469.92
023	Margaret Hochwell	114	11,004.28	458.16
100	Arnold J. Wilens	18	2,488.81	87.57
15A	D.W. Langford	27	1,545.45	79.17
709	Artem Goldberger	43	3,049.45	181.49
CAMPBELL	Stephen Stevens	121	7,024.49	359.07
1	Mary Ann Smith	21	1,056.33	139.87
Grand totals		461	38,703.58	1,945.27

History

The system can retain historical information for management reporting in detailed (line-by-line) form.

Detailed history by customer and item can be retained indefinitely, limited only by disk space. A complete history of a customer's sales activity can be printed or viewed, showing items purchased, transaction dates, and prices paid. Similarly, you can review an item's detailed history.

A duplicate invoice can be produced months or years after the actual sale is recorded. More information regarding history is provided under **Sales History**.

Quotes

Quotes can be entered, printed, and saved. Quote numbers may be sequentially assigned by the system or entered by the user.

Quotes can be converted into orders or cancelled. A report of quotes can be printed. Quotes do not commit inventory.

RMAs

Return Merchandise Authorizations (RMAs) can be entered, printed, and saved. RMA numbers may be sequentially assigned by the system, or entered by the user. RMAs can be converted into

credit memos or cancelled. A report of RMAs can be printed. RMAs do not commit inventory.

Extra Charges

In addition to user-defined miscellaneous charges, **Order Entry** offers entry of Freight. Freight may be automatically calculated based on the total sale amount or the total weight. Other supplemental charges may be processed as line items.

Out-of-Stock Conditions

Order Entry supports three distinct quantities on a line item: quantity ordered, quantity to ship, and quantity backordered.

The system can be configured to respond to an out-of-stock condition in a number of ways: automatically canceling the line; backordering the balance; backordering the entire line; or presenting these and additional choices, including selecting a different stocking location and ordering a substitute item.

Automatic Backorder Filling

As inventory becomes available, backorders can be automatically filled and prioritized by ship date. Picking tickets can be automatically printed.

Orders

An optional deposit can be accepted, and an order document can be printed for use as a customer receipt, packing list, or work order.

Full support is provided for orders, backorders, and special orders. A direct link to **Purchasing** allows you to place vendor orders to meet customer requirements, including drop-shipments direct from vendor to customer.

Reference information can be entered for each line on an order to indicate purchase orders placed with vendors, or as internal control notes for warehousing or manufacturing. Open orders reports can be organized by order number, customer, inventory item, ship date, sales rep, or reference.

You can view the customer's ticket (i.e., invoice) history so you can see open orders and shipment history simultaneously to quickly answer the question, "Did my order ship?". Open orders reports can be organized by order number, cus-

tomers, inventory item, ship date, sales rep, or reference.

Order lines can be added, changed, or removed; serial and lot numbers entered or altered; kit components edited; prices changed; or the entire order cancelled. When entering or changing orders, you may page up and page down through all three screens.

Notes

You can enter notes on an order for internal tracking purposes. You can print a selected page of notes on user-defined forms.

Invoicing

Invoices are generated in batches for one-step invoices and credit memos. Invoices are generated for selected lines on two-step orders.

Invoice numbers may be assigned by the system, or the order number may be used for the invoice number.

Posted invoices are retained in **Sales History** and are available for viewing and reporting.

User-defined Forms

All print formats are user-defined, and you can select the default formats for orders, quotes, and RMAs. Invoices, orders, quotes, credit memos, and RMAs may be batch-printed to produce documents such as acknowledgments, packing slips, labels, etc.

You can configure the system to suggest automatic form printing each time you complete a new order. Individual prompting options may be set up for new orders versus changed orders and for different types of documents (orders, invoices, credit memos, etc.).

Cross-line category totals (e.g., parts, labor, etc.) may be printed on orders, invoices, and other forms.

Built-In Credit Card Processing

Credit card processing under SMP is included in the CounterPoint Base System. For information on available services and fees, call your Authorized Synchronics Dealer and ask about the Synchronics Merchant Program. SMP processors will transfer settled charges to your local bank.

Capabilities are more fully described under **Credit Cards (SMP)**. Additional compatible card processors are described under the **Credit Cards Option**.

Standing Orders

Standing orders allow you to enter an order once and cycle bill it multiple times for periodic billings at regular intervals, including the ability to set a time limit (term) or maximum amount for each recurring order.

Point of Sale

Order documents created in **Point of Sale** may be transferred out of **Point of Sale** and into the **Order Entry** system for subsequent processing.

Multi-Site

Order Entry is compatible with Multi-Site. Orders may be entered at satellite locations and transmitted to the Hub for fulfillment and invoicing. Invoices may not be printed at the satellite locations.

Labels

Labels allows printing of user-defined labels for customer shipping, based on a user-entered quantity.

DATA INTERCHANGE

Overview

Data Interchange allows you to retrieve information from a text file for use in CounterPoint and includes the ability to import customers (**Customer Import**), as well as inventory items and related information (**Inventory Import**). It also allows you to import **Point of Sale** or **Order Entry** line items from a handheld data-collection device or a remote checkout location.

Customer Import

Customer Import uses data from an external text file to create new records in the customer file and to update existing customer records.

Inventory Import

Inventory Import uses data from an external text file to create new records in the Item file, the Inventory file, and in a number of related files.

Data for existing item records can also be updated. **Inventory Import** lets you convert inventory data from third-party accounting systems or from manufacturers' inventory and pricing data.

Applications

There are a number of valuable applications for **Data Interchange**:

- ☞ Upload initial item or customer data
- ☞ Revise existing items or customers
- ☞ Set up new items using manufacturer-supplied data
- ☞ Enter items for a gift registry
- ☞ Process manufacturer price updates
- ☞ Convert data from a third-party package
- ☞ Mass-modify existing data (example: change all category X items to category Y)
- ☞ Import **Point of Sale** or **Order Entry** line items

Data Integrity

Data Interchange validates all data to ensure the integrity of the system. The standard export/restore functions provided with the **File Utilities** application do not validate data or automatically update the associated data files as **Data Interchange** does.

During import, each field can be loaded with data from the text file, with a constant, or with a system default value. Math can be performed on numeric fields (add, subtract, multiply, divide), and text manipulation can be performed on alphanumeric fields (concatenation).

Data Interchange can process text files with multiple types of records and can even identify valid new records and valid update-only records. **Data Interchange** can be run unattended to process multiple text files and extract all required information.

An optional report can show either a complete list of items added and updated, or just errors.

Simple to Use

The basic setup and use of **Inventory Import** is outlined below:

- ☞ Review the printed data descriptions provided by the manufacturer

- ☞ Type in the dictionary that describes the manufacturer's text file
- ☞ Look at the Items screen and decide where you want each data field to come from
- ☞ Type in the import specification to relate Item fields to dictionary fields
- ☞ Run the import

Summary

Data Interchange allows you to use valuable data from manufacturers and other sources within CounterPoint.

Data Interchange saves you time and money.

OPEN TO BUY

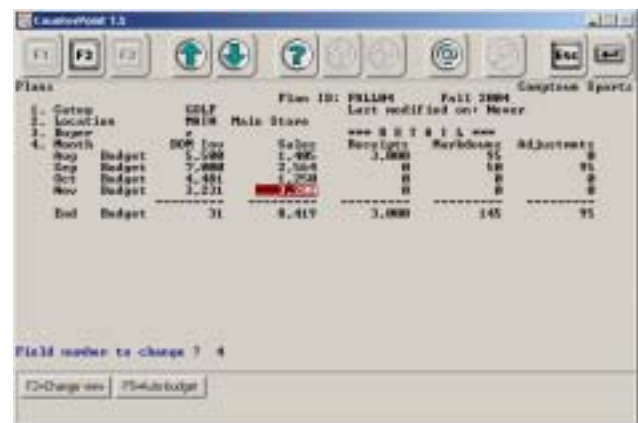
Overview

Open to Buy refers to merchandise budgeted for purchase during a certain time period that has not yet been ordered. Open to Buy is also the process of planning merchandise sales and purchases.

The **Open to Buy Option** is a merchandise planning tool that assists you in setting budgets for sales activity and merchandise inventory levels, and monitoring the current status of the open-to-buy amount (the amount remaining to be ordered to meet the budget).

Plans

Open-to-buy planning is performed on a classification level, not at an item number (SKU) level. Merchandise plans may be established and organized by department and class, vendor and department, department, or vendor.



Plans may be set up for an individual store or for a location group of up to 48 stores. Plans may be entered manually, or automatically rescaled from historical data, using prior budget or actual figures.

Plans may be budgeted using retail dollars (selling price), purchase cost, or units (quantity). Each plan is broken down by classification by month and, optionally, by store. Plans may be created globally, then split across multiple stores.

Budgets and Actuals

A plan contains budget figures for beginning-of-month inventory levels, projected sales, receipts, markdowns, adjustments, and end-of-month inventory levels.

The calculate function integrates the actual figures into the plan using information from outstanding purchase orders and merchandise history.

Views

The Open to Buy what-if screen allows you to view the current open-to-buy situation (a consolidation of budgets and actuals) and note what effect new or cancelled P.O.s would have on the open-to-buy status.

A series of user-configurable comparison screens allow for the presentation of this-year/last-year, budget/actual, and open-to-buy information expressed as retail dollars, costs, or units.

User-configurable comparisons allow you to choose what you view using the following elements:

- ☞ Sales
- ☞ Receipts
- ☞ On order
- ☞ BOM inventory
- ☞ EOM inventory
- ☞ Open-to-buy amount

- ☞ Markdowns
- ☞ Adjustments
- ☞ Freshness %
- ☞ Gross profit \$ or %
- ☞ Stock-to-sales ratio
- ☞ Avg sales \$ per unit
- ☞ Avg cost \$ per unit
- ☞ Markdown to sales %

Figures may be displayed at retail, cost, or units:

- ☞ This year's budget
- ☞ Last year's budget
- ☞ Actual as % of budget
- ☞ This year's actual
- ☞ Last year's actual
- ☞ Actual as a % of last year

A user-configurable report provides capabilities similar to those described for the view screens.

CREDIT CARDS (NON-SMP)

Overview

Processing under the Synchronics Merchant Program (SMP) is provided in the CounterPoint Base System. The capabilities of the **Credit Cards Option** are described under **Credit Cards (SMP)**.

An optional CPGateway service is available for 2-second Internet credit card authorizations for merchants processing under SMP, First Data North, Vital, or Lynk.

Compatible Processors

The **Credit Cards Option** supports a number of alternative processors. Compatible processors are listed below:

- ☞ First Data North (CES, Cardnet, or FDMS North)
- ☞ MAPP (Global Payment Systems St. Louis)
- ☞ NaBANCO (FDMS South)
- ☞ NDC (National Data Corporation or Global Payment Systems Atlanta)
- ☞ Paymentech (Gensor or Transnet)
- ☞ Vital (VisaNet)
- ☞ Lynk

Card processors who strictly follow the Vital protocol are compatible with the **Credit Cards Option** (Vital version).

CounterPoint performs terminal-based (not host-based) processing. The compatible processors ensure that your software will work with the vast majority of U.S. banks.

Preferred Processors

Synchronics strongly recommends processing credit card transactions through one of CounterPoint's Preferred Processors:

- ☞ First Data North (used for the Synchronics Merchant Program)
- ☞ Vital
- ☞ Lynk

Using a CounterPoint Preferred Processor ensures compliance with rapidly changing credit card standards and access to the most favorable processing rates, as well as support for credit cards and debit cards, industry classifications (Retail, Mail-order/Telephone-order (MOTO), and Ecommerce), AVS, CVV2/CVC2, purchase/corporate cards, dial-up processing, and the use of CPGateway.

Address Verification

Address verification (AVS) is supported for merchants who process under the Synchronics Merchant Program with PNC Merchant Services and for merchants who process using First Data North, Vital, and Paymentech.

AVS is used for applications such as mail-order, where the physical card is not present for swiping and the risk of fraud can be reduced by confirming address information.

AVS processing does not affect whether or not a charge is approved. Instead, it informs the user whether or not the address provided by the customer matches the address information on file with the credit card company so that the merchant can decide whether or not to process the order. AVS is supported in **Point of Sale** and **Order Entry**.

Debit Card Processing

Debit card processing is available under the Synchronics Merchant Program as well as First Data North.

MODEM SERVER

Overview

The **Modem Server Option** allows Windows workstations to share modems for EDC authori-

zations and settlement transactions. It is designed to be used in high-volume network environments.

By leaving the phone connection open after completing one card authorization, **Modem Server** allows subsequent authorizations to take place more rapidly.

Setup

Modem Server is a separate application that runs on a CounterPoint workstation. In a typical configuration, a dedicated workstation acts as the Modem Server for multiple client registers. (While you can use the Modem Server computer as a Ticket Entry workstation, you may find that Ticket Entry performance is unacceptably slow.)

You can view the current status of all Modem Servers from any CounterPoint workstation. This shows:

- ☞ How long the server has been running
- ☞ General performance statistics
- ☞ Recent requests made to Modem Server and their results

Authorization

When you accept payment in Ticket Entry using one of the EDC pay codes, the workstation will automatically contact the appropriate Modem Server. The Modem Server then obtains the authorization and returns it to the requesting workstation.

With **Modem Server**, processing time for each authorization can decrease to as little as three to five seconds. (Actual performance varies widely and depends on the service level of the card processor, quality of the phone lines, modems, and many other factors.)

OFFLINE TICKET ENTRY

Overview

The **Offline Ticket Entry Option** provides lane redundancy (also called fault tolerance) so that registers can continue Ticket Entry operations in offline mode in the event that a connection to an operational server is lost.

Offline Ticket Entry is also useful when holding sidewalk sales, when operating a portable kiosk, and in wide-area network (WAN) configurations.

Offline Mode

In offline mode, tickets are captured on local disk drives at each register. When the server becomes operational again, the workstations can upload the offline tickets, which can then be imported into the server's data files.

When CounterPoint is running in offline mode, you can:

- ✦ Open and close cash drawers
- ✦ Enter sales and return tickets
- ✦ Authorize EDC transactions
- ✦ Enter pay-in and pay-out transactions
- ✦ Enter pay-on-account tickets
- ✦ Enter sales against existing registries
- ✦ Award loyalty points
- ✦ View ticket history and monthly history
- ✦ View register readings

Offline operations are supported for Windows workstations as well as for Unix/Linux systems.

Uploading Offline Tickets

CounterPoint provides the tools necessary to upload offline tickets into the server's data files and automatically checks for duplicate ticket information. Ticket data is deleted from the local offline data files as it is written into the upload file.

CounterPoint allows you to preview the uploadable data files and run a report of the uploaded files.

RENTALS

Overview

The **Rentals Option** allows you to enter rentals, rental returns, deposits, and late fees so that you can track the status and history of your rental inventory.

Assigning Rental Items

You define which items in your inventory are rentals. Rental items are not considered part of

your normal inventory. They can be rented, but not sold.

Each rental item is assigned to a rental category. Rental categories allow you to define basic rental policies for groups of rental items, including:

- ✦ Up to four rental units per category (e.g., hours, days, weeks)
- ✦ Default rental period
- ✦ Late fee policies, including cutoff time for returns and maximum late fee
- ✦ Deposit policy
- ✦ Whether rental charges are due at the time of rental or time of return



Each specific unit of a rental item is tracked by a unique rental ID that can be manually entered or automatically assigned. For example, if you have 25 bicycles available for rent, you would set up a single item for bicycles, and assign a different rental ID to each bicycle. You can then rent out each bicycle (i.e., each rental ID) individually, and CounterPoint will track the rental, the return, any deposit amount, and any late fee for that particular bicycle.

For each rental ID, you can also maintain:

- ✦ Description
- ✦ Date first rented
- ✦ Unlimited notes
- ✦ Original cost

Viewing Rental Status

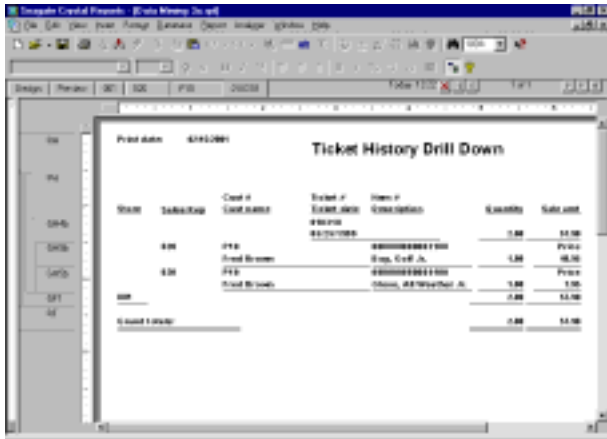
At any time, you can view the current status of each rental ID (available, rented, reserved, out-of-service, or inactive). You can also view information about its current rental (customer, rental

Crystal Reports

Crystal Reports is a valuable tool for defining your own reports and presentations of your business information. The **SQL Connection** provides you the tools you need to access your CounterPoint business records using Crystal Reports. (Crystal Reports is purchased separately.)

Crystal reports can be output to paper, to a file on disk, or viewed interactively on the screen. Interactive screen displays provide very powerful capabilities to view summarized information, then “drill down” for more detail in a particular subject area. Reports and displays can include text as well as graphical information, such as charts and images.

A complete listing of CounterPoint tables in “English” format is provided, along with linking information that is valuable for reports that require multiple tables. CounterPoint is installed with four sample Crystal reports. Reports designed using Crystal will appear automatically on the SQL Connection Menu (the same place where you can run Excel reports).



Year	Subtotal	Cost #	Order #	Item #	Quantity	Subtotal
2000	1.00	100	1000000000000000000	100	1.00	1.00
2001	1.00	100	1000000000000000000	100	1.00	1.00
2002	1.00	100	1000000000000000000	100	1.00	1.00
2003	1.00	100	1000000000000000000	100	1.00	1.00
2004	1.00	100	1000000000000000000	100	1.00	1.00
2005	1.00	100	1000000000000000000	100	1.00	1.00
2006	1.00	100	1000000000000000000	100	1.00	1.00
2007	1.00	100	1000000000000000000	100	1.00	1.00
2008	1.00	100	1000000000000000000	100	1.00	1.00
2009	1.00	100	1000000000000000000	100	1.00	1.00
2010	1.00	100	1000000000000000000	100	1.00	1.00
2011	1.00	100	1000000000000000000	100	1.00	1.00
2012	1.00	100	1000000000000000000	100	1.00	1.00
2013	1.00	100	1000000000000000000	100	1.00	1.00
2014	1.00	100	1000000000000000000	100	1.00	1.00
2015	1.00	100	1000000000000000000	100	1.00	1.00
2016	1.00	100	1000000000000000000	100	1.00	1.00
2017	1.00	100	1000000000000000000	100	1.00	1.00
2018	1.00	100	1000000000000000000	100	1.00	1.00
2019	1.00	100	1000000000000000000	100	1.00	1.00
2020	1.00	100	1000000000000000000	100	1.00	1.00
2021	1.00	100	1000000000000000000	100	1.00	1.00
2022	1.00	100	1000000000000000000	100	1.00	1.00
2023	1.00	100	1000000000000000000	100	1.00	1.00
2024	1.00	100	1000000000000000000	100	1.00	1.00
2025	1.00	100	1000000000000000000	100	1.00	1.00
2026	1.00	100	1000000000000000000	100	1.00	1.00
2027	1.00	100	1000000000000000000	100	1.00	1.00
2028	1.00	100	1000000000000000000	100	1.00	1.00
2029	1.00	100	1000000000000000000	100	1.00	1.00
2030	1.00	100	1000000000000000000	100	1.00	1.00

WAN/WORKGROUP Overview

Wide-area networks (WANs) allow users at remote sites to run CounterPoint from a single server, connecting to a single database. The **WAN/Workgroup Option** provides features to support the unique requirements of a WAN or Unix environment.

Let's say your WAN server is in Miami and your West store is in Los Angeles. You can configure CounterPoint so that your Los Angeles users only see West inventory, have their own series of West

order numbers and P.O. numbers, and operate on Pacific time. This is accomplished using “workgroups”.

Workgroups

A workgroup is a way to define users who have similar requirements. For example, all Miami users are associated with the South store/location, and all Los Angeles users are associated with the West store/location.

Each workgroup has its own set of control files with its own location, store, profit center, order numbers, P.O. numbers, etc.

A workgroup may have a “local time offset” so that your Los Angeles users will see screens and reports in Pacific time instead of Eastern time.

WAN Security

Environment variables allow you to configure the Miami workstations so that they can only use the workgroup for the South store/location.

You can also restrict unauthorized users so they can only process transactions for their own store/location.

Offline Ticket Entry and WANs

When your communication lines go down, your WAN will not function. For Windows systems, the **Offline Ticket Entry Option** lets you continue critical Ticket Entry functions when the WAN server is inaccessible or not operational.

To continue operations locally (like in Los Angeles), the **Offline Ticket Entry Option** uses local copies of the critical data files, such as items, customers, etc.

You can send periodic net changes for the Item, Inventory, Serial, and Customer files to keep the Los Angeles workgroup up to date. This approach to transmitting net changes (only the information that changed since the last transmission) for specific locations is similar to that used in polled Multi-Site environments.

WIRELESS

With the CounterPoint **Wireless Option**, you can run CPWireless (a scaled-down version of Coun-

terPoint V7 designed for PDAs) on handheld, wireless PDA devices. Update your CounterPoint system in real-time from the sales floor, the warehouse, or even the parking lot. With the Wireless Option, you can enter mobile tickets (line-busters), receivings, transfers, price verification, price updates, physical count, and more.

CPWireless extends your CounterPoint system to handheld, wireless PDA devices. PDAs connect to CounterPoint using 802.11 wireless technology. Your in-house CPWireless Web Server manages communications between the handheld PDAs and your CounterPoint system.

Compatibility

CPWireless is compatible with handheld devices running the Palm or Pocket PC operating systems. CPWireless works with CounterPoint on Windows, Unix/Linux, and NetWare systems. Both manual entry and barcode scanning are supported.

Mobile Tickets

Mobile Tickets provides “line-busting” functionality and allows your sales people to walk the floor with the customer to provide mobile customer sales and service—without being tied to the checkout register.

The Mobile Tickets application lets you create Hold tickets that can be quickly looked up and retrieved at a CounterPoint workstation. Setup options allow Hold tickets to have either sold or ordered lines. Mobile Tickets is valuable for many types of businesses, including service-oriented retailers and/or retailers with large floor areas, such as lawn/garden centers or department stores.

Item Functions

Basic item lookups and inquiries are available using manual or scanned entry, by item number, barcode, vendor item number, or a variety of keyword lookup methods. You may enter Price-1 changes for the Stocking and Alternate units. You can see quantity-on-hand information and enter a “quick count” to create a physical count transaction to correct inventory. You can also create tags for printing later in CounterPoint.

Receivings

You can use CPWireless devices to process receivings and update your CounterPoint **Purchasing** and **Inventory** records. This feature allows you to receive purchase orders, add lines to purchase orders, update prices and costs, receive P.O.s, and even create tags for received items directly from your CPWireless handheld device.

Physical Count

You can use CPWireless to perform a physical count and upload your physical count data into CounterPoint for review and posting. Physical counts can be performed either by scanning the counted items or by entering the item numbers and quantities. CPWireless simplifies taking inventory by removing the process of writing down physical count quantities and manually entering the data into CounterPoint.

You can configure CPWireless to automatically create physical count transactions for counted items. You can also configure CPWireless to track physical counts for particular zones (areas of inventory in your warehouse or stocking location) so you can more easily audit your physical counts.

Only authorized users can upload physical count data and review, edit, and upload the physical counts entered by other users. Other settings determine whether users can view on-hand quantities for the items they are counting.

All CPWireless physical count entries that are uploaded to CounterPoint are also stored in an external audit file. Authorized users can review this file from within CPWireless or export it to a third-party application, such as Microsoft Excel, for sorting and analysis.

MULTI-CURRENCY P.O.

Full support is provided throughout **Purchasing** for multiple foreign currencies. Define a “home currency” for your company and a default “P.O. currency” for each vendor. Each P.O. has a “P.O. currency” and exchange rate. Miscellaneous charges can be entered using either the home or P.O. currency. P.O.s can be vouchered using either the home currency or the P.O. currency.

P.O. Costs

Throughout CounterPoint, P.O. costs are presented in terms of the P.O. currency—purchase requests, receivings, adjustments, history, and other views and reports reflect the P.O. currency. P.O. costs are presented in home currency when appropriate, or when multiple P.O.s are presented at one time.

BASIC ACCOUNTING

Overview

The **Basic Accounting Option** adds Accounts Payable, General Ledger, and Check Reconciliation to your CounterPoint system. **Basic Accounting** is designed to meet the entry-level accounting requirements of a small business.

Basic Accounting is fully integrated with your existing CounterPoint system to give you better control over your business:

- ✦ Issue Accounts Payable checks to the same vendors you use for **Inventory** and **Purchasing**.
- ✦ Use the same accounts for General Ledger that you use for other CounterPoint functions.
- ✦ Produce financial statements in General Ledger from the distributions created by other CounterPoint functions.
- ✦ Define bank accounts to report information from Accounts Payable checks, bank deposits, and Check Reconciliation entries.

Basic Accounting does not require you to run any month-end or year-end processes. You can optionally restrict transactions that are outside of the current year.

Accounts Payable

Use Accounts Payable to record invoices (create new payables) and track monies owed to your vendors. You can subsequently process payments and issue computer-generated checks to pay those invoices. You may also record payments made using manually issued checks and/or credit cards.

Payables may be entered manually (typically for non-inventory expenses) or vouchered from received purchase orders (for inventory).

Enter an invoice and issue a check in a single, simplified transaction. You can even cut a check to a miscellaneous vendor on-the-fly, without creating a new vendor.

A variety of views and reports are available to manage your unpaid invoices, and to see detailed history of invoices, payments, and discounts for both unpaid and paid invoices. You can also view Monthly history for purchases from and payments to your vendors. Reports include the Vendors list, Open Items, Aging, Cash Requirements, Cash Planning, Unvouchered Receivings, G/L Reconciliation, Vendor History, and 1099 reports.

General Ledger

Use General Ledger to define your chart of accounts and classify accounts for financial reporting purposes.

Distributions from CounterPoint functions are easily interfaced to create journal entries. You may also enter journal entries manually or import transactions from an external file.

You can view and report detailed General Ledger activity for current and prior years, or view monthly summaries.

You can use the pre-defined financial statements for Balance Sheet and Profit & Loss reporting to show the current month and year-to-date information. You can also define your own statements for current or prior years and compare the actual results to budgets, variances, and percentages. Statements may be printed or exported to a spreadsheet.

Other reports include the Trial Balance, Distribution, Budgets, and Journal Entry History report. Users who require advanced financial reporting can use the **SQL Connection Option** to extract financial information.

Check Reconciliation

Check Reconciliation accepts and reports check-book activity from Accounts Payable and deposit detail from CounterPoint's **Payment History / Deposits History**. You can also use Check Reconciliation to manually record deposits or other checking account activity, such as withdrawals, service charges, interest, adjustments, or transfers.

Complete checkbook activity details can be retained for multiple bank accounts.

Check Reconciliation provides the ability to group and mark checks that have cleared the bank so that you can reconcile your records to your bank statement.

Reports include the Checkbook History report which shows detailed activity for each bank account and includes beginning and ending balance, deposits, checks, service charges, etc, and the Reconciliation report which presents cleared items, outstanding items, beginning/ending balances, and discrepancies.

Data Conversion

If you are moving to **Basic Accounting** from a third-party accounting package, you can use CounterPoint's built-in utilities to convert General Ledger activity detail, Accounts Payable unpaid invoices, and Accounts Payable paid invoice history. Data can be upgraded from a properly-formatted comma-delimited file (which can be created using Excel or other tools). Data can be upgraded directly from Microsoft / Great Plains (RealWorld) Classic V8/V9 and the RW2000 series, without using a comma-delimited file.

CounterPoint integrates with a number of excellent, third-party accounting products and Synchronics is committed to continuing support and compatibility for the most popular third-party products. **Basic Accounting** offers you another choice—allowing you to choose a fully integrated, single-source solution for your accounting needs. You can even choose to use **Basic Accounting** Accounts Payable and a third-party General Ledger.

ADDITIONAL TOPICS

CounterPoint may be configured to offer a choice of operating environments. Synchronics additional products and services complement those of our Authorized Dealers.

SYSTEM CONFIGURATION

CounterPoint is available in single-user and multi-user versions, and operates in a single-site or multi-store environment. Configurations are available for Single-Sites, Multi-Site Hubs, Remote Store Satellites, and P.O. On-the-Go laptops.

CounterPoint is hardware-independent and takes an open-architecture approach to ensure compatibility with a variety of computer platforms and point-of-sale peripheral devices.

CounterPoint functions well in a wide variety of operating environments, including Windows, NetWare, Unix/Linux, and Citrix. CounterPoint runs on workstations running Windows 95/98, NT, XP, or 2000, either standalone or attached to a network.

Minimum equipment configurations are shown below for these environments.

Minimum Requirements

- ☞ CounterPoint is a 32-bit product.
- ☞ The minimum recommended CPU is a Pentium. The minimum supported CPU is a 486.
- ☞ Supported Windows workstations include Windows 98, NT, XP, and 2000. Minimum memory for a Windows workstation is 32MB (or whatever is required to run Windows comfortably).
- ☞ In a multi-user environment, supported servers include NetWare, Windows NT, 2000, and 2003 Server. Minimum memory for a server is 64MB. A server running Windows NT or 2000 can also function as a workstation.
- ☞ Supported Unix/Linux systems include SCO Open Server, Red Hat Linux, and SCO UnixWare.
- ☞ Pervasive.SQL V8 is included as part of CounterPoint for Windows and is required for proper operation. Unix/Linux systems do not use Pervasive.

POINT-OF-SALE PERIPHERALS

CounterPoint supports a wide range of peripheral devices. An open architecture ensures compatibility with equipment from a variety of manufacturers. Supported connection methods are indicated for each device.

S = Serial connection

P = Parallel connection

K = Keyboard-transparent

- ☞ **Programmable keyboards (K)**—Specialized keyboards are useful for simplified data entry. They may be used in place of or in conjunction with standard alphanumeric keyboards.
- ☞ **Barcode readers and scanners (K)**—Scanners allow high-speed, accurate input of inventory items. They can also be used to scan in other barcoded information such as order numbers, customer numbers, etc.
- ☞ **Magnetic stripe card readers (S, K)**—Track 1 and Track 2 magnetic stripe card readers are supported for credit card authorization. Keyboard-transparent card readers may also be used for identifying employees or customers.
- ☞ **Check readers (S, K)**—Check readers may be used in conjunction with check processing to pass MICR information to the processor.
- ☞ **Handheld data-collection terminals**—Data collected by portable data-collection terminals may be transported to the system by various methods. CounterPoint can import text files for physical counts, adjustments, P.O. receivings, remote checkout, gift registries, etc.
- ☞ **Invoice and Receipt printers (S, P)**—Various types of printers are used to output user-defined forms for printing receipts and invoices, validating checks, and printing other documents.
- ☞ **Cash drawers (S, P)**—Cash drawers can be connected directly to the computer's serial or parallel ports, or through a point-of-sale printer with cash-drawer kickout ports.

- ☞ **Handheld wireless PDA devices**—Connect wireless handhelds to your CounterPoint system to enter mobile tickets, receivings, physical count, and more.
- ☞ **Touchscreen monitors**—Any Windows-compatible touchscreen monitor works with CounterPoint.
- ☞ **Customer pole displays (S, P)**—These devices display change due and can also display sale amounts, item descriptions, and prices.
- ☞ **PIN Pads (S, K)**—PIN Pads are required for debit card processing. Support is provided for the Verifone series 101, 201, 1000, and 2000 models.
- ☞ **Modems (S)**—Modems are used for credit card and check authorizations and for polling environments. For credit card processing in a Unix/Linux environment, a single modem may be shared by multiple workstations. In a Windows environment, each workstation requires its own modem, or the **Modem Server Option** may be used to share modems.
- ☞ **Weight scales (S, K)**—CounterPoint may request a weight from a serial scale, or transmission may be initiated manually.

In addition to the connection methods shown, some Unix/Linux workstations provide support for a local printer output and/or the wedging of input devices between the terminal and the computer.

MULTI-SITE

Overview

Multi-Site capabilities are an integral part of CounterPoint, enabling a Hub and one or more satellites to operate independently during the day, and synchronize nightly by efficiently exchanging information. CounterPoint configurations are available for Multi-Site Hubs, Remote Store Satellites, and P.O. On-the-Go laptop systems.

Polled Multi-Site processing is an alternative to WAN Operations (see **WAN/Workgroup Option**).

Multi-Site Benefits

Multi-Site operation of multiple stores offers many benefits, including:

- ☞ Reliable, independent operations across multiple sites

- ☞ Cost-effective information exchange across sites
- ☞ Multi-location data integrity
- ☞ Automatic, unattended, remote-site updating
- ☞ Data remains synchronized across multiple sites
- ☞ Audit log of all activity
- ☞ Audit log of any errors along with recommended corrective actions

Unattended Nightly Processing

At each Satellite, as part of the normal end-of-day process, Multi-Site gathers and compresses the day's sales activities, purchasing/receiving activities, transactional activities, and any database changes into a Satellite transmission file. Nightly, the Hub polls each Satellite and retrieves its transmission file. (Alternatively, the satellites can call the Hub.)

At the Hub, **Multi-Site** consolidates the individual Satellite files and prepares a "packet" for transmission to the Satellites. This packet contains only the information that has changed, thus minimizing the amount of data that is transmitted. Packets include data changes due to activities such as sales, returns, receivings, and transfers, along with new inventory items, price revisions, new and changed customers, customer address changes, email messages, etc.

The Hub then polls and updates each Satellite. In the morning, every store is up-to-date with current information, and the Hub has complete and current accounting information for all stores. Logs documenting all overnight activities are created automatically at the Hub and the Satellites.

All of this is done unattended, overnight, with no operator intervention. CounterPoint provides batch and event controls to prevent duplicate and skipped transmissions. The Event History report presents the key events that take place in your Multi-Site system in a chronological order. The Operations Status report tells you whether your daily operations took place as expected, allowing simplified monitoring of historical activity.

Detecting Data Changes

Automatic change detection is built into virtually every data file. This means that CounterPoint can quickly and reliably identify every record that has changed and transmit only changed records during overnight processing.

Configuration

In a **Multi-Site** system, each site is an independent CounterPoint computer system, eliminating the need to rely on a dedicated communication link. The main location is a Hub configuration, with built-in support for some number of Satellites.

Capabilities are built into CounterPoint to simplify the implementation, monitoring, and maintenance of a multi-location system. Multi-Site utilities synchronize the Satellites with the Hub, and provide summarized or detailed reports of the contents of the transmission files and the overnight activity logs.

Operating Systems

Multi-Site works across multiple operating environments and allows the exchange of data between Windows and Unix/Linux systems.

Options

Most Options that are purchased for a Hub are automatically activated at the Satellites. Notable exceptions include **Credit Cards**, **SQL Connection**, and **Offline Ticket Entry** Options.

Communications

Multi-Site includes BLAST software for high-speed, error-correcting communications. BLAST allows automatic polling, automatic retry (when telephone lines are not functioning properly), and extensive diagnostic features.

An asynchronous modem and dial-up telephone line are required. High-speed modems are recommended to minimize transmission times.

The Hub initiates polling to obtain information from the Satellites. For systems with many Satellites, or with mobile Satellites, polling may be Store-initiated.

Internet Polling

Polling may also be performed via the Internet.

Internet polling is part of the standard overnight processing, following the existing conventions for Hub-initiated and Store-initiated communications.

Internet polling requires the purchase of Tactical Software's COM \ IP software to connect via IP address over the Internet and a reliable Internet Service Provider (either a direct or dialup).

Affected Applications

Virtually all of the CounterPoint applications are involved in **Multi-Site**. When an item is added at one site, it is automatically added at all sites. When a customer's address is changed, that change is updated everywhere.

Mail is transmitted to all sites. **Point of Sale** and **Order Entry** sales and orders are transmitted from the Satellites to the Hub. Purchase orders and transfers may be initiated at one site and completed at another site. **Timecards** information may be collected at the Satellites and forwarded to the Hub for consolidated reporting and processing.

Summary

Multi-Site is a field-proven solution for multi-location retailers and has been in use since 1988. **Multi-Site** ensures successful installations, proper system controls, data integrity, and satisfied users across multiple locations.

ADDITIONAL SERVICES

Synchronics offers services, training, technical support, and the CounterPoint User Conference to supplement the services you receive from your Authorized Dealer.

CPOnline

CPOnline is an ecommerce and Web-hosting service designed especially for CounterPoint merchants.

You can use CounterPoint to publish inventory information and pricing to your CPOne store with a minimum of effort and expense. Then, you can process and fulfill orders received online through CounterPoint. With CPOne, your inventory and pricing are always in sync.

Visit www.CounterPointOnline.com for more information.

CPGateway

CPGateway enhances credit card processing for CounterPoint merchants. With CPGateway, you can authorize credit card transactions over the Internet in less than two seconds.

CPGateway allows you to obtain card authorizations from your processor using the Internet instead of dialing out for each authorization. This

method is much faster and more reliable than dial-up communications.

CPGateway offers:

- ✦ Credit card, debit card, and check authorizations via the Internet
- ✦ Fast authorization responses—typically 2 seconds
- ✦ Faster settlement times
- ✦ Internet-based service (uses your Internet connection)
- ✦ Simple setup
- ✦ Economical fees
- ✦ Ease of use
- ✦ Reliability
- ✦ One Internet connection serves multiple workstations
- ✦ Compatibility with SMP (Synchronics Merchant Program), First Data North, Vital, and Lynk
- ✦ Automatic fallback using CPDialup

Visit www.CPGateway.com for more information.

CounterPoint Subscription Service

The CounterPoint Subscription Service (CSS) automatically keeps your CounterPoint system up-to-date. It is required during the first year, and is strongly recommended in future years to get the most out of your investment and minimize your maintenance costs.

With CSS, you receive all feature enhancements (updates and corrections) as they are added to CounterPoint, along with updated documentation supplements when applicable. Plus, you can access the CounterPoint Users Forum (CUF). CSS updates are shipped on CD two to three times a year.

CounterPoint Users Forum

The CounterPoint Users Forum (CUF) is the official forum for CounterPoint users to share questions, suggestions, and information with other users directly from the Synchronics website at forum.synchronics.com.

HelpDesk

HelpDesk provides supplemental telephone support to your company to help ensure the successful operation of your CounterPoint system. An annual HelpDesk agreement provides access to

telephone and email support whenever you need it—24 hours a day, 363 days a year!

Each plan includes a specific number of prepaid support hours. Ask your Authorized Dealer about signing up for HelpDesk to supplement the primary support services you already receive from your Authorized Dealer.

Training

Comprehensive training courses cover all aspects and features of CounterPoint and provide discussion for the best way to integrate features with your business.

Visit www.synchronics.com/training for training schedules and course descriptions.

CounterPoint User Conference

Join us for our annual CounterPoint User Conference (typically held in February).

You can meet the people behind the software, learn new things that your system can do (that you didn't know), and "talk shop" with other CounterPoint users. The entire Conference is geared toward helping you get more out of your CounterPoint system.

Visit www.synchronics.com/conference for more information.

www.synchronics.com

Visit our website, www.synchronics.com, for additional information on Synchronics products and services.

You'll find information about new features and software updates, as well as contact information, support resources, training schedules, and more.

Thank You

Thank you for your interest in Synchronics! We look forward to providing you exceptional products and services.

Call your Authorized Dealer today. Your Dealer will give you a free demonstration and show you how CounterPoint fits your business needs.