DRS Add-ins
for Microsoft® RMS

DRS TenderView™ Help

J.D. Young and Anil Garg

Table of Contents

1   DRS TenderView Online Help

1.1   Welcome

TenderView provides a quick view of cash drawer amounts in POS. TenderView helps you quickly balance cash drawers during end-of-day closeouts without printing an X report.

TenderView is only installed on PCs where Store Operations POS is run.

You can use TenderView to:

- View summary totals by tender type
- View details by tender type
- View transactions by customer account
- Determine cashier activity by transaction
- View tenders with change activity
- Monitor cash totals to effect cash drops
- Balance a cash drawer without an X report
- Quickly locate tender errors by comparing tender counts
- Print a detailed cash drawer report to a report printer

Installation requires adding a custom POS button at each register station.

2004-2021 Digital Retail Solutions Inc. This work has been marked as dedicated to the public domain with CC0 1.0.

1.2   What's New

The following enhancements have been added since the initial release of **TenderView**.

By December 2021

- Removed licensing requirement, expiry date, and copyright restriction.
  This work has been marked as dedicated to the public domain with CCO 1.0.
  To view a copy of this license, visit: http://creativecommons.org/publicdomain/zero/1.0

January 2013

- Updated routine that adds custom POS button to set Style type based on RMS version
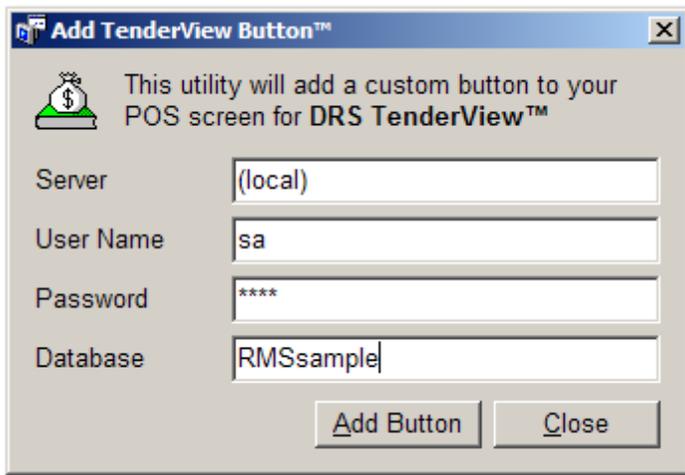
October 2012

- Changed default installation folder to support mix of 32 and 64 bit POS lanes
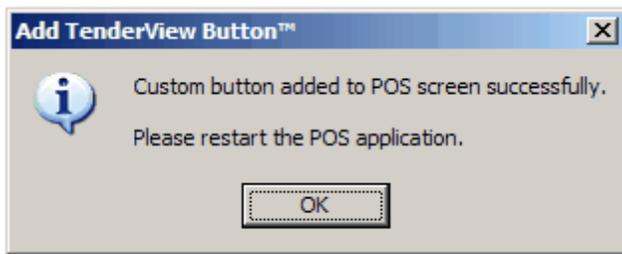
1.3   Configuration

1.3.1   Add Button to POS

If you did not perform this step during installation select **Start**, **Programs**, **Digital Retail Solutions**, **DRS TenderView**, **Add Button to POS**.

Click on **Add Button** and a confirmation will appear.

Exit POS (if already running) and return to POS. The Custom POS Button should appear on the right side of the screen.
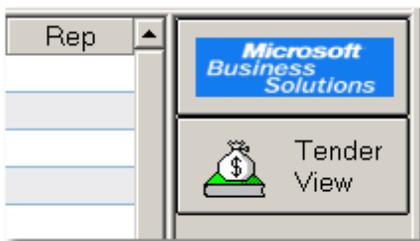
If Custom POS Buttons are not visible on your screen press **Ctrl-F6 Screen** and select the **Transaction Screen** tab. Check off the display option and enter a percentage relative to your screen resolution (typically 12-18%).
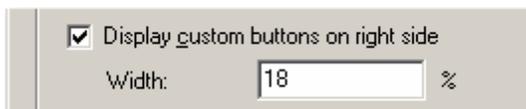
Click **OK** to display your settings.

1.3.2 ZZ Report

On a periodic basis you should run a ZZ report to clear the Z's at each register.

If your store operates multiple register shifts during the day, you might process a ZZ at the end of the daily shifts to summarize the activity for all shifts. Other retailers may prefer to run a ZZ on a weekly, quarterly, or annual basis.

To generate a ZZ report:

1. In the POS program, press **F5**.
2. Select **Print ZZ Report**.
3. Press **Enter**.

Store Operations prints the ZZ report to the receipt printer designated for the current register and closes the current batch number.

For details on ZZ report entries, press **F1 Help** in Manager or POS and search for "zz".

NOTE: A ZZ report has no effect on accounting data. It is simply a summary of all Z Reports run since the last ZZ Report.

1.3.3 Denominations (Cash)

To expedite the counting of coins and bills during the EOD procedure, we recommend defining cash denominations to create a Currency Calculator in POS. This will allow you to quickly count the drawer by cash type ('how many pennies, how many nickels, how many dimes.... how many ones, fives, etc.").

To add cash denominations to the **Tender Calculator** button, run **Manager**, **Databases**, **Tender Types** and select the tender entry for **Cash**, **Properties**. Under the **General Settings** click **Denominations**.
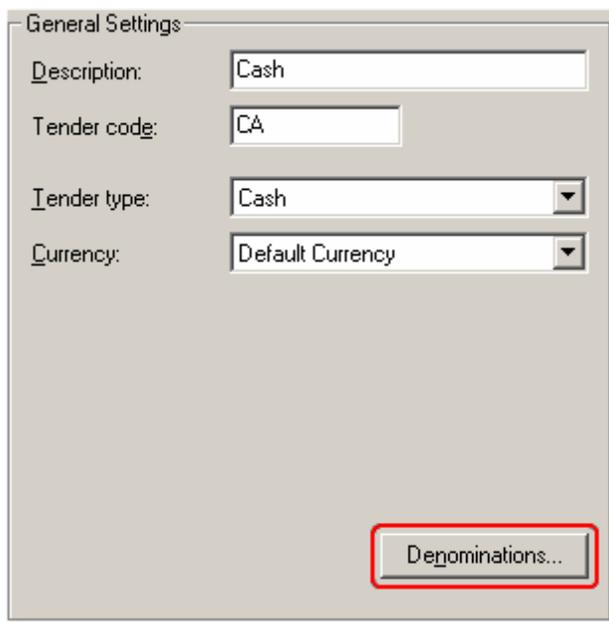
Now populate the table with your coin and bill values.

Example:
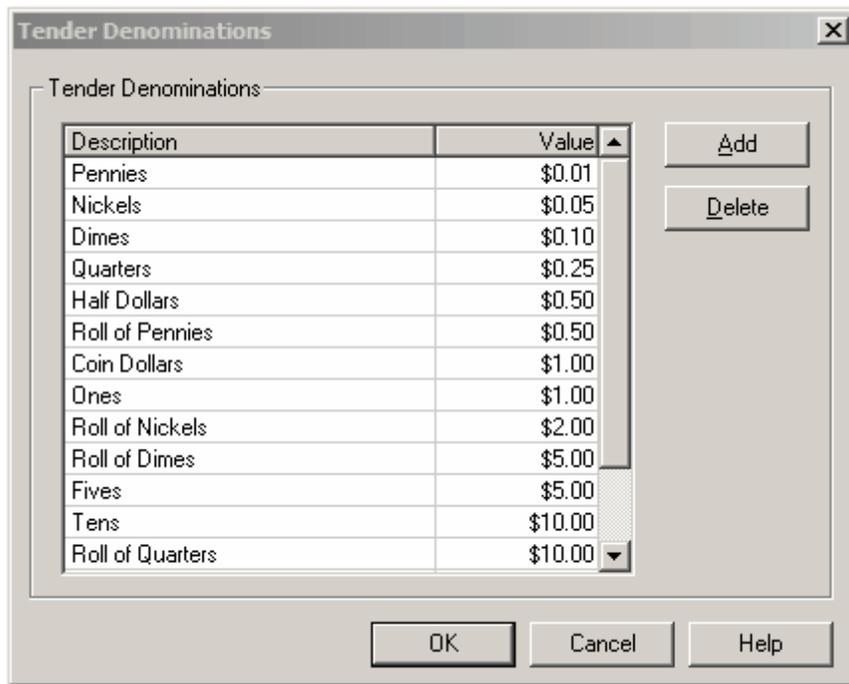
To access your defined denominations in POS, press **F5 Open/Close** and select **Enter opening amounts** or **Enter closing amounts**. If necessary, cursor to the tender for **Cash** and click the **Calculator** button.

TIP: To control the sort order of entries in the Currency Calculator, enter the sort order as you would like it to appear when creating your table entries. Alternately you can alphabetize the entries with a prefix, such as a-Pennies, b-Nickels, etc., and sort the column by Description.

1.4 Operation

1.4.1 View tenders

You can click on the TenderView button at any time to view the tender summary and detail. Normally TenderView is used at the end-of-day to help balance the cash drawer quickly.

When you click the TenderView button, the HTML invoice window in POS will display the drawer activity accumulated since the last Z out.

Example:

```
Print Report

                    TenderView™ for Register Number 1
                    Batch # 1 Opened on 02/21/04 7:47:20 PM

       Tender Type        #Trans      Tendered      Change      Net Total
       Cash                  25       $1,095.00     $297.70      $797.30
       Check                  1        $320.09        $0.00      $320.09
       Visa                   1          $5.20        $0.00        $5.20
       Discover               1         $66.10        $0.00       $66.10
       American Express       1        $175.30        $0.00      $175.30
       Total                 29       $1,661.69     $297.70    $1,363.99

       Cash Details:
       Trans #            Amount      Change Cshr#           Customer
       LAY#11             $100.00      $0.00    1      W.C. Cogswell
       LAY#11               $0.00    ($50.00)   1      W.C. Cogswell
       WO#14               $25.00      $0.00    1         Ken Racey
       WO#5                $60.00      $0.00    1       Mr Spendwell
       1                   $20.00     ($4.30)   1
       2                  $300.00    ($37.55)   1         Ken Racey
       6                   $20.00    ($14.80)   1
       7                   $20.00     ($9.80)   1    Cosmo G. Spacely
```

Note the total number of checks and credit slips that should be present in the cash drawer. Scroll down to view transaction details by tender type. You can match these counts alone to quickly reconcile a cash drawer. Check amounts can be verified on screen. If you are using RMS integrated card processing your credit and debit slips will match by default.

If you like to print this report to a report printer, click on **Print**.

Press **Esc** at any time to return to the POS screen.

TIP: Use the built-in Calculator function configured for Denominations to quickly count your Cash (how many pennies, how many nickels, how many dimes, etc.). See **Manager**, **Databases**, **Tender Types**, **Cash**, **Denominations**.

1.4.2   EOD procedures

We suggest the following end-of-day (EOD) procedures for a Store Operations user in a specialty store environment.

TIP: To print this procedure select the Print button above.

Generate a pre-close "report" by clicking on the **TenderView** button.

1) Ringout your register by pressing **F5 Open/Close**.

  a) **Enter opening amount** (starting till) if you have not already done so.

  b) **Enter closing amounts**
    - Use the **Calculator** button to count the **Cash** tender by denomination (pennies, nickels, dimes, etc)
    - Verify the check total by comparing the check amounts with TenderView check detail; enter the total if checks match

- Verify credit card total(s) by comparing the authorization slips by card tenders with the TenderView card details; enter the total if slips match

NOTE: If you are using RMS integrated card processing, the card totals should match by default. If you are using a terminal based system that prints totals by card type, you can compare the summary totals with the entries in TenderView.

c) Compare your closing totals with TenderView.

If the figures match, remove the cash amount indicated from the drawer minus the till. If short/over, review TenderView for problems, then press **F4 Journal** to locate any offending transactions. Use **F11 Recall** to **Void a transaction** if needed (then re-enter the corrected transaction).

d) **Print Z Report** to close the batch for the register.

Repeat steps a through d for all active registers.

NOTE: If you select the **Blind Closeout** option you can count your tills from in the back office using **Manager**, **Journal**, **Update Batch Info**, double click on **Batch #** marked **Blind Closeout**.

2) If you are using RMS integrated credit card processing, go to **Manager**, **Utilities**, **Settle EDC Batch**. If you are using 3rd party software such as PC Charge or IC Verify, you will need to settle that system (unless you use a card processor who offers auto-settlement).

3) Run whichever reports you prefer from the following 3 groups (Crystal, Active, or Custom).

Crystal Reports:
Option 1: **Manager**, **Utilities**, **Crystal Reports**, **Register Analysis Report**
This report will default to today's date and provide you with figures for your bank deposit or manually posted accounting entries. It summarizes the activity from your Z reports.

Option 2: **Manager**, **Utilities**, **Crystal Reports**, **DRS EOD Report**
Everything in the Register Analysis report plus summarized sales activity by dept and category, along with a PDF of accounting entry definitions.

NOTE: A summarized version of the DRS EOD Report (called DRS Sales Summary) can be run on a monthly basis. This report defaults to last month's data, but may be set for any date range.

Active Reports:
Reports, **Sales**, **Summary Sales (Daily)**
Reports, **Custom**, **Profit Report (Item Sales)**

Custom or Memorized Reports:
Custom reports can be created by DRS or your RMS reseller per spec. Memorized reports are report templates you have modified and saved yourself. Those reports then appear under **Reports**, **Memorized**.

The most valuable Custom report we've included with TenderView is the **Profit Report (Item Sales)**. This will list your COGS by item, by category or dept. You can drag whichever column you'd like to sort by to the left-most column. Use the Grouping icon in the toolbar to summarize up to 3 columns of data. Right-click and select Show/Hide to add/subtract additional data to your report. When you have the report looking the way you want, click on the Diskette icon in the toolbar to save your settings in a Memorized report.

4) Optionally post your closed batches (accounting activity) to the General Ledger package of your choice. There are 3 methods to choose from.

- Manual posting based on selected reports above
- Semi-automated posting using the export/import option and the Accounting package selected under File | Configuration | Accounting
- Automated posting using XML integration with QuickBooks 2003 Pro (or higher) selected
Please review the accounting section in the Store Operations manual or search onscreen Help for more information on "accounting". You should also consult with your accountant before activating any accounting link with Store Operations.

NOTE: Refer to the Store Operations manual and online Help for details on setting up your G/L entries and posting your closed batches. If you select QuickBooks 2003 as your accounting interface, you also have the option to post your closed (reconciled) Purchase Orders into QuickBooks payables. This procedure works with QuickBooks 2003 or higher.

A definition spreadsheet listing the G/L account entries and posting types for QuickBooks is included with TenderView. See **Manager**, **Utilities**, **Add-Ins**, **G/L Account Setup**.

TIPS:

- Do not co-mingle cash between drawers
- Perform cash drops as necessary to remove excess cash from the drawer
- Make sure credit card vouchers are placed in the drawer where they were tendered
- If your credit card settlement requires manual batch processing, you should verify the total batch matches the Register Analysis Report.
- If you credit card settlement supports station summaries, you can match the register total from each X/Z report.
- The Z report also contains the daily COGS for each register. However, the combined totals are also available in the Register Analysis Report or DRS EOD Report, so you do not have to add up your Z reports.
- If you have a supported accounting package, you can set up General Ledger entries and export data to a file for import into your accounting package. See **Manager**, **Journal**, **Post Closed Batches**, **Help**. This includes an XML push option for QuickBooks 2003 or higher.
- If balancing the drawer becomes an issue, we suggest implementing the rule: "No one leaves until the drawer is balanced." This will quickly remedy short/over problems and ensure your registers balance properly each day. Employees who use cash drawers during the day should be made responsible for balancing them.

1.4.3 G/L Account Setup

To help you setup your accounting interface to RMS, a document titled **G/L Account Setup** is included with TenderView. To access this PDF run **Manager**, **Utilities**, **Add-ins**, and select **G/L Account Setup**.

For further assistance with accounting integration consult your accountant.

1.4.4 Script error

If you do not exit TenderView by pressing **Esc** and try to load another browser session into the HTML window, you will receive this error.

Click **Yes** or press **Enter** to continue. This issue will be addressed in a future edition of TenderView. The error will only occur if you overlay the TenderView screen with another browser session.

1.4.5 SQL error

DRS EOD and Sales Summary reports listed under **Manager**, **Utilities**, **Crystal Reports** must be run on your RMS server, not a workstation. These reports use sub-reports and code to support Crystal sub-reports is not included with RMS. If you try to run a sub-report on a workstation you will receive this error.
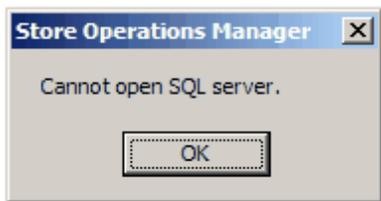
This error might also occur if you do not have full read/write access to your SQL server folder on the local PC or if you have a 3rd party tool like Norton setup to prohibit this type of database activity.

WARNING: Make sure the server name is set to (local) and not the name of the server.

Example:
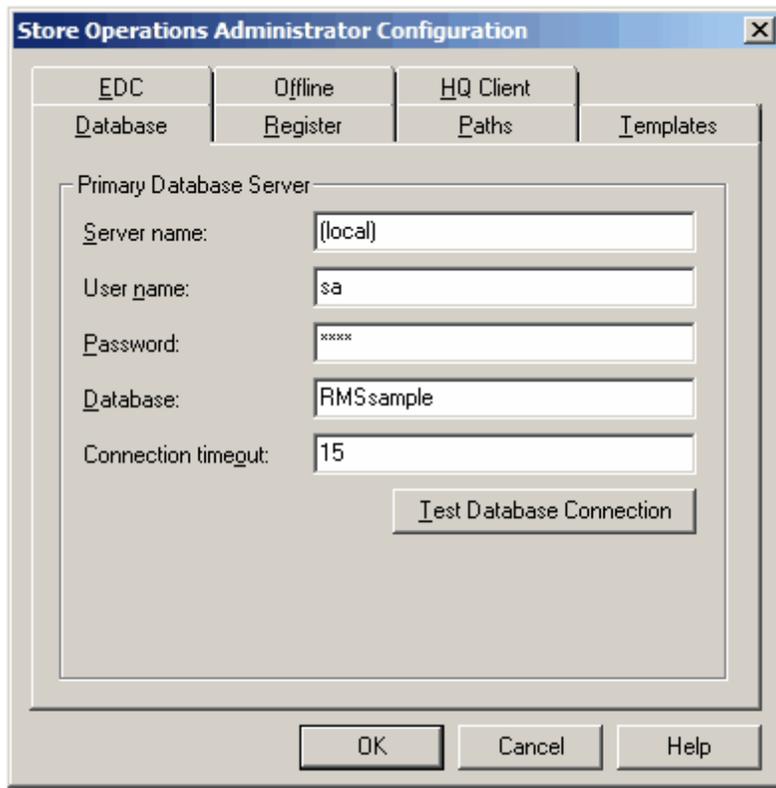
1.5 Contact Info

Digital Retail Solutions Contact Information

info@digitalretailer.com

Mailing Address:
Digital Retail Solutions Inc.
2014 Electric Rd PMB 205
Roanoke, VA 24018-1938
USA