



Bookstore Manager

Technical Information Document

RMS Frequently Asked Questions

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Document Summary

Frequently Asked Questions regarding Bookstore Manager’s RMS software

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What do the following Error Numbers/Messages mean?

File Error 30 – The operating system has issued a hardware error. This is normally due to an inability to locate the server or a printer problem. A typical cause would be if the network goes down or a workstation is not logged onto the network properly. In the case of a printer, it could be out of paper or off-line. The remedy is normally to re-login the workstation or reboot the server and re-login all workstations. This error will sometimes note itself by an “Illegal Operation” error in Windows.

File Error 35 – The referenced file is missing. If seen in “ARSM”, it is probably due to running the program twice and is therefore, bogus.

File Error 39 – File is mismatched with the software. Typically occurs when BSMGR changes versions and the user does not run the appropriate conversion program.

File Error 93 – The referenced file is locked by another user and cannot be used by two users at the same time. If the file is “SLTAPExx” the probable cause is the user is trying to bring up point of sale twice on the same machine. A secondary cause is two users with the same REG_NUM or USER_NUM are using the same program. Reference the initial setup instructions on target line of the BSMGR icon and assign proper numbers.

File Error 98 – The referenced file is corrupt and needs to be rebuilt. Use DIAG from within BSMGR or VUTIL from outside BSGMR to rebuild the file. There is a web-cast on how to rebuild and prevent 98 errors.

File Error 99 – The record is locked by another user. An example of this occurs when one station has a particular item up in IVM with the ability to change any information while another user is selling the item at point of sale. The record cannot be made available to point of sale for changes until the user in IVM make it available either by saving the changes or canceling out of IVM. The remedy for this type error is not to leave records up in maintenance programs such as IVM and IVSO.

File Error 9D – This is a multi-store AcuServer error due to a temporary Internet socket error. Although occasionally expected to occur, if the problem persists it is probably due to long Internet delays from too many hops between locations, an MTU value that is set too high or a faulty router.

Class not registered - The user has attempted to run a BSMGR program that requires a Windows registry entry on the workstation. To remedy, in BSMGR, run the DIAG program and click on “Run REGOCX”. Alternately, the user should run the DOS batch file “REGOCX.BAT” on the PC receiving the error message. The batch file is easily run at each Windows BSMGR station off the BSMGR’s menu bar. Choose “Utilities” “Operating System”. Then type “REGOCX”. You should get the message “....succeeded” several times.

Bad Command or File Name – Your network administrator has not put the server’s ACU and ETC directories in the station’s environment or path per initial installation and setup instructions.

Setup and Printers

Can BSMGR use mix upper and lower case letters? Yes, by setting the environment variable “UPPER-CASE-ONLY” to “N”.

If I mix upper case and lower case, will capital “F” and lower case “f” be seen as the same letters for sorting purposes? Yes

If I am in a BSMGR program and want to temporarily jump to another program, do I have to go up to the menu or is there a shortcut? There is a shortcut. Press <Ctrl>Q and enter the program name you want to run.

Can I make my point of sale station go directly into point of sale and bypass the BSMGR menu system? Yes, change the word “MENU” to “POS” on the target line of the properties of the BSMGR icon.

Can I have multiple report printers in BSMGR? Yes. Consult the printer setup portion of the BSMGR manual.

Can I have a dedicated barcode printer? Yes.

Can I mix and match barcode printers and laser printers? Yes

Who can I get the BSMGR forms such as Checks and Statements from? Contact Paul Baker, Pennant Business Forms. Toll Free Fax: 1-866-204-9389. Phone: 1-325-893-3291

Can I order forms on my own? Yes, but make sure to follow the exact layout from our sample. BSMGR will not be responsible for misprinted statements. Note that most companies charge a setup fee for laying out the forms.

Does BSMGR support different type receipt printers? Yes. BSMGR supports most popular receipt printers. However, some special printing functions such as the printing of store logos are only supported on selected printers. Contact your sales representative for more information.

Can I password protect programs within BSMGR? Yes. In addition to password protecting System Maintenance, General Ledger, Accounts Payable, the Sales Journal and changes to the Inventory master file, the user can add a "Confirmation" code to any other BSMGR program. Refer to the BSMGR program "PASS" and the explanation in the beginning portion of the BSMGR manual on "confirmation to run program."

Do I have to use a mouse with BSMGR? No. In addition to the tab and shift tab keys, there are corresponding keystrokes that allow the user to jump around screens without using the mouse.

Is there online help available for BSMGR? Yes, for Windows. To access the help manual, simply press F1 within the BSMGR program that you need help on. The appropriate portion of the BSMGR manual is displayed to the users screen.

How do I change the number of the next invoice, gift certificate, special order #, or order entry number that BSMGR assigns? Use the program "CREATE".

How can I make the vendor #1 setting default to my correct vendor number? In other words, I want Zondervan products to always have "518" as vendor number one. Use the "PUBS" to set their default.

Why doesn't my mailing list reflect what the customer's actual purchases were? You're probably not running the daily close out procedure "SLTP".

Do I have to run SLTP? Yes, in addition to printing the cash register detail, it also posts mailing list activities and does other miscellaneous postings.

Can I have SLTP write to a file instead of a printer? Yes. SYS # 4006

Must I run SLIV? Yes it is critical in keeping your on-hands correct.

Is there a particular order to the A/R close out procedure? Yes, consult the BSMGR manual.

Is there a particular order to the G/L close out procedure? Yes, consult the BSMGR manual.

Are there BSMGR programs that need to be run periodically? Yes, consult section one in the BSMGR manual entitled "Periodic program to run."

Should customer names always go in last name, comma space first name? Yes

Do I need to use slashes when typing in dates in entry fields? No. BSMGR will re-display date fields with the appropriate slashes.

Accounts Receivable

What program do I use to change my stores interest rate and service charge for my past due accounts? ARHD

What program do I use to add, change or delete accounts in accounts receivable? ARM

What programs make entries into accounts receivable? ARE and SLAR

Charges made at point of sale are not posting to the customers accounts. Why? You must run the SLAR program to post accounts receivable activity made at point of sale.

When do entries made in “ARE” post to their accounts? Immediately

How do I look up a balance in accounts receivable? ARI

When I add customers into accounts receivable, can BSMGR automatically add them to my mailing list? Yes, you are given the option to do so after saving the new account information.

Can I associate customers on my mailing list with a particular church? Yes. Use the related A/R account field in MLM.

Is there a BSMGR report that will show me how many dollars were spent by mailing list customers who have a related accounts receivable number in MLM? Yes, MLT

Can I set up an account in A/R that will allow me to charge to people who bookkeeping has not yet setup an account for? Yes, use the A/R number “100001” and make the name “New Accounts”.

Can I have a dedicated invoice printer at point of sale? Yes. SYS # 4020, Consult the BSMGR for the printer setup.

Can I purge old A/R history? Yes, use “ARHU”.

Can I print delinquent letters to my past due customers? Yes use “ARD”.

Is BSMGR’s accounts receivable a balance forward or open item system? You may use either or mix and match on a customer-by-customer basis.

If I charge one of my past customers a service charge/interest do I have to change to change them all? No. You can differentiate between them in ARM service charge field.

Why does the A/R balance in ARHI not match their total invoices – credit memos – payments, etc? You’ve probably deleted A/R history at some time. A/R history is not used in figuring A/R balances.

Can I email customers their A/R statements and Invoices? Yes, with BSMGR optional email package.

Can BSMGR automatically assign A/R account numbers? Yes. When in add mode in ARM simply press enter at the account number field. When you save the record, BSMGR will issue and display their account number.

Can I make an A/R account tax exempt? Yes. Set their tax rate to “0” in ARM.

Where do I make the determination if an account is to be open item or balance forward? In ARM, However, once set you must use ARUL to change it.

Can I have separate Bill to and Ship to addresses in accounts receivable? Yes, use ARM

Can point of sale list any special instructions or people authorized to charge to a particular account? Yes, set up the appropriate fields in ARM. Point of sale will automatically display them.

Can I reprint an A/R statement from the previous month? You may reprint any statement from the previous month’s statements until new statements are created. Consult the BSMGR manual for “ARS”.

If a mistake has been made at point of sale, can I prevent that invoice or payment from appearing on their statement? Yes. Prior to posting with "SLAR" use the program "ARUL".

Can I merge history from one A/R account to another? Yes. Use "ARUL".

Can I send A/R statements via e-mail? Yes, using BSMGR optional e-mail package.

Inventory

How do I change my Bill to address on my purchase orders? Use "ARHD".

Can I have a different ship to address from bill to? Yes. SYS # 2090

Can two people receive with the BSMGR "IVPR" program at the same time? Yes

Do I need to set up a vendor in "IVVM" from every company I order from? No, only those vendors that BSMGR will be ordering from.

Can BSMGR help me to locate items that sell around the country but I don't keep in inventory?
Yes use "IVCR" and "IVDI" I.I.L. best sellers. We also have a web cast entitled "Using the Industry Information Loop".

Is there a list of supplier abbreviations used in the Christian Books and More® database? Yes, in the back of the BSGMR manual.

My on-order fields in IVM do not match my purchase orders. How can I fix that? Use the BSMGR program "IVD" option "Match Master file with Order file".

My Inventory file is not consistent on author spellings, Bible abbreviations, etc. Can BSMGR correct that? Yes, use "IVDC".

Can BSMGR assign the correct CPC codes to my inventory? Yes, use "IVDC".

Does BSMGR have a mechanism for keeping my prices current? Yes, "IVDC".

What is the consolidated database made up of? Christian Books and More, all contributing distributors and by option your stores inventory.

Does BSMGR provide me an out of print listing? Yes, view using "IVDI".

Can I use other databases such as Ingram's from within BSMGR? Yes, if they can provide it a format BSMGR can import. Note that other vendors normally charge for their databases. The program used to import the data is "MISCDATA".

Is there a way BSMGR can automatically reset my reorder levels based upon my sales history?
Yes. Consult the BSMGR manual on program "IVHR" and the web cast entitled "Turnover, why it's important and how to improve it."

I just totaled my inventory using IVT and the figures are way out of line. How can I find my error?
Consult the web cast entitled "Correcting erroneous inventory totals."

Why do all my sales show up in my MTD history totals? You're not running the IVHR monthly history roll.

Why do all my sales show up in week 1 of my history totals? You're not running the IVHR weekly history roll.

What is considered a good turnover? Generally speaking anything above 3.5 is considered a good turnover. Consult the web cast "Turnover, why it's important and how to improve it."

Can I exempt items from automatically resetting reorder levels? Yes, you can exempt by item, category or department.

Can I automate the IVHR history roll? Yes, by properly configuring the BSMGR program "SCHEDULE". Consult the BSMGR manual and the web-cast entitled "Using the BSMGR scheduler".

How to I look up an item in inventory? IVI

Do all CBA vendors support electronic orders and stock checks? No, but BSMGR supports all who do!

What is 'point to point' electronic ordering? It is when your computer sends the electronic order directly to the vendor's computer. Also, normally the vendor will send back an immediate confirmation of the order.

What is XNET? It one of the electronic data interchanges used by various vendors in our industry. It differs from the "point to point" method in that your computer sends electronic orders to a mail box on a 3rd party's computer. Periodically, participating vendors retrieve their orders via their electronic mail box. After processing the order, typically, within 1-24 hours the vendor will send a confirmation to a mail box set up in the store's name on the same 3rd party's computer. You may at that time electronically receive the confirmation to your computer. Currently, that 3rd party is GEIS and to use their system you must first contact MISG at (919) 406-8858 to get a mail box set up in your name.

Is there a procedure I must to through to begin electronically sending orders? Yes, you must have a SAN number and contact any vendor's for whom you will be sending orders and configure BSMGR.

What is a SAN number and where do I get one? A SAN number is a six digit number issued to your store that is recognized by all trading partners who accept electronic orders. Contact Bowker at "www.isbn.org" for information. Note they charge a one time fee for this service.

Can I associate a group of ITEM numbers in IVM such as commentary sets? Yes, we call this a "kit". By simply selling the Item number flagged as a kit, BSMGR takes out of the store's inventory each item associated with the kit. Consult the manual for IVM and IVKM.

Can I change what information prints on my price labels? Yes. Use SYS # 2066 & 2063

Can IVM create numbers for items that don't already have numbers assigned to them? Yes. Simply enter "999" as the Item number prefix and BSMGR will assign the item a unique 10 digit number beginning with 999.

I can assign my own number to items in IVM, but can I use characters other than numbers? Yes, but limit the characters to A through Z and 0 through 9.

Do most items have the same Min and Max? Yes

Does BSMGR support various dedicated barcode printers? Yes. Consult your sales representative for a listing.

Can I prevent BSMGR from printing price labels for special orders? Yes. SYS # 2064

Can I prevent BSMGR from printing price labels for low priced items in my inventory, etc? Yes, use IVM “skip labels” check box.

Can I change the main item number from a inventory record without losing the sales history? Use IVM “Chg/Merge Item #”.

Does BSMGR support massive changes and additions to inventory? Yes, use IVM and IVUL.

When I’m in IVM change mode, can I jump to another item without saving and going back to the Item # field? Yes, press F4 in any field.

When adding items in IVM, is there an easy way to duplicate information from the previous item I just saved? Yes, press the F3 at the description field.

What makes the Vendor #1 setup so important? This setting is critical to making work orders and purchase orders. If you ever order the product direct we strongly suggest that vendor 1 be the main supplier of the products. For more information refer to the “PUBS” program.

Can I set defaults for Vendor #2 and Vendor #3? Yes SYS # 2012 & 2013

Can I account for items sent out to churches on consignment with BSMGR? Yes, use SLOC in conjunction with the “Consignment” field in IVM.

What is will call? Items on will call are non paid special orders waiting to be picked up. **Does BSMGR support tiered pricing?** Yes through IVM’s secondary and tertiary prices.

What is the Model field for? Consult the Web cast on “Model”.

How is the “Multiple” grouping of IVM used? Consult the web-cast on “Selling counter cards and novelty items”.

Can POS automatically alert my front liners of related products such a leaders guides etc? Yes, by relating the said products using the IVM related products setting check box.

Do the related products have to be by the same artist or author? No.

Can I preset my reorder levels for items at the time I set the item up in IVM? Yes, up to six months worth using the “New Title Min/Max” check box.

Can I have more than one sale price for one item? Yes, you may have up to (5) simultaneous promotions.

Is there a way to account for lost sales due to not having the item in stock? Yes, use the “lost sale” button in IVDI to log the lost sale and the IVMS reporting program for reporting them.

How do I locate what purchase order an item has been ordered on? IVN

Can I ring up counter cards and novelties in point of sale without setting them up in IVM? Yes. Consult the web-cast titled “Ring up Counter Cards and Novelties”.

What is the easiest way to find out how my front list is selling? IVNT

What is the easiest way to pull all my outstanding special orders to one purchase order? IVO...”Pull all Special Orders”.

What is the difference between a “Vendor” type work order/purchase order and a “Distributor” type? A vendor type require the particular vendor be listed in the vendor #1 assignment of IVM or IVSO before including on the work order / purchase order. A distributor type requires the vendor be listed in either the vendor 1, 2 or vendor 3 settings. Also, if the “Validate Distributor” check box is un-checked, the vendor 1,2,3 assignments are ignored and the vendor for which the work order / purchase order is being made to is assumed to carry the product and the products needed will be included regardless of their particular vendor 1,2 or 3 settings in IVM or IVSO.

Can I assign my own purchase order numbers? Yes, in addition to the P.O. number BSMGR creates, you may also include a P.O. suffix. This suffix can be used throughout BSMGR to reference the purchase order.

How does BSMGR create purchase orders? An example of a BSMGR purchase order number is this 0307035281. The “030703” refers to the date the P.O. was made YYMMDD. The “528” refers to the BSMGR vendor #. The “1” signifies this is the first purchase order made for vendor # 528 on July 3, 2003.

Can I view outstanding purchase orders? Yes, use IVOO.

Can I get a print out for all items currently on sale? Yes, use IVOS.

Can I make custom reports for my inventory file that include any fields of IVM I want to include? Yes. Consult the BSMGR manual for the program “RPT”. Also, consult the Web-cast on “Custom Reports”.

Do I have to make a purchase order to receive products into inventory? No, you can directly add items to in-stock using “IVM” or by using “IVPR” “receive items by scanning no purchase order”.

Can BSMGR automatically send email notification to customers whose special orders have been received? Yes, with BSMGR’s optional email package.

Can BSMGR make suggested returns? Yes, IVR

Can I view items delete from Inventory or deleted special orders? Yes, use the archives! IVRC

Some of my special orders seem to add into will call and some seem to add into the on hand field. Why? Special Orders that have the check box “Committed” unchecked are assumed to be for stock and therefore not added into will call.

Why are the “Paid” check box and “Deposit” fields grayed in IVSO? These fields are updated via point of sale to prevent theft.

What program will give me a report of items that are special ordered frequently? IVSP

What BSMGR program will help me with my Sunday school standing orders? IVSS

Can I sort my inventory based on sales during a particular period? Yes, IVST

How can I total my inventory? IVT

Are their utilities in BSMGR for cycle counting? Yes, IVUL #1

Is there an easy way to move items from one category number to another? Yes IVUL # 5.

When I receive sale information for my catalog, what is the easiest way to update my inventory records? If your marketing group provides you a file, use the "PARABLE" program. If you do it manually, use IVUL #7.

Can I add missing titles from store xx to store yy? Yes, IVUL #20

If I failed to set up "PUBS" initially, can I reset my vendor #1 setting later on? Yes, assign the correct vendor setting in "PUBS" and use IVUL #16 to reset them.

Can I change vendor #2 or vendor #3's settings from one vendor to another? Yes IVUL #23.

Does BSMGR have a way of handling products brought into the store on consignment? Yes, consult the web cast entitled "Handling vendors who consign inventory".

I didn't use will call correctly for a while and now my will call numbers in IVM are wrong. How can I correct that? IVUL # 28

Is there a way to download my inventory to a laptop, take it to convention, return to the store and update my server for items added and purchase orders made? Yes, IVUL # 29.

Why do some of my vendor's purchase orders default to UPS ground and some Fed Ex? The default shipping instructions are different in IVVM.

Why do some of my vendor's purchase orders default to no back orders and some to accepting back orders? The default back orders instructions are different in IVVM.

Vendor numbers are hard to remember. Is there a way to use an abbreviation instead? Yes, set up the abbreviation in IVVM and use it whenever BSMGR asks for vendor #.

Can I cause a particular vendor's products set up in Inventory to default to a certain discount? Yes, set the vendors daily discount field in IVVM to the desired discount and make sure the vendor setting is correct in the "PUBS" program.

Can I associate a vendor with store buyer? Yes, use IVVM.

What program do I use to get suggested orders? Mainly IVWO but you can also use IVO.

Are there various ways and parameters that can be used in making suggested orders? Yes. Refer to the BSMGR manual for a complete listing.

Can I do multiple work orders at a time? Yes, consult the BSMGR manual and multiple vendor work orders.

Can I take inventory using a Palm Pilot? Yes, using a specific Palm™ handheld unit and BSMGR's Quick Count software.

Point of Sale and Sales Journal

Can I issue my customers barcodes to eliminate ask for their phone numbers at point of sale? Yes, refer to the "frequent buyer" portion of the BSMGR manual and the web-cast entitled "Using Frequent Buyer".

What is the maximum amount of line items on a single transaction at point of sale? 200

Can I save all the detail from every transaction at point of sale? Yes SYS #4003

Can I prevent a customer's A/R status from showing up at point of sale? Yes SYS # 4001

Can I turn off or on the printing of customer's credit card numbers on the register tape? Yes SYS #4002

Can BSMGR print the titles on the Z-tape for items sold as special orders even though they are not in my inventory? Yes SYS #4005

Does BSMGR support UCC coupons? Yes SYS #4010

Can I print my own message on the receipt printer? Yes SYS #4011

Can I log which front liners are skipping getting customers for my mailing list? Yes SYS # 4016.

If I want to refund gift certificates that have only 50cents left on them, how do I do that? SYS #4015

Can I turn off/on the prompt for mailing list information at point of sale? Yes #4017

Does BSMGR work with sound scan? Yes SYS #4018

If I'm a multi-store user, can I use gift certificates issued in one store in another? It depends. If the stores are connected then the answer is always. If not, they can be, but SYS# 4023 must be set to "N" in all stores.

How can I make POS turn off or on the prompting for check numbers? SYS #4025

If I have one cashier who stays with a register for long periods of time, how can I make POS remember who the cashier is so they don't have to keep entering their employee number? SYS #4026

Can I password protect POS? Yes, SYS #4028

Can BSMGR skip the asking of employee numbers at POS? Yes SYS #4027.

I have (3) registers but I only want (1) consolidated total tape. Can I do that? Yes SYS #4028

Can I print my video rental late policy on the POS receipt? Yes SYS #4029

Can I print my layaway policy on the POS receipt? Yes SYS #4030

Can I include/exclude the printing of Checks and Credit cards on my Z-tape? Yes SYS #4038.

Can BSMGR keep up and issue in-store coupons based upon my parameters for issuing coupons? Yes, SYS #4040

Can I print out my cost of goods on the SLTL z-tape? Yes SYS #4041

Can I scan Dayspring and Lawson Falle cards without putting them in my inventory? Yes, Refer to the webcast "Selling counter cards and novelties".

Can BSMGR support Canada's GST and PST tax? Yes, SYS #4045 and #4046

Will POS alert my front liners if a customer checking how has special orders to be picked up? Yes SYS #4051

Will BSMGR prompt and verify that I don't have any bad checks for a particular customer? Yes
SYS #4052

How long will BSMGR keep a void log for simple sales reversal? 7 Days. SYS #4054

Does Point of Sale support price poles? Yes, contact your BSMGR sales representatives for the particular models.

How do I set up point of sale to print my mail list privacy policy? SYS #4057

What is the difference between a line item discount and a sub total discount? A line item % discount only applies the % to the next item rung up. A sub-total % discount applies the % to all items rung up on the sale.

What is the difference between a "Tax Shift" and a "Global Tax Change"? A tax shift changes the tax rate for the next line item. Global Tax Change affects all items previously rung up on the transaction.

Can I make a sales department tax exempt? Yes. SYS / Cash register configuration.

Does BSMGR support Gift Cards? Yes

Is there a repeat key for department sales made in point of sale? Yes, SYS Cash Register Configuration.

What are the fastest ways to ring up a department sale at point of sale? Let's assume you want to ring up \$5 on department 7. The two fastest ways would be 500/7 and enter or 500 and press F7.

If I want to ring up an entire transaction at cost, can I? Yes type in "COST" and press enter for the first item. After that, all items rung up on that transaction will be priced at retail and discounted to cost.

How do I ring up a special order at point of sale? One way is by Special Order number. Simply enter "S" space and the special order number. Refer to manual or training CD's for complete details.

Can I disable a department key? Yes Sys Configuration – Cash register configuration

Does BSMGR support a touch screen at Point of Sale? Yes

What program do I use to reconcile my daily credit cards with my bank account? SLCC

Can I give refunds with a Gift Cards instead of cash? Yes

Can I use the video rental portion of BSMGR for checking out cassette tapes, etc? Yes

Is there a way in BSMGR to take products out of the store to conferences and account for them later? Yes. One option is our "Book table" software for which there is an additional charge. Another is the use the BSMGR consignment programs and its auto-ring function.

Can I use either the Item # or Secondary number from IVM at point of sale? Yes

Can I ring things up using the catalog number for IVM? Yes but there is a trick to it. At point of sale item number prompt, type "C" and then a space and then the catalog number.

How can I view a transaction rung up several days earlier? SLTR

I do allot of mail order business. Does BSMGR have a slick way of handling that? Yes, we have an option order entry package. Contact your sales representatives for details.

What is an open to buy system and how does it work with BSMGR? Watch the web-cast for using the SLFC program entitled "Sales Forecasting and Open to buy."

Can I put an entire Category or Department on sale? Yes, using the System configuration.

When I run SLT or SLP I have huge shortages. Why? You are not entering your daily deposits through SLE. Consult the daily close out procedures in the BSMGR manual.

Can I print out my outstanding Gift Certificate balances and Layaway balances? Yes SLGP

Must I use BSMGR's credit card program? No

Can I use BSMGR's credit card program and my own bank? Yes as long as your bank supports either "Vital" or "MAPP" and you have the appropriate BSMGR software.

How long does it normally take for BSMGR to get a credit card authorization? Using our dial up program 30-40 seconds but using our Internet program under 5 seconds!

Mail List

Where do I set up my default area code? SYS # 5001

My customer area codes have changed. Is there a utility to help me fix that? Yes. MLUL

Can I keep full detail for customer purchase history? Yes

Can I use the same telephone number for multiple mail list records? Yes

How many customer types can I issue through MLM? Each mail list record can have up to 8 codes. Valid codes are A through Z and 0 through 9. Each of the 8 codes are evaluated individually. Therefore, the eight codes ABCDEF89 are interpreted as the same as 9BCDEA8F.

Does it matter which telephone field in MLM gets the home phone, work phone, etc? No.

Must I get all the information on the customer screen or can I skip some of it? BSMGR does not require all the mailing list fields be filled in.

If I use the frequent buyer feature, do I have to give discounts? No

Will IVSO alert me if a customer has had shelved special orders in the past? Yes

If I flag a mail list customer as tax exempt, will point of sale automatically take off the sale tax?
Yes

What program do I use to extract names from my mail list? MLP

Can I export them to Excel? Yes

Can I determine which customers get labels printed based upon their sales history? Yes

How can I determine which areas of my town responded best to my catalog? MLZ

Can I email to my mail list customers automatically informing them in new products? Yes, using BSMGR's optional e-mail package.

Can I put Videos rental tapes on reserve? Yes, use VIM.

Can I print barcodes for my video rental boxes? Yes VIP

Miscellaneous

Is there a BSMGR utility that will safely delete temporary files in BSMGR? Yes. DELTEMP

Is there a BSMGR utility that tells me how many people are on my mail list or how many different items are in IVM etc? Yes. DIAG

The Record and Play a Macro seems to only work for UNIX. Is that correct? Yes. For Windows users we recommend acquiring a generic macro program that works within as well as outside BSMGR. Do a YAHOO or GOOGLE search using keywords "Windows" and "Macro".

The print screen function on the menu bar seems to only work for UNIX. Is that correct? Yes. For Windows users, we have included a shareware program called "PRINTNOW.EXE". It is located in the ETC directory on the server. If you load that program in the startup folder of each station, the print screen button will work on your windows station both from within BSMGR and outside it!

Where do I change my BSMGR pass codes? PASS

How do I set up the BSMGR scheduler? Refer to the Web-cast "Using the BSMGR scheduler".

What is the maximum number of sales departments and categories that can be used in BSMGR? BSMGR supports 48 departments and 999 categories.

What inventory accounting methods does BSMGR support and where do choose it? In SYS Config #2003, you can choose from LIFO, FIFO, Average, Weighted Average, or Normalized/Estimated. We recommend you watch the Web-cast on Inventory evaluation and cost of goods.

What credit card format does BSMGR support? The optional, integrated dial-up credit card program supports the MAPP format. The optional, integrated Internet credit card program supports the VITAL (VisaNet) format. If you are not using one of our optional, integrated credit card programs, you can use whatever format your third-party hardware/software supports.