Retalix BackOffice

Demonstration Instructions

Version 4.6.0

RBO Demonstration Instructions

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Retalix BackOffice Demonstration Instructions

Key Features and Architecture

Retalix BackOffice includes the following key features and components.

Architecture

- Open, client server architecture.
- Flexible network configurations.
- Applications written in C++, Powerbuilder and Visual Basic. Easy to modify and update.
- Written for Windows from the "ground up." No "porting" of old products.
- All ODBC compliant databases. Easily access and export data to other applications.

Item Management and Reporting

- Form and Grid views.
- User definable queries, sorts and filters and exports.
- Reports easily exported to spreadsheets, e-mail, etc.

RF / FM Hand-Held Terminals

- Support of Narrow Band and Spread Spectrum within the same system.
- Same Hand-Held Terminals can be used for Item Maintenance, Receiving and Flexible Data Collect.
- Retalix Pocket Office Hand-Held devices (Ipad, etc.).

Receiving

- Unlimited suppliers, allowances, charges, cost breaks and future costs.
- Standard and user defined adjustments and costs.
- RF / FM Hand-Held Terminal interface.

Integrated Label and Sign Printing

- Sign and Label package completely integrated to item file database.
- Supports any size or format label and card stock.
- Print from Item Maintenance or print complete batches.

Host Interface

- SIL – Standard Interchange Language
- Receive data from any SIL compliant source.
- Export batches in SIL format for import into another Retalix BackOffice system.
- Export of item movement and receiving invoices.

The Retalix Navigator

The Retalix Navigator serves as the main menu for Retalix. Some basic features of Navigator are:

- Menus can be customized by each user.
- Navigator can include other (non-Retalix) applications.
- Menu level security
- All of the Retalix applications contain extensive field level help. To demonstrate this feature:
  1. Open the Retalix Navigator (if it is not already open) by clicking on the desktop icon.
  2. Under the Retalix Back Office menu, click on the + in front of Utilities.
  3. Double click on the Parameters.
  4. On the Maintenance Tab of the Parameters screen, locate the field entitled Batch Keep Days. Place the mouse cursor over this field and left click one time. This places the cursor in this field.
  5. Right click the mouse one time on this field to show the field level pop-up menu. Choose Help from this menu. The help entry for this field appears. Steps 5 and 6 can be done for any field in any of the Retalix BackOffice applications.

Navigator Security

When you launch Navigator, you will be presented with a login screen. The default logins are: admin (bboey), 99 (bboey) and RBOUSER (rbo). Security for the navigator applications is accomplished via three applications; Security Group Maintenance, Security User Maintenance and Security Link User to Group. Group Maintenance is used to assign security permissions to groups and User Maintenance is used create the login names for logging in to RBO. Finally, you link Users to Groups to set the security by which the individual users will be governed. Users are permitted all the functions available in each group to which they are linked.

Security Group Maintenance

1. From the Retalix Navigator, click on Utilities.
2. Double click on Security.
3. From the File Menu, choose Open, Group Maintenance.
4. In the Group column, click to highlight a group to work with.
5. In the Application Name column, click the check boxes on or off to allow or restrict access to the application. Note: Highlighting some applications (such as Item Maintenance) will cause an Action Name column to appear. In these cases, entry to the application can be allowed, while individual actions within the application can be limited.

Security User Maintenance

1. From the File Menu, choose Open, User Maintenance
2. Click on the Insert Icon and type a new User Name, Full Name and Description

Security Link Users to Groups

1. From the File Menu, choose Link User to Group
2. Select the Group to which you wish to link the user(s) on the left
3. Click the Insert Icon and select a user from the drop-down list
4. Repeat step 3 for each user to link to the group
5. Repeat steps 2 and 3 for each group to which you wish to link users

ISS45 V8

When RBO is installed with ISS45 V8, the main menu system is ISS45 Office.

Basic Item Maintenance

Opening Forms or Grids and Performing Simple Searches

1. Open Item Maintenance Form View or Grid View from the Retalix Navigator.
2. The Specify Batch Information Dialog Box will appear. This is where batch information and apply times are entered. Choose Immediate Maintenance
3. Click the OK button.
4. A blank Item Form or Grid appears.
5. Do one of the following:
   - Enter the Item Number field and type a UPC or lookup number then press [Enter].
   - Press F4 then press [Enter] at any field to bring up all records on file.
   - Click the Simple Query Wizard button -  to see a list of indexed fields to query on
   - Press F4 and click into any visible field. Type a value and press enter to retrieve matching records

Advanced Searches – Building Queries

The build query function is used for more advanced searches. Suppose the user wants to see all the items in Department 101 with a POS price less than $1.00.

1. In Item Maintenance Form or Grid View, select Build Query from the Search Menu.
2. Click the Advanced… button
3. In the Build Query Dialog Box, an open row is displayed.
4. In the Column field, use the drop down list to select Dept Number.
   - Typing Dep will display the Department Number field
5. In the Operator field, use the drop down list to select =.
6. Click in the Value field and type 101.
   - Clicking the ellipse () will display a list of available departments.
7. In the last field in the row, use the drop down list to select And.
8. A second row is opened below the first.
9. In the Column field, use the drop down list to select Price.
10. In the Operator field, use the drop down list to select <.
11. Click in the Value field and type 1.00.
12. Click the OK button to start the query.

Sorting Data

The Sort Data function can be used to sort a group of records or a report by a particular value. To sort data in a query or report:

1. Generate a report.
2. Click the Sort Tab on the bottom of the Query Builder screen.
3. The Specify Sort Columns Dialog Box appears.
   - In the left side of the dialog box is a Source Data list. In this list are the fields *which can be used* to sort the report or query.
   - In the right side the dialog box is a Columns list. This list contains the fields *currently being used* to sort the report or query.
   - Clicking the Show All/Show Display button changes the list to All columns or only those on the report.
4. Drag and drop the field to sort by from the Source Data list to the Columns list.
5. Check or uncheck the Ascending check box to specify the sort order.
6. Repeat steps 4 and 5 for each column name to include in the sort.
7. Click the OK button. The system sorts the data in the report or query according to your sort criteria.

Basic Item Maintenance (Continued)

Customizing a Grid and Creating User Grids

Grids can be customized for a single session or customized and saved for use at a later time. The following techniques are used to customize a grid:

- Select Grid- click on edit column settings.
- Select Grid to modify
- Click Edit
- Click the columns to include on the left
- Click the >> button. Continue until all desired columns are selected
- Moving Columns – Click and drag columns on the right, up, or down to position them.
- Click save and exit when finished.
- Protecting Columns – Same as above.

Switching from Form to Grid

You may view items in either Form or Grid and switch between the two views.

- Open an Item Maintenance Grid Batch
- Query a group of items
- Click on one of the retrieved items
- Click on the Form icon -  - to see the form view of the item you have selected
- Click on the Grid icon -  - to return back to grid view

Mass Maintenance

Mass Maintenance lets you make the same changes to multiple records by entering the changes one time. To perform Mass Maintenance:

1. Open all records to change by performing a query. This is best demonstrated using Grid Maintenance.
2. Make the appropriate changes to one record.
3. Select Mass Maintenance from the Utilities Menu. You will be prompted to change all records in the data set.
4. Click Yes to perform the maintenance.
5. Select a new record to change and change one or more fields on this record
6. Without saving or changing to a different record hold down CTRL or Shift and select the current record and one or more additional records. Use standard windows selection methods – Shift-click for a range of records, CTRL-click for non-contiguous records.
7. Select Utilities > Mass Maintenance. You will be prompted to change the selected records.
8. Click Yes to perform the maintenance

RBO Price Management

Batch Manager

A maintenance batch can be opened, reviewed and modified after it is created by using the RBO Batch Manager. The following steps demonstrate this utility.

1. From the Navigator menu, open Item Form Maintenance and create three separate batches for the same item. Make each batch a temporary batch.
- Make the first batch a TPR with effective dates running from today to the end of the month. Reduce the price of the item 10 cents from the regular price.
- Make the second batch a Sale with effective dates running from today to the end of the week. Reduce the price of the item 10 cents from the TPR price.
- Make the third batch a Manager's Special with effective dates running from today to tomorrow. Reduce the price of the item 10 cents from the Sale price.
2. Open Batch Manager from the Navigator menu.
3. Point out the three batches just created and also note that expired batches appear in gray, current batches in green and future batches in yellow and batches that need attention appear in orange.
4. Double click on one of the batches just created to demonstrate the ability to reenter the batch. Return to Batch Manager.
5. Highlight each of the batches just created and stage each batch by clicking on the stage button on the tool bar. Ignore the batch until you want to stage it. Explain that ignored batches are ignored during the stage process. Proceed to the Release Manager section below.

Release Manager

The Release Manager is used to strategically release item maintenance to the POS. Follow the steps below to demonstrate the benefits of this utility.

1. From the Navigator menu, open Release Manager.
2. Explain that the items listed on the right side of the screen represent maintenance ready to be released to the POS. The item you changed in the previous exercise should be listed here.
3. Note the drop down menu at the top and explain how the items listed may be viewed in the various ways listed in the drop down menu. Also note that item signs may be printed by the view selected i.e. release and print signs by aisle, department, price reduction, etc.
4. Find the item you changed in the three maintenance batches among the items on the right side of the screen. Highlight the item and right click. From the pop up menu, choose Pricing Details. The three maintenance types and how each one affected the item are listed. Explain how the Manager's Special price "won out" when all comparisons were made by the system during the stage process.
5. Click on the Release button in the Pricing Details box to release the item maintenance to the POS.
6. Close Pricing Details and Release Manager and go to the POS to demonstrate the price change for the item (if POS is connected to the demo system).

Item Reports

There are a number of reports available in Item Maintenance that report on the Item File. Select the following Item File Reports from the Item Maintenance Reports Menu:

- Ad Markdown Report
    - Using Going In Retail
    - Using Regular Retail
- Inventory Report
- Promotion Sales Report
- Item Contribution to Sales or Profit Reports
- Item Reports
- Order Trigger Reports
- Pricing History Report
- Pricing Report
- Profit Report
- Status Flag Report
- Supplier Contribution Report
- Supplier Profitability Report
- Batch Contents Reports
- SIL Batch Error Report
- Movement History Reports

Customizing Reports

Once a report is brought to the screen, the same query and sort functions used in Item Maintenance can be used to customize the report. Additionally, sorting and filtering may be applied prior to running the report and a delimited export may be defined.

SIL

SIL (Standard Interchange Language) is a language defined and governed by the UCC (Universal Code Council). It is used to communicate information to, from, and within stores.

In Retalix BackOffice, your host system can use SIL to send maintenance to your store. There is very little to demonstrate related to SIL processing because the entire process is automated by the Retalix BackOffice SIL application. The SIL application processes SIL files, creating maintenance batches that can be automatically or manually applied.

The SIL application can also be used to export batches created at one store so they can be imported and applied at another.

- From Retalix Batch Manager, click on the left-hand column of any displayed batch
- From the Batch Menu, select Export to SIL
- Close the small status window when the progress bar completes and disappears

Label Printing

There are several methods for printing labels and signs:

- Printing for a single item from the Item Maintenance Form view.
- Printing a group of items from the Item Maintenance Form or Grid view
- Printing for an entire batch of items from Retalix Batch Manager
- Printing a group of staged items from Retalix Release Manager

Printing a Sign for a Single Item

1. Enter Item Form Maintenance from the Retalix Navigator and query single items
2. Click on the Label Print button on the toolbar. The Label Print Batching dialog box appears.
3. Choose the sign type (Request ID) and quantity and click the Print button.
4. The Information Added to Batch File box appears. Click Yes.
5. On a demo (unregistered) system, the Stylus Window will appear on the task bar at the bottom of the screen. Click on this window to open it. If a registration screen appears, choose to register later. Note: On a live system, the customer would not have to pull this window up from the task bar or answer any questions about registration. This step is only required in unregistered systems.
6. The Printer dialog box appears with a graphic representation of the sign. Click on the OK button to print the sign. The sign prints on the system printer.

Printing Signs for an Entire Batch of Items

1. Start Retalix Batch Manager
2. Choose one or more batches to print by clicking on left-most column.
3. From the Batch Menu (or the right-click, context menu) select Generate Tags
4. Choose the sign type (Request ID) and Quantity and Click OK
5. See steps 4, 5 and 6 in the previous section – Printing a Sign for a Single Item

Printing Signs from Release Manager

1. Start Retalix Release Manager
2. Choose the Price Change sort order drop-down list
3. Click on Decrease to see the items set to reduce in price
4. Click the Generate Tags icon - 
5. Choose the sign type (Request ID) and Quantity and Click OK
6. See steps 4, 5 and 6 in the previous section – Printing a Sign for a Single Item

Retalix BackOffice Receiving

These steps demonstrate how to create a receiving ticket at the server. This is generally accomplished via the RF/FM hand-held terminal. Note: The item numbers referenced in this example would need to be created in Item Maintenance prior to demonstrating receiving. A supplier and cost for each item would also need to be created.

1. From the Retalix Navigator, click on Receiving and double click on the Receiving entry.
2. From the File menu, click New.
3. Enter an invoice number.
4. Choose a Supplier from the Supplier field. Note: The supplier must have items associated with it. The items below are Frito Lay items.
5. Click the insert button on the tool bar.
6. Enter the following item numbers:
   - 2840001107 and press Tab, enter a quantity and then click the insert button again.
   - 2840001442 and press Tab, enter a quantity and then click the insert button again.
   - 2840001553 and this time press the Tab key and enter a quantity of 1. Click on the drop-down box in the Unit field and change the entry to each, then click to check the Return field. Click the insert button again.
   - 2840001580 and press Tab, enter a quantity and press Tab. Double click on the case cost field for this item. The Cost Info dialog box appears. Enter a Temporary Case Cost slightly less than the existing case cost and click OK. The adjustment was created for the item.
7. The invoice can now be finalized or suspended.
   - *To Create an Accepted Invoice*: From the File menu, click Finalize. In the Finalize dialog box, enter the same amount for the Supplier Total as the amount seen in the Invoice Total box at the top of the screen and click OK.
   - *To create a Conditionally Accepted Invoice*: From the File menu, click Finalize. In the Finalize dialog box, enter an amount for the Supplier Total which is more than $1.00 different from the amount seen in the Invoice Total box at the top of the screen and click OK. Choose Conditionally Accept at the Finalize dialog box. Note: The $1.00 balancing range for accepting invoices was set up in the Receiving Tab of Retalix BackOffice Parameters.
   - *To Suspend an Invoice*: From the File menu, click Suspend. The invoice is saved and can be retrieved later for completion.

Opening Invoices

To retrieve a previously Accepted, Conditionally Accepted or Suspended invoice:

1. From the Retalix Navigator, click on Receiving and double click on the Receiving entry.
2. From the File menu, click Open.
3. The Select Invoice dialog box appears. Select the type of invoice to list and click the drop down arrow to view the invoices of that type.
4. Choose the invoice to display and click OK.

Retalix BackOffice Receiving (Continued)

Receiving Reports

1. From the Retalix Navigator, click on Receiving and double click on the Receiving entry.
2. The following types of reports can be printed from the Receiving Reports menu:
   - Buy In Report
   - Buyers Report
   - Going In Going Out Gross Profitability
   - Invoice List
   - Invoice Summary
   - Invoice Ticket
   - Item Profitability
   - Price Book
   - Recap
   - Receiver Analysis
   - Supplier Cost Validation
   - Supplier List

To View Costs and Adjustments for Items

1. Enter Item Maintenance Form View and search for one of the Retalix BackOffice Sample Items.
2. Once the item has been retrieved, click on the Receiving Info Tab.
3. Cost and Adjustment information is displayed via the tabs on the right side of the form.

RF/FM Handheld Terminals

The Retalix BackOffice RF or FM handheld terminals (HHT) can be used for Item Maintenance, Receiving and Ordering functions. The following steps will demonstrate how to perform Item Maintenance with a Retalix BackOffice handheld.

1. Press [On/Off] to power on the HHT. The {ENTER} prompt appears on the HHT as it is ready to begin an application. Applications are 1-Item Maintenance, 2-Receiving or 5-Flexible Data Collect
2. Press [1] [Enter] to select FM Item Maintenance.
3. Enter your user name (as defined in Retalix BackOffice Security Maintenance) and press [Enter] when the {ENTER Name} prompt appears.
4. Enter your password and press [Enter] when the {ENTER Password} prompt appears.
5. Type 1 and press [Enter] when prompted for the Item Maintenance Parameter File Number to use. You can press [/] [L] [Enter] to view a list of the available parameter files, if necessary.
6. Enter the Batch Number to use and press [Enter] when the {ENTER BATCH NUM} prompt appears. If you select a batch that is already used, the system automatically assigns the next available batch number. You can also enter zero to assign the next available batch.
7. Enter the Batch Description and press [Enter] when the {ENTER BATCH DES} prompt appears.

8. The default (1) parameter file is set to Apply Immediately. If you chose another parameter file that is set to Apply Later:
   - Enter the Apply Date (in MM/DD/YY format) and press [Enter] when the {ENTER APPLY DATE} prompt appears.
   - Is this a temporary batch? (Y/N)
   - If yes, enter end date (if lowest price wins not enabled)
   - Enter priority code
   - Your entries are complete. The HHT shows you the current application, user, parameter file, mode, batch number, date, and time. Press [>] to scroll through the display. When the {ENTER Query} prompt appears, you are ready to begin performing maintenance.
9. Scan an item (which is in the database), or key enter one of the Retalix BackOffice Sample Items (See Section: Retalix BackOffice Sample Items)
   - To Change the Price: Press the Price Change button and key the new value.
   - To change another field value: Key the field number, then the [/] key followed by the new value.
   - To display an individual field: Type the [/] key followed by the field number and press [Enter].

   Some Item Maintenance fields you may wish to display or change are:

3 Supplier ID	9 Department	10 Item Description
81 Price Multiple	82 Price	95 Report Code
258 Last Regular Movement		300 Online POS Movement

10. When maintenance is complete, Key [/] followed by the [Q] key and press [Enter] to Quit.

Back Office Tasks

Tasks allow you to automatically initiate a variety of functions without being present. You can optionally define your own non-Retalix actions to include in a task using the maintenance utility. You can schedule a task to run at any time on any day. There are two steps involved in setting up task.

- The first step is to build the task using the Build Task function.
- The second step is to schedule a time and date for the task to run using the Schedule Task function.

To build and schedule a sample Task:

1. Click on Task from the Utilities Menu on the Retalix Navigator.
2. Click on the File Menu and choose Open, Build Task.
3. Click the Insert button on the toolbar and give the Task a name.
4. Press the Tab key or click the Add Action button to enter the field for the first Action to Run.
5. Choose an action to run; for example, AdMkDwn Goingin Detl. The Options dialog box appears. (Assumes a saved query exists)
6. To prepare, a query with sort and filter options for Ad Markdown should be created and saved.
7. Choose the output options for the report and click OK.
8. Click the Update/Save button on the toolbar to save the Task.
9. Click the File Menu and choose Open, Schedule Task.
10. Click the Insert button on the toolbar. The Select a Task dialog box appears.
11. Choose the Task previously built and choose OK. The Schedule box appears.
12. Choose the schedule options desired and click the Update/Save button on the toolbar. Close all open windows. The Task will now run at the time specified.

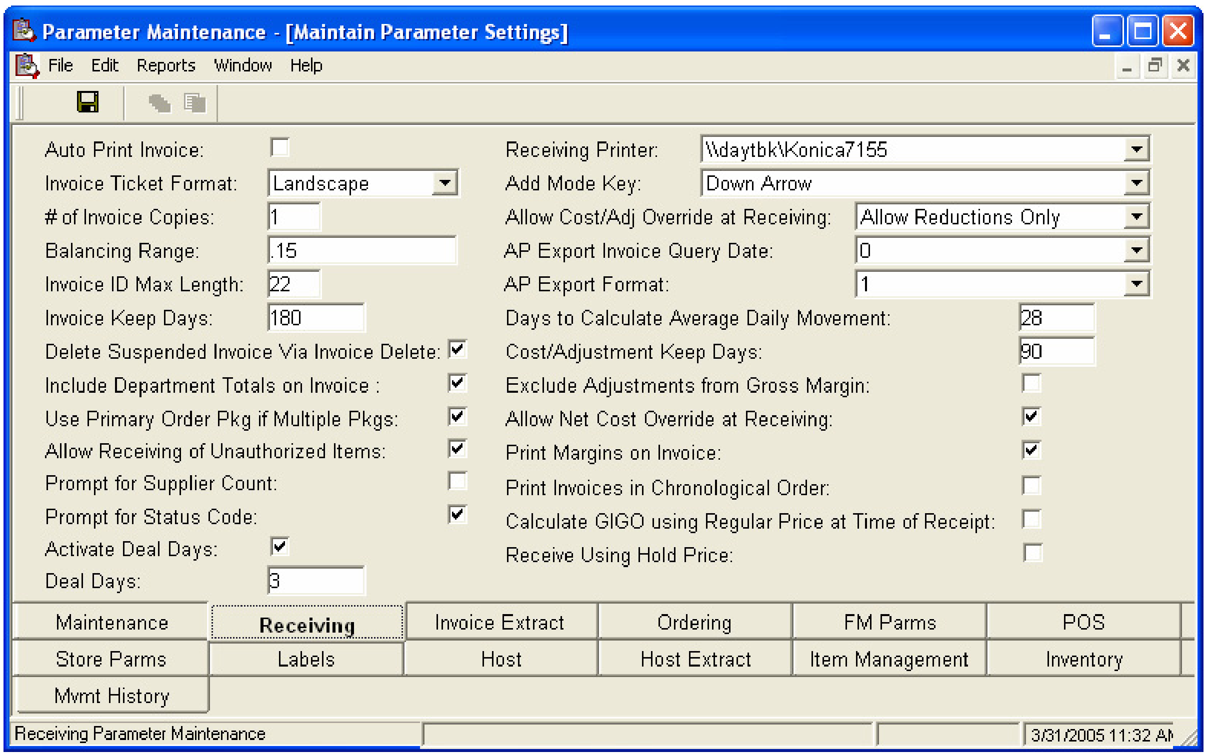
Preparing the Demonstration System

The following preparation steps must be taken for the demonstration instructions contained herein to function properly. Most of these steps apply to setting up the parameters and items in the system after installation of the RBO software.

Setting Up The RBO System Parameters

The RBO Parameters may be found in the Utilities Menu of Navigator. Open the Parameters application and set each field and tab as seen on the following screens. If a particular tab is not shown, there is no reason to adjust the default settings for that tab in your demo system.

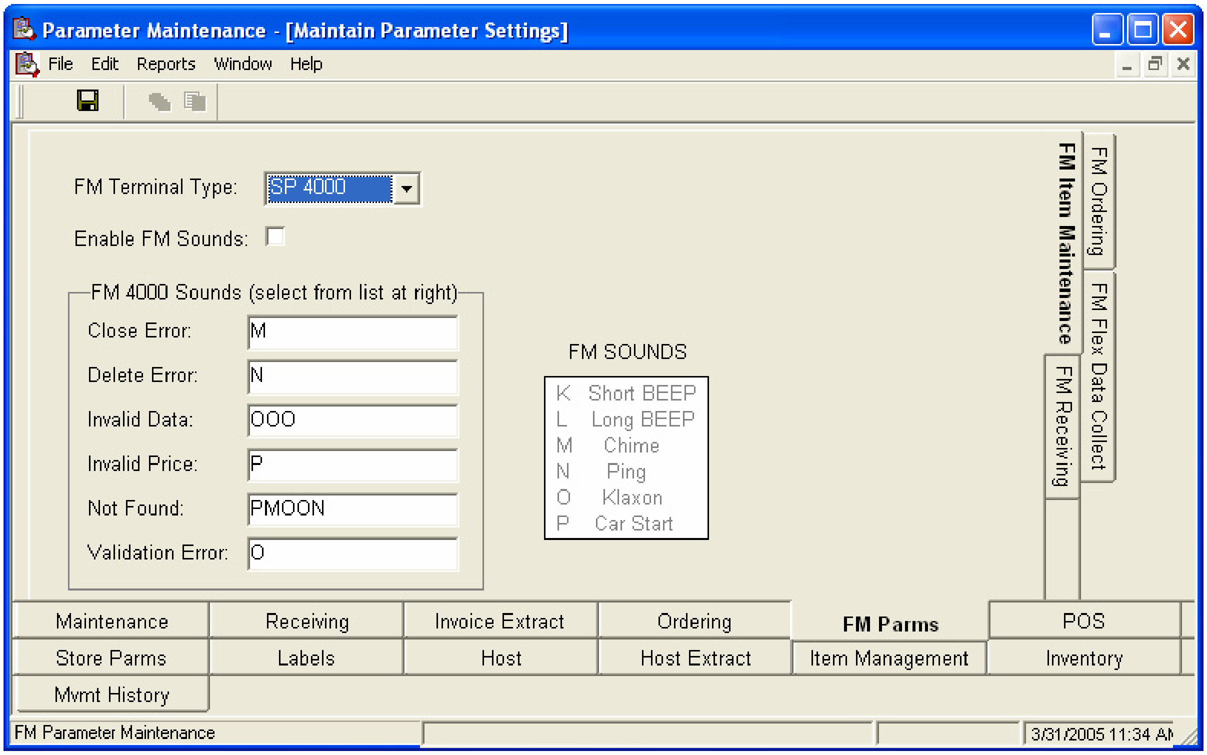
The Receiving Tab



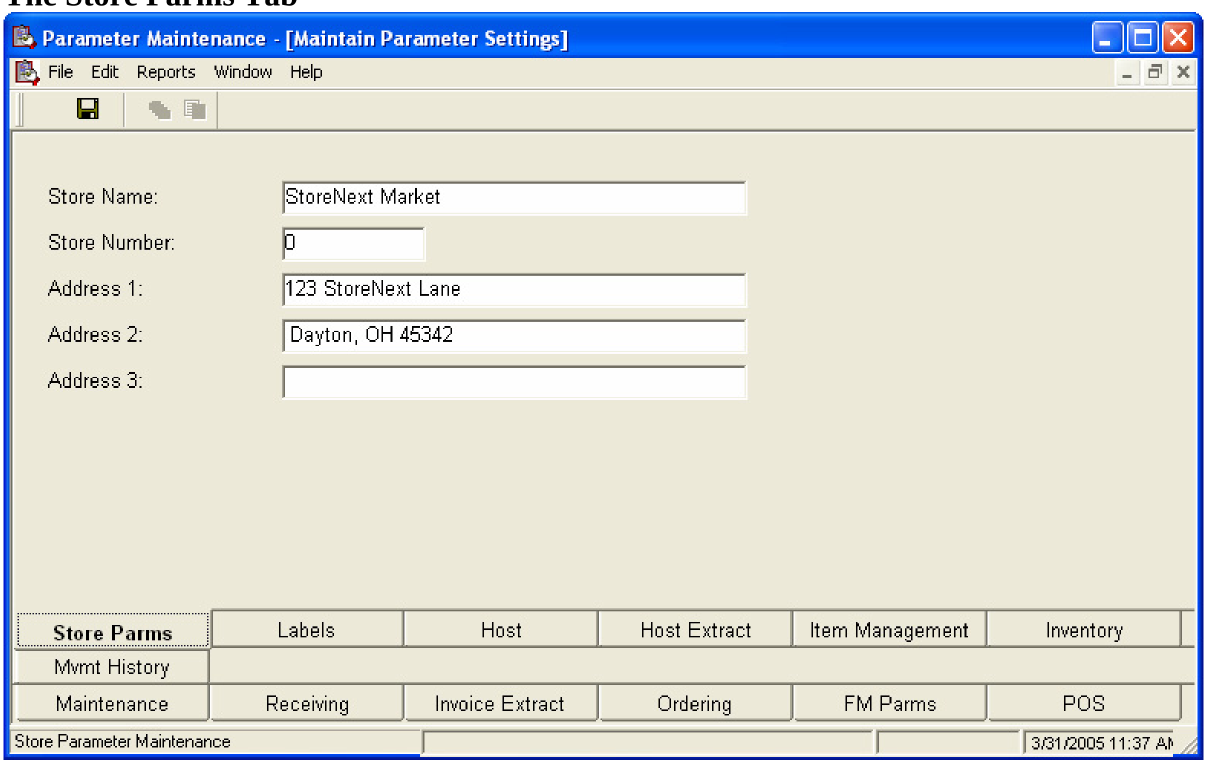
V8 Install in MFS1

V7 Install on MFS1 or MFS2

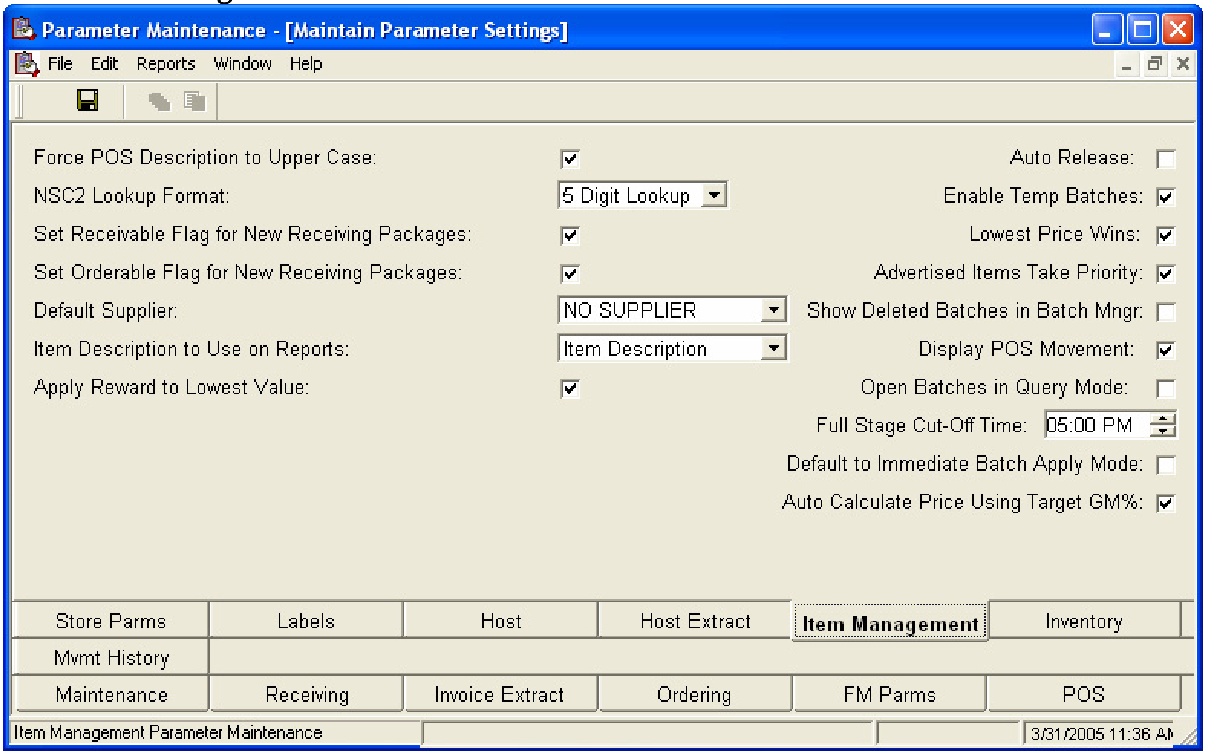
The FM Parms Tab



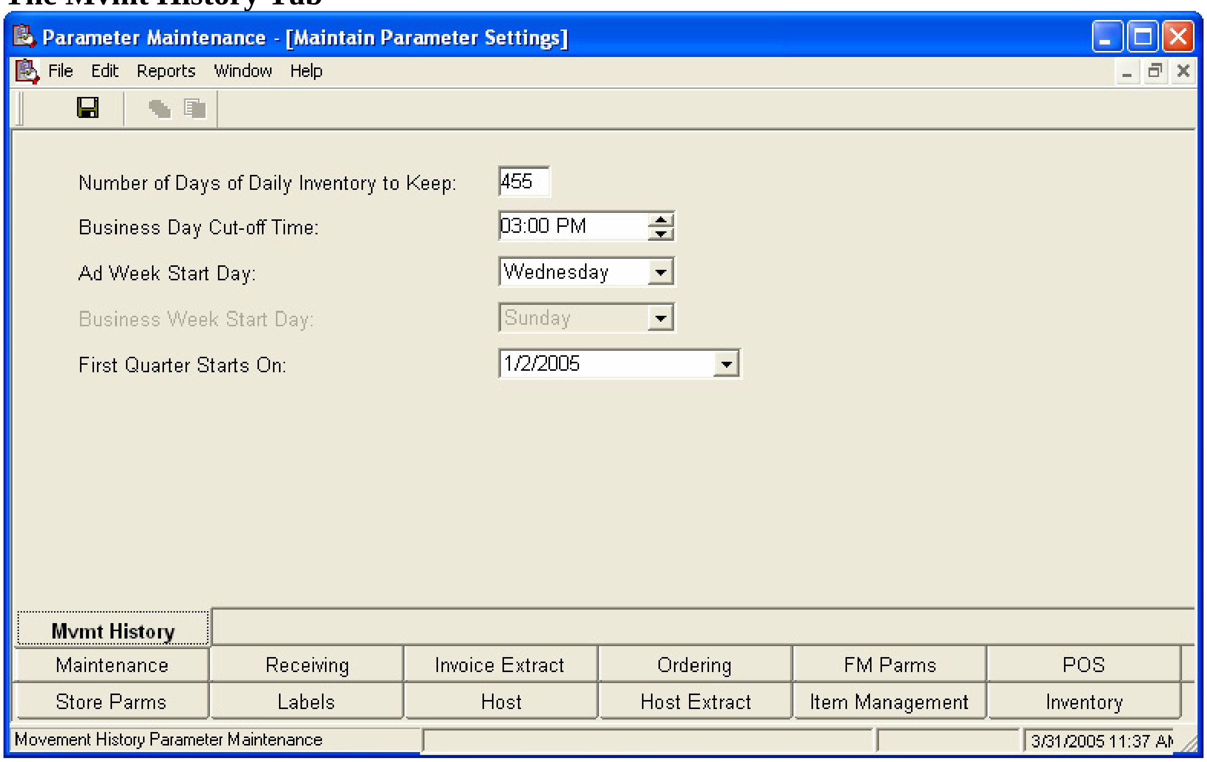
The Store Parms Tab



The Item Management Tab



The Mvmt History Tab



Setting Up The RBO Department and Item File

A sample RBO Department and Item File must be built before the full functionality of the system can be demonstrated.

The Department File

A single department must be created before items can be added to the system. The specifics of the department are not important for the demonstrations contained within this document. The department simply must exist so that items can be associated to it when they are added to the item file. If v8, departments are automatically updated from POS to RBO.

For instructions on creating a department in RBO, consult the Retalix BackOffice Users Guide.

The Supplier File

A single supplier should be created. The specifics of the supplier are not important for the demonstrations contained within this document. The supplier is necessary to add costs to the item and demonstrate the item receiving process.

For instructions on creating a supplier in RBO, consult the Retalix BackOffice Users Guide.

The Item File

The following items should be created in the RBO Item File:

- 2840001580 Fritos
- 2840001553 Totstitos Corn Chips
- 2840001442 Cheetos
- 2840001107 Lays Potato Chips
- 120130 Pepsi
- Any other items deemed appropriate to demonstrate to the customer.

For each of the items above, the following specific information should be entered:

- A price multiple of 1 and a reasonable price.
- A department.
- A report code of 20.
- A Supplier, Case Pack of 10, and a reasonable case cost (given the case pack of 10 and the retail price)

For instructions on adding items to the RBO item file, consult the Retalix BackOffice Users Guide.

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