

Keystroke™

Point Of Sale

*The Clear Choice
in Retail Automation*

A Perfect Solution for...

Bicycle stores
Pet supply stores
Computer stores
Liquor stores
Convenience stores
Sporting goods stores
Gift/Specialty stores
Book stores
Toy stores
Furniture stores
Electronics stores
Office supply stores
Hardware stores
Jewelry stores
Tire/Auto supply stores
Pool supply stores
Clothing/Shoe stores
And many, many more!

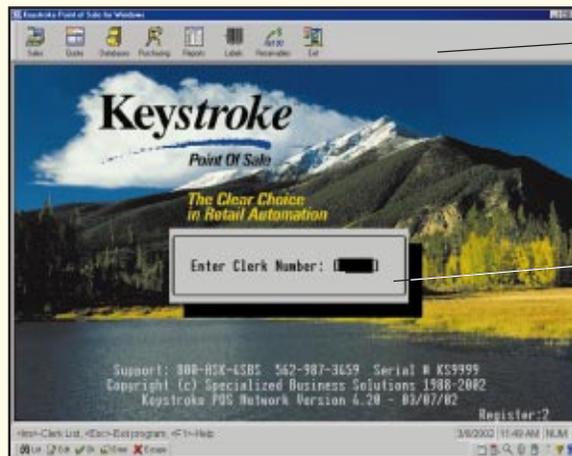


Product Overview

Keystroke POS is a comprehensive sales management and inventory control system for retail, wholesale, and service businesses. It's the perfect solution to improve the efficiency and profitability of nearly any business – ranging from small “mom and pop” stores, to franchise chain stores, to large stores with over 30 registers!

The system combines a user-friendly interface with exceptional speed and flexibility to provide a powerful yet affordable automated management system. **Keystroke POS** excels in the areas of streamlined transaction entry and the ability to quickly locate information through robust reporting and lookup functions.

The system includes many features typically found only in high-priced proprietary systems. **Keystroke POS** captures complete transaction details at the “Point Of Sale”. Transaction history and real-time database records are stored indefinitely, so your valuable data is always ... only a *keystroke* away!



The Windows version of **Keystroke POS** includes customizable Toolbars for convenient access to frequently used functions and macros for repetitive tasks.

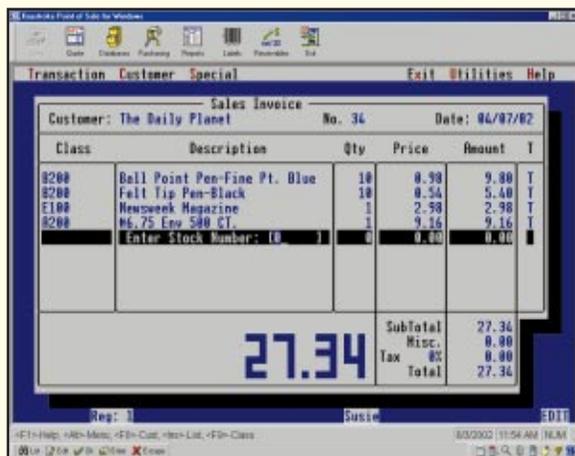
Access to the system and your valuable data is protected by a multi-level security system with encrypted passwords and a hidden audit trail capable of recording every keystroke.

Point of Sale

- Invoices, receipts, layaways, sales orders, and quotes.
- Real-time inventory quantities.
- On-the-fly access to inventory, customer, vendor, and clerk databases.
- Fast item entry via barcode scanning or manual entry, plus easy Quick Search lookup feature.
- Cash drawer reconciliation, paid outs, and more.

Employee/Clerk Management

- Clerk and Salesperson recorded on every transaction, with complete Audit trail.
- Easy to use built-in Time Clock.
- Sales Commission reporting.
- Clerk Messaging for internal communication.



Customer Tracking

- Access complete transaction history virtually forever – no data purging required.
- Comprehensive Pricing and Sales Tax schedules.
- Print labels and import/export for direct marketing.

Accounts Receivable

- Flexible billing statement formats with optional line item details.
 - Balance forward or open item mode.
- Finance charges and modifiable aging periods.
- ROA payments with easy access to payment history and invoice details.

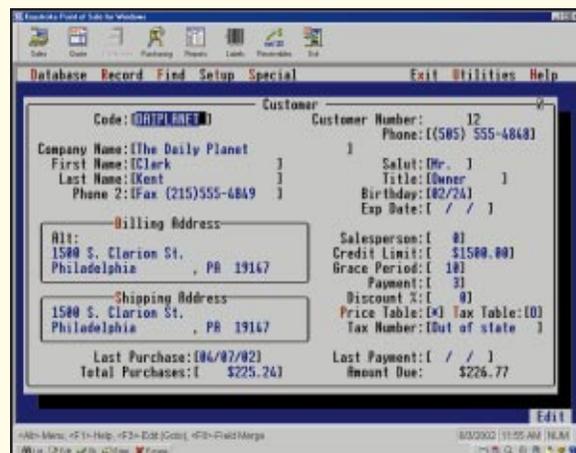


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About **Keystroke** POS

Thank you for your interest in **Keystroke Point Of Sale!** This Product Guide will help you determine whether the **Keystroke POS** system is right for your business. It includes detailed information about the software's features and capabilities, as well as important related services such as technical support, software updates, and training.

You'll likely find answers to some of your concerns in the Frequently Asked Questions section. The final portion of this guide also includes samples of many of the forms, labels, and reports which can be printed by **Keystroke**. Please keep in mind, however, that this is just a sampling and most printed output is customizable, so if you don't see the exact style of form, label or report you need, please ask.

If you have any questions not addressed in this guide, please call us at **800-359-3458** or visit our web site at www.KeystrokePOS.com.

*The **Keystroke** POS system is the perfect solution to improve the profitability of nearly any retail, wholesale, or service business.*



*A typical **Keystroke** POS workstation*

Keystroke can be used to replace electronic cash registers, or to serve as the front-end for a third-party accounting system. In both cases, it is a faster and more flexible means of entering sales and controlling inventory. Thousands of businesses in the USA and elsewhere rely upon **Keystroke POS** software and **SBS** support services to help them manage their businesses.

The **Keystroke POS** package includes the **Keystroke POS** "base system" software, comprehensive documentation, and 90 days free Software Maintenance (toll-free technical support and software updates, renewable annually). Several optional Custom Modules are available to add special capabilities such as credit card processing, importing data, or interfacing with an accounting system. The **Keystroke POS** software and hardware may be obtained through Authorized Dealers.

Base Systems

The **Keystroke POS** “base system” software is available in several forms: Evaluation, Single-User, and Network; each of which are also available in both DOS and Windows versions. All base systems include: point of sale functions, purchasing, inventory control, customer tracking, accounts receivable, barcode label printing, extensive reporting capabilities, support for most POS-related hardware, and sample data files. A variety of Custom Modules and integration utilities are also available to add unique capabilities and custom-fit the system to the needs your business.

Evaluation System (included on every **Keystroke POS CD**)

The **Evaluation** system is available for anyone wishing to review and test the capabilities of the **Keystroke POS** system before buying. All features of the base system are fully operational; however, it is limited in the number of transactions you can enter, and the Custom Modules are limited in various ways. You may enter your own data (Inventory, Customers, Vendors, etc.) and about 50-100 transactions.

If/when you determine that **Keystroke POS** is the right system for your business, any data you’ve already entered in the Evaluation system can be retained. With the assistance of a local Authorized **Keystroke POS** Dealer, the Single-User or Network system can be installed in just a few minutes (excluding networking, peripheral hardware, and advanced configuration options).

The **Keystroke POS** Evaluation system includes both the DOS and Windows versions, and includes unabridged online documentation in searchable Adobe® Acrobat® PDF format. A printed copy of the **Keystroke POS User Guide** book set is included with each Single-User or Network system.

Single-User System

The **Keystroke POS Single-User** system is for business locations which require a single point of sale register/drawer running on a stand-alone computer with a single cash drawer or till. The Single-User system can be used on a networked computer; however, this system may be used on only one machine at a time. The Single-User system can be easily upgraded to the Network system.

Network System

The **Keystroke POS Network** system is for businesses requiring multiple workstations, point of sale registers, cash drawers, or tills at a single store or business location. A separate serial number/software license (Single-User or Network system) is required for each store or business location, regardless of the method used for networking or application hosting.

The Network system is licensed by the number of concurrent users. For example, the 3-User Network system can be used to operate up to three computers/registers simultaneously. While the program can be running and ready for use on four or more machines, persons can be *logged in* and actually using **Keystroke POS** on only three machines at a time. Additional User Licenses may be purchased as needed. A separate network operating system or application hosting software is required for multiple workstations to share common data files in real-time.

If you have any questions regarding licensing requirements of **Keystroke POS** software, please contact **SBS** or your local Authorized **Keystroke POS** Dealer.

Keystroke POS for DOS and Windows

The original **Keystroke POS** program was written in the late 1980s as a text-based DOS application. **Keystroke POS for Windows** offers the same robust features as the DOS version, with some added capabilities. It is a true 32-bit program, optimized for today's standard Microsoft® Windows® operating environments.

Keystroke POS for Windows includes the DOS-based version of **Keystroke**, which, with appropriate licensing, can be operated harmoniously on a local area network, both accessing the same data files. This allows the use of older computer hardware and also maximizes speed and stability on dedicated POS workstations. Additionally, data entry screens in both the DOS and Windows versions of **Keystroke POS** maintain a common Windows-style look and feel. This facilitates a quick learning curve and an easy transition between the two environments.

DOS Version

Since the DOS operating system is the fastest and most stable environment for dedicated business systems, **SBS** will continue development and support of the DOS version for as long as market demand exists. During the last decade, Microsoft® has propelled the world to accept the Windows® graphical operating environment. The Windows® user interface offers computer users an attractive and more colorful environment in which to access programs and other aspects of a personal computer.

Thanks to the foresight of our president and senior programmer, Michael Gebb, the DOS version of **Keystroke POS** conforms to the standard Windows-style user interface (i.e.,  key access to pull-down menus, dialog boxes, hotkeys, etc.). However, the non-graphical text-based format offers maximum performance and stability. The DOS version of **Keystroke POS** is completely compatible for operation in most versions of Windows® while still achieving maximum performance on DOS-only workstations. However, with the introduction of Windows® XP®, Microsoft® has introduced some incompatibility issues for all DOS programs. Therefore, if using XP® or related versions of Windows®, the Windows version of **Keystroke POS** is highly recommended.

Windows Version

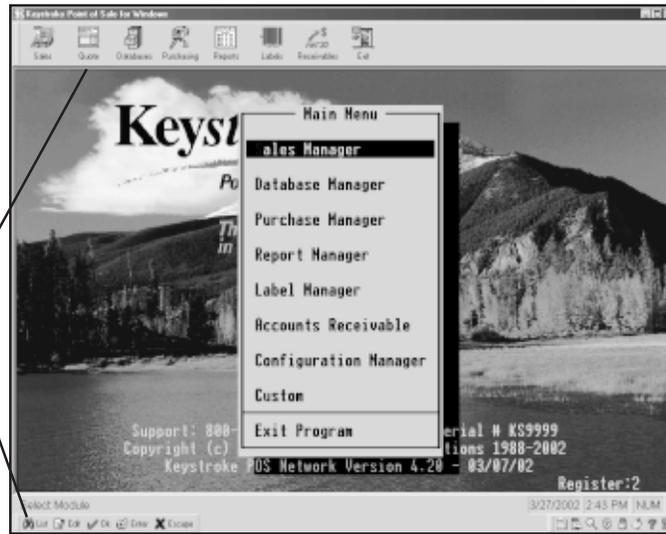
The **Keystroke POS for Windows** is a true 32-bit program, optimized for current versions of Microsoft® Windows® operating systems. This version of **Keystroke POS** possesses all the features of the DOS-based version of **Keystroke**, plus a number of added benefits:

- Full mouse support without sacrificing keyboard functionality.
- Customizable toolbars for macro-style buttons and mouse access to frequently used functions.
- Added security through a full-screen mode which prevents access to other programs.
- Automatic font size adjustment provides larger readable text even at high resolution display settings. This is especially useful on smaller monitors.
- Comprehensive, context-sensitive help screens are just a mouse click away! Completely updated online help screens are easily accessible from anywhere throughout the program by pressing the F1 key, or by clicking on the bottom menu bar.
- DOS version included for use on older hardware and for optimum speed on dedicated POS workstations.

Keystroke POS Features

The base **Keystroke** system is comprised of seven modules. From the Main Menu, select a module to begin working in, or exit the program.

Keystroke POS for Windows features added capabilities such as full mouse support and customizable toolbars.



The **Keystroke POS** Main Menu

The base **Keystroke** system includes the following modules and utility functions. The basic features of each module are described on the following pages.

Sales Manager

Sales Transaction Entry (Invoice, Orders, Quotes, Layaways), and Cash Drawer Reconciliation

Database Manager

Inventory, Departments, Categories, Customers, Vendors, and Clerks

Purchase Manager

Automatic Reorders and Inventory Purchasing/Receiving

Accounts Receivable

ROA Payment Entry, Finance Charges, and Billing Statements

Report Manager

Comprehensive Reporting Features to Screen, Printer, or ASCII File

Label Manager

Print Price Tags and Mailing/Shipping Labels Complete with Bar Codes

Configuration Manager

Define Hardware Devices and Extensive System Options

Utility Pop-Up Functions (accessible throughout the program)

Calculator, Calendar, Database Query, Paid Out (No Sale), DOS Shell, Change Clerk (also provides system lock for security if passwords are implemented), Employee Time Clock, Clerk Messages (internal messaging system), on-screen context-sensitive Help

Other Features and Utilities

Data File Management and Backup Tools, Dozens of Selectable Print Formats for Invoices and Other Forms (also customizable through an Authorized Dealer), Data Exporting for Transfer to Other Software, Recurring Invoices, Inventory Variance, and Much More

Sales Manager

The Sales Manager is the “Point Of Sale” module and the core of the **Keystroke POS** system. This module is used to enter and manage all sales transactions including Sales Invoices, Sales Orders, Returns, Special Orders, Layaways, and Quotes, as well as to reconcile payments received with the physical contents of the cash drawer(s). With the exception of the Quote and Closeout (cash drawer reconciliation) functions – which are actually sub-modules accessible from the Special menu – all transactions are entered on the main screen, which resembles a simple Invoice as shown below. Most functions in the program can be accessed from the Sales Manager, even when in the middle of entering a sale (i.e., add/edit Customers and Inventory on-the-fly).

Entering a new sales transaction in Keystroke is much like filling out an Invoice on paper, but with much less effort and many additional benefits.

Dept	Catg	Description	Qty	Price	Amount	T
OFF	PENS	Ball Point Pen-Fine Pt. Blue	10	0.98	9.80	T
OFF	PENS	Felt Tip Pen-Black	10	0.54	5.40	T
MAG	PERD	Newsweek Magazine	1	2.98	2.98	T
OFF	ENVL	#6.75 Inv 500 CT	1	9.16	9.16	T
		code:	0	0.00	0.00	
					SubTotal	27.34
					Misc.	0.00
					Tax	0%
					Total	27.34

Invoice entry screen

Point Of Sale Features

Invoices/Receipts	Customer/Inventory Lookup
Shipping/COD Labels	Fast and Unique Lookup Features
Sales Orders	Multiple ID Fields
Layaways/Sales “On Hold”	Alternate Inventory Product Codes
Sales Returns	Add/Edit Customers/Inventory on-the-fly
Quotes	Barcode Scanning
Credit Memos	Serial Number Tracking
Back Order Items	Re-sort Line Items
House Accounts	Import Items from Portable Device
Food Stamps	Manual Discounts/Markdowns
In-House Good/Bad Check Verification	Automatic Customer Price Tables
Gift Certificates	Scheduled Promotional Pricing
Multiple Payment Tender	Automatic Quantity Price Breaks
Free-Form Line Item/Transaction Comments	Multiple Sales Tax Rates
Complete Detailed Transaction History	Employee Security Restrictions
Copy/Edit/Void Transactions	Separate Detailed Audit Trail
Cash Drawer Reconciliation	Sales Commissions

Options:

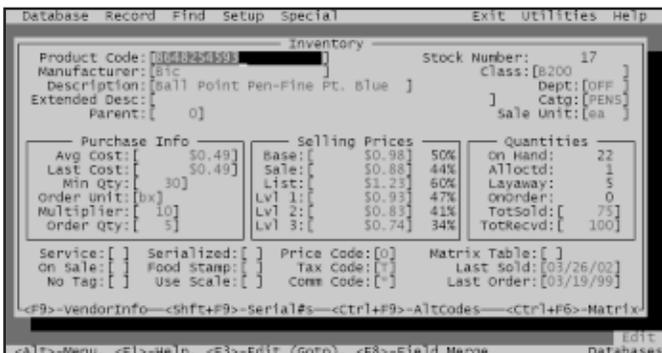
- Credit Card Processing (PCCharge Payment Server software from Go Software)
- Customized Form Layouts (Contact your local Authorized Dealer)
- Item Kits/Components, Alternate/Substitute Items, Suggested Add-On Items (Script Editor Module)
- Import Transaction Data from third-party E-commerce system (User Bundle)
- Size/Color/Style inventory tracking (Matrix Manager Module)

Database Manager

The Database Manager module is used to set up and maintain information in each of the six databases: Inventory, Customers, Vendors, Clerks, Departments, and Categories. Although the unique design of the **Keystroke** program makes it possible for you to add and edit database records from almost anywhere in the program, this module is used to do most database maintenance. Special functions are included for handling large-scale changes and other types of maintenance such as adding multiple items and making global price changes.

Database Features

- Over 65,000 Records per Database
(plus sizes/colors/styles, using optional Matrix Manager)
- Fast, Stable and Trouble-Free Data Structure
- Query/Edit Access Throughout Program
- Multiple Indexed Lookup Fields per Database
- Quick Search (multi-character search on 5 indexed fields, not just by first letter)
- Conditional Search Function
- Search & Replace, Search & Delete, Search & Update Price
- Attach Comments to each Database Record
- Audit Trail on Additions, Changes, Deletions
- Import from Other Software (requires optional Importer Module)



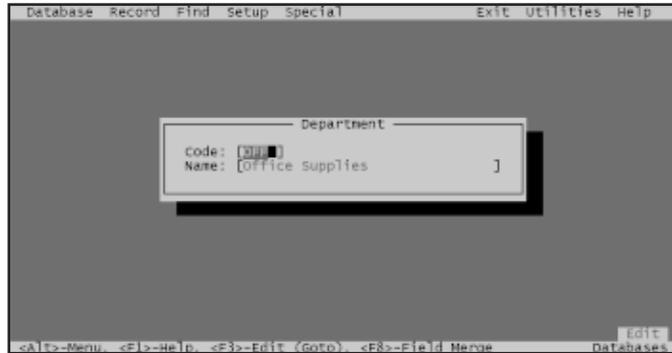
Additional information associated with an Inventory item can also be accessed by pressing the special hotkeys displayed in the lower border of the Inventory record.

Inventory Database record

Inventory:

- Five Indexed Fields (for instant item lookup, sorting, etc.):
 - Stock Number (integer, system-assigned, maximum value=65,535)
 - Product Code (20 alphanumeric characters)
 - Description (30 alphanumeric characters)
 - Class (10 alphanumeric characters)
 - Manufacturer (20 alphanumeric characters)
- Separate Departments and Categories for grouping
- Parent/Child Feature for Case/Single Item Tracking/Automatic Case Breakdowns
- Average and Last Costs, Six Price Levels plus Price Tables (allows scheduled promotions, special customer pricing, price rounding, quantity breaks, and more)
- Real-Time Cost/Quantity Updates
- Serial Number Tracking
- Alternate Codes for Item Entry (in addition to 5 indexed fields)
- Four Vendors per Item with Cost and Part Number
- Pop-Up Daily/Weekly/Monthly Summary Sales and Purchase Totals per Item
- Variance Function for Reconciling and Adjusting Stock Levels

Departments and Categories are used for grouping and subtotaling Inventory items on reports.



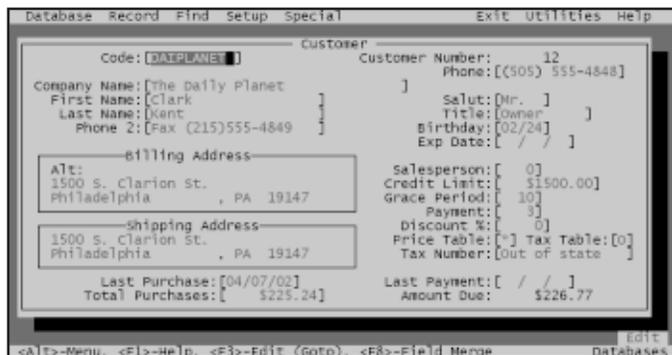
Department Database record

Departments and Categories:

Code (4 alphanumeric characters, indexed for lookup and sorting)
 Name (30 alphanumeric characters)

There is virtually no limit to the number of Departments and Categories you can create in **Keystroke**. It is most practical, however, to limit the number of Department and Category groups to a minimum.

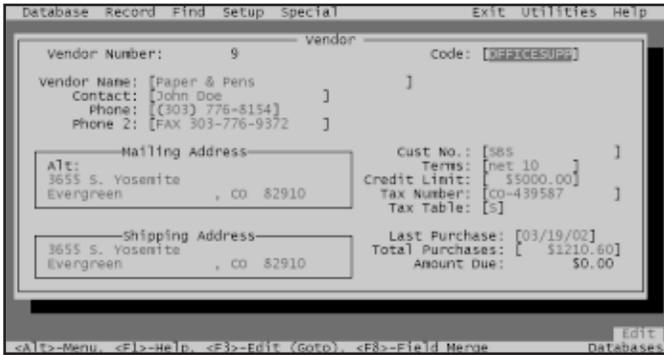
As with all databases, Customer records can be edited or added on-the-fly from anywhere within the program.



Customer Database record

Customers:

- Four Indexed Fields (for instant lookup, sorting, etc.):
 - Customer Number (integer, system-assigned, maximum value=65,535)
 - Name (30 character Company Name, plus 20 character First and Last Name)
 - Code (10 alphanumeric characters)
 - Phone (10 alphanumeric characters; (555) 123-4567 format)
- Separate Billing and Shipping Addresses
- Accounts Receivable with Complete Transaction History
- Price Tables (Customer-Specific Pricing)
- Tax Tables for Variable Sales Tax Districts
- Pop-Up Daily/Weekly/Monthly Summary Sales Totals per Customer
- Various Other Fields (Salutation, Birthday, Exp Date, etc.)



Vendor Database record

The Vendor database record is similar to the Customer database record.

Vendors:

- Four Indexed Fields (for instant lookup, sorting, etc.):
 - Vendor Number (integer, system-assigned, maximum value=65,535)
 - Name (30 characters)
 - Code (10 alphanumeric characters)
 - Phone (10 alphanumeric characters; (555) 123-4567 format)
- Separate Mailing and Shipping Addresses
- Various Other Fields (Customer #, Terms, Tax #, etc.)



Clerk Database record

Unless there is no concern for security in your store, all Clerks should be assigned a password and an appropriate security level.

Clerks:

- Two Indexed Fields (for instant lookup, sorting, etc.):
 - Clerk Number (integer, system-assigned, maximum value=65,535)
 - Last Name (20 characters)
- First Name and Initials (for optional printing on receipts)
- Password (up to 8 alphanumeric characters, encrypted for added security)
- Security Level (limits use/access to system features and select data)
- Commission Table (configurable)
- Time Clock (editable by system supervisor)
- Pop-Up Daily/Weekly/Monthly Sales Totals and Average Sale Amount per Clerk

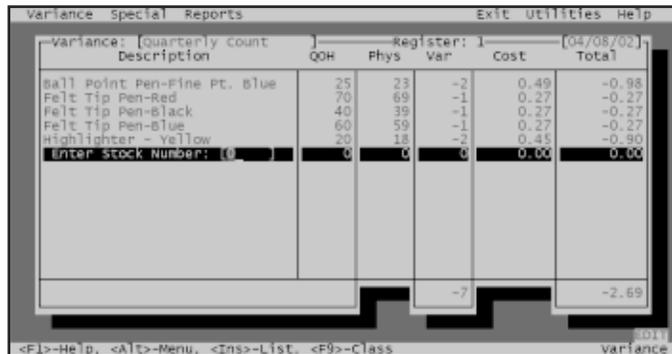
Inventory Variance

The Inventory Variance function is used to adjust the Quantity On Hand (QOH) in your Inventory database, and at the same time record any difference between the actual physical quantities and the current Inventory levels reported by the system. The Variance function can be used to record store-wide or departmental physical Inventory counts, and it can also be used to record QOH adjustments on individual items as they are discovered.

For a variety of reasons (e.g., human error and theft), most businesses that maintain any type of Inventory have to deal with some degree of Inventory Variance or “shrinkage”. An Inventory Variance will help you to deal with shrinkage by providing a means of accurately identifying items that are missing (or extra). Such missing Inventory items are recorded as Variance “transactions” (similar to Invoices and Purchase Orders). Variance transactions may be saved, edited, and deleted, just like Invoices.

By using the **Keystroke** Inventory Variance, you may over time identify certain items and/or physical areas in your store that are problematic; you can then take measures to correct these problems.

The Variance quantity is calculated by taking the difference between the QOH read from the Inventory database and the Physical Count quantity.



Description	QOH	Phys	Var	Cost	Total
Ball Point Pen-Fine Pt. Blue	25	23	-2	0.49	-0.98
Felt Tip Pen-Red	70	69	-1	0.27	-0.27
Felt Tip Pen-Black	40	39	-1	0.27	-0.27
Felt Tip Pen-Blue	60	59	-1	0.27	-0.27
Highlighter - Yellow	20	18	-2	0.45	-0.90
Enter Stock Number: (0)	0	0	0	0.00	0.00
			-7		-2.69

Inventory Variance screen

Inventory Variance Features

- Record Physical Inventory Counts (Store-Wide or by Class, Dept., Mfr., etc.)
- Identify Shrinkage Problems
- Report on Posted or Current (Unposted) Variance Transactions
- Enter Items Manually, by Scanning Barcode, by Auto Fill Function, or Import File from a Hand-Held Portable Data Capture Device
- Enter Description or Reason for Variance

Summarize History

The Summarize History function is used to generate Summary Sales/Purchase Totals for Inventory items, Customer, Vendors, and/or Clerks. Once Summary data has been generated, you have the ability to instantly access calendarized (Daily, Weekly and/or Monthly) sales and purchase history information from anywhere within the program.

Date	# Sales	\$ Total	Net Charge	Amount Due
- Daily				
04/08/02	0	\$0.00	\$0.00	\$226.77
04/07/02	1	\$27.34	\$27.34	\$226.77
04/06/02	0	\$0.00	\$0.00	\$199.43
04/05/02	0	\$0.00	\$0.00	\$199.43
04/04/02	0	\$0.00	\$0.00	\$199.43
04/03/02	0	\$0.00	\$0.00	\$199.43
- weekly				
04/04/02	0	\$0.00	\$0.00	\$199.43
03/28/02	0	\$0.00	\$0.00	\$199.43
03/21/02	0	\$0.00	\$0.00	\$199.43
03/14/02	0	\$0.00	\$0.00	\$199.43
03/07/02	2	\$197.90	\$197.90	\$199.43
- Monthly				
03/31/02	2	\$197.90	\$197.90	\$199.43

These Summary Totals provide a monthly overview of Customer Activity.

Date	QOH	Sales	Pen-Fine	Pt. Blue	Purchases	Amount
- Daily						
04/08/02	28	0	\$0.00	0	\$0.00	
04/07/02	30	10	\$9.80	0	\$0.00	16.20
04/06/02	40	0	\$0.00	0	\$0.00	16.20
04/05/02	40	0	\$0.00	0	\$0.00	24.50
04/04/02	40	0	\$0.00	0	\$0.00	
04/03/02	40	0	\$0.00	0	\$0.00	
- weekly						
04/04/02	40	6	\$5.88	0	\$0.00	
03/28/02	46	24	\$23.52	0	\$0.00	
03/21/02	70	0	\$0.00	5	\$24.50	
03/14/02	65	10	\$9.80	0	\$0.00	56.90
03/07/02	75	20	\$19.60	5	\$24.50	0.00
- Monthly						
03/31/02	46	54	\$52.92	10	\$49.00	0.00
						56.90

Summary Totals can be useful when making purchasing decisions. Instantly review calendarized sales totals per Inventory item without having to run numerous reports.

Date	# Sales	\$ Total	Avg Sale
- Daily			
04/08/02	1	\$0.00	\$0.00
04/07/02	1	\$27.34	\$27.34
04/06/02	0	\$0.00	\$0.00
04/05/02	0	\$0.00	\$0.00
04/04/02	0	\$0.00	\$0.00
04/03/02	1	\$119.44	\$119.44
- weekly			
04/04/02	3	\$808.38	\$269.46
03/28/02	4	\$1252.63	\$313.16
03/21/02	1	\$66.50	\$66.50
03/14/02	4	\$4305.95	\$1076.49
03/07/02	4	\$1248.89	\$312.22
- Monthly			
03/31/02	13	\$6873.97	\$528.77

Summary Totals may also be used to summarize sales activity for a particular Clerk.

Purchase Manager

The Purchase Manager module is used to enter Purchase Orders and receive Inventory into stock. Special automated functions are available to generate suggested Purchase Orders and to receive items ordered. Suggested Orders are based on a comparison of preset, user-definable Minimum Quantities and current Quantities On-Hand. When items are received, the system instantly updates Inventory quantities, cost figures, and prices according to configuration options.

Receiving an item through the Purchase Manager will automatically update the QOH and Costs of the Inventory items on the transaction.

VPart#	Description	Onord	Recvd	Cost	Amount
SIC-4581	Felt Tip Pen-Red	6	0	2.70	0.00
SIC-4581	Felt Tip Pen-Black	6	0	2.70	0.00
SIC-5458	Code: [864825458]	9	0	4.90	0.00
Line#: 3 Jackson stationary :		5.00		Order SubTotal	56.90
QOH: 2.3 bx Mega Discount Wareh:		5.20		Received SubTotal	0.00
Mult: 10					

Purchase Order entry screen

Purchasing Features

- | | |
|--|---------------------------------------|
| Purchase Orders/Invoices | Vendor/Inventory Lookup |
| Reserved Orders (ordering worksheet) | Fast and Unique Lookup Features |
| Shipping Labels | Vendor-Specific Costs/Part Numbers |
| Track Open Orders | Add/Edit Vendors/Inventory on-the-fly |
| Free-Form Line Item/Transaction Comments | Barcode Scanning |
| Complete Transaction History | Serial Number Tracking |
| Separate Detailed Audit Trail | Re-Sort Line Items |
| Copy/Edit/Void Orders | Import Items from Portable Device |
| Automated Ordering/Receiving | Distribute Shipping to Item Costs |
| Real-Time Quantity/Cost Updating | Distribute Discounts to Item Costs |
| Automated Price Updates from New Costs | |

Features such as EDI (Electronic Data Interface), direct faxing, and importing Vendor-provided data are available as customizations. There are many variables involved in setting up these systems; please contact your local Authorized **Keystroke** Dealer for more information.

Accounts Receivable

The Accounts Receivable module (A/R) is used to manage the credit accounts of Customers who are allowed to buy from you on terms (instead of initially paying by cash, check, or credit card). Managing credit accounts includes tasks such as generating finance charges per Billing Period (typically monthly), entering payments received on account (ROA Payments), monitoring the status of credit accounts and printing Billing Statements. You can select from several print formats for Statements, or an Authorized **Keystroke** Dealer can modify a form to fit your specifications. Because **Keystroke** retains all sales history in complete detail, the system can also provide detailed A/R statements and complete payment history.

Number	Date	Total	Amount Due	Applied	Still Due
CUR FN CHG 11	03/31/02 03/30/02	11.37 3596.00	11.37 2096.00	11.37 988.63	0.00 1107.37

Applied \$1000.00
Remaining \$0.00

The Accounts Receivable module is used to generate finance charges and print billing statements.

ROA Payment entry screen

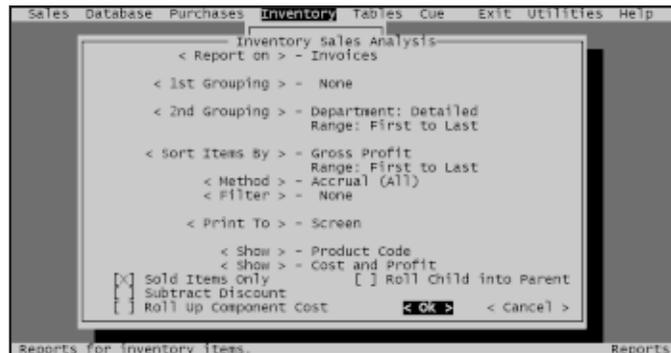
Accounts Receivable Features

- Complete Transaction/Payment History
- Open Item or Simulated Balance Forward Method
- Finance Charges with several calculation methods (APR, Grace Period, and Min. Charge)
- Adjustable Aging Periods (e.g., Current/30/60/over 90)
- Summary or Detailed (Line Item) Billing Statements (forms customizable by an Authorized Dealer)
- Easy Account Analysis Tools
- Automatic Payoff of Open Invoices

Report Manager

The Report Manager module is used to generate reports pertaining to all aspects of your business. The information produced on these reports can provide valuable insight into your day-to-day business transactions. They can also assist you in making informed decisions rather than risking your business' success by making incorrect assumptions. Keep in mind that the theory behind using a computerized point of sale/inventory control system is that it allows you to collect accurate and detailed information at the time transactions take place. The **Keystroke** Report Manager provides an extensive array of software tools necessary to locate and summarize data you might otherwise overlook or not have available at all.

Keystroke reports provide accurate and detailed information regarding the day-to-day operations of your business.



Inventory Sales Analysis report setup

Reporting Features

- Output to Screen, Printer, or File
- Export Report Data to Other Programs
- Report Cues
 - Record Frequently Used Report Settings, and Group Reports (e.g., All End-Of-Month Reports)
- Date/Time Ranges on Transactional Reports (not just monthly totals)
- Data Ranges of Items, Customers, etc.
- Group and Subtotal (e.g., by Customer, Salesperson, Department, Category, etc.)
- Sorting by Various Indexed Data Fields
- Conditional Filters for Fine-Tuning Report Output
- Reports Can Be Set Up to Run Automatically for a Particular Date/Time Range

Custom reports are also available; contact **SBS** at **(800) 275-4727** for more information.

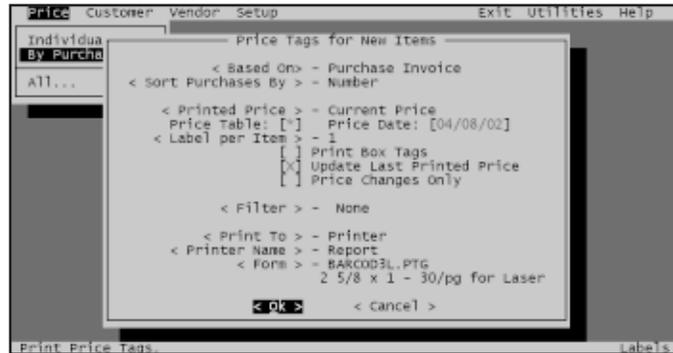
Standard Keystroke Reports

- Sales Transactions** – Invoices, Layaways, Sales Orders, and Quotes (Summary, Detailed)
- Sales Tax** – Reporting on Sales Tax Collected (Summary, Detailed, by Table/Code/District)
- Time of Day** – Analysis of Average Sales Activity for Various Periods of the Day
- Salesperson** – Sales Activity and/or Commission Totals
- Accounts Receivable** – (Summary, Detailed, Aging)
- Profit** – Summary of Profit Totals by Day or Detailed by Invoice
- Sales Payments** – Grouped by Payment Type
- Audit** – Detailed Report of System Activity (down to the individual keystroke)
- Customer Activity** – Sales Activity per Customer
- ROA Payments** – ROA Payments and/or Open Credit Memos
- Back Orders** – Items Ordered but not Shipped
- Customer, Vendor, Clerk, Department, or Category Database Information**
- Purchases Transactions** – Purchase Orders, Invoices, and Reserved Orders
- Purchase Tax** – For Reporting Tax Calculated on Purchases
- Purchases Summary** – Total Purchases by Vendor
- Purchases Payments** – Payments Entered on Purchases, Grouped by Payment Type
- Vendor Activity** – Purchase Activity per Vendor
- Open Orders** – Items Ordered but not Yet Received
- Inventory Database** – (Price, Quantity, Critical List, Profit/Markup, On Sale, etc.)
- Sales Analysis** – Sales Activity by Item and/or Department/Category
- Sales History** – Sales Activity per Inventory Item (with Serial Numbers, Qty Sold, Revenue, Profit)
- Sales Exceptions** – Sales Returns, Non-Inventory Sales, or Item Mark-downs
- Purchase Analysis** – Purchase Activity by Item and/or Department/Category
- Purchase History** – Purchase Activity per Inventory Item (with Serial Numbers)
- Purchase Exceptions** – Purchase Returns or Non-Inventory Purchases
- Security Levels** – Current System Security Level Settings
- Payment Types** – Current Sales and Purchase Payment Type Configurations
- Print Buttons** – Current Print Button Configurations
- Price Tables** – Current Price Table Configurations
- Tax Tables** – Current Tax Table Configurations
- Commission Tables** – Current Commission Table Configurations
- Time Clock** – Time Clock Entries and Total Hours per Clerk
- Alternate Codes** – Alternate Inventory Codes per Stock Number
- Report Cues** – Set Up and Run Pre-configured Reports and/or Cues (groups of Reports); Can be Set Up to Run Automatically

Label Manager

The Label Manager module is used to print price tags, mailing labels, and shipping labels. Most barcode formats can be printed on price tags, which may be printed for individual Inventory items, all items on a specified Purchase Order, only items with price changes (including items on sale), or all items currently in stock. Mailing and shipping labels may be printed for all or individual Customers and Vendors.

Keystroke can print most barcode formats on a wide range of label stock.



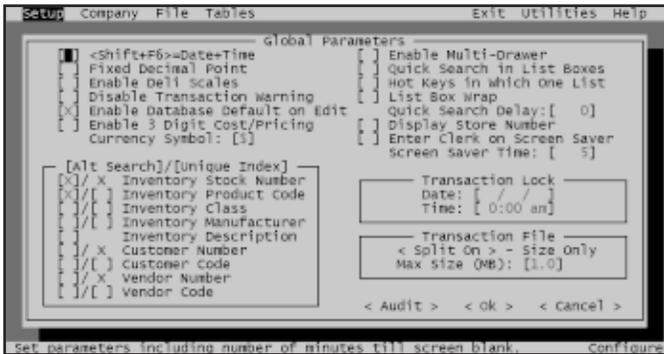
Price Tag printing setup screen

Label Printing Features

Price Tags	Customer/Vendor Mailing/Shipping Labels
By Individual Item	Postnet Barcodes
By Purchase Order/Received	Most Printers – laser, thermal, dot matrix, plus many custom Label Printers
All Items (definable Range/Filters)	User-definable Label Formats
Encrypted Costs	1" square, 1"x2 ⁵ / ₈ ", jewelry tags, large formats, etc.
Shelf Tags, Box Tags	Barcodes – most formats and printers (Code 3of9, 2of5, EAN, UPC, etc.)
Price Changes Only	
Promotional Prices Only	

Configuration Manager

The Configuration Manager module is where you set up most aspects of how the **Keystroke** system will work for your business. This includes telling the system what printers and other peripheral hardware devices are being used, and defining optional parameter settings that control how the program will function. Also included in the Configuration Manager are certain data file management functions that may be used to organize and safeguard your data files.



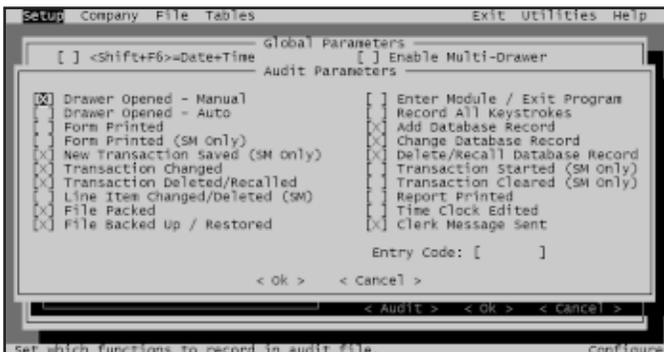
Global Parameters setup screen

Alt Search/Unique Index parameters provide advanced control over how Inventory and Customers can be entered on transactions. Transaction Lock parameters provide added security.

Configuration Features

- | | |
|--|--|
| Adjustable Screen Display Colors | Multiple Adjustable Security Levels |
| User-Definable Printer Drivers | User-Definable Payment Types |
| User-Definable Customer Display Drivers | Support for Electronic Payment Processing
(PCCharge Payment Server or ICVerify) |
| Various Data File Management Tools | In-House Good/Bad Check Verification |
| Up to Four Print Options per Transaction
Type (e.g., Invoice, Receipt,
Shipping Label, Packing Slip) | Multi-District Sales Tax/Tracking |
| Export Data to ASCII Delimited Files | Comprehensive Price Tables |
| | Commission Tables |

The Audit function features parameters which can be enabled to allow the system to track nearly all types of user activity in the **Keystroke** program. This information is recorded in addition to normal transactions and database records for the purpose of identifying inappropriate user activity and/or investigating other abnormalities. A special Entry Code (password) may be assigned to prevent access by unauthorized users. The system's Audit trail can be reviewed using the Audit report located on the Sales menu in the Report Manager module.



Audit setup screen

The Audit function allows you to track and report on various aspects of user activity.

Optional Custom Modules

Custom Modules are specialized add-on features for use with the **Keystroke POS** system. Custom Modules are not stand-alone products, and therefore require the base **Keystroke** system (Evaluation, Single-User, or Network System) for operation. With the exception of MultiStore, each Custom Module is licensed for use with a single serialized base system.

User Bundle

The **Keystroke User Bundle** includes the General Ledger Link, Script Editor, Production, and Importer modules, along with an ever-growing number of unique Utility Programs and Custom Reports. These programs can be used to perform a variety of automated tasks such as batch invoice printing and data integration to third-party systems (e.g., Bike-alog, EDI and E-Commerce).

SBS provides custom programming services for a wide range of specialty uses. For example, custom programs have been developed for integrating **Keystroke POS** with other applications such as EDI/E-commerce, UPS shipping software, and the FlexLink accounting program. Custom programs have also been developed to automate frequently performed tasks, or to convert data from other POS software. Custom reports are also available to meet customers' specific reporting needs. For more information regarding custom applications and/or reports, contact your local Authorized Dealer.

The User Bundle license is required to use any non-standard programs provided by **SBS** for use with **Keystroke**. Due to the diverse potential uses and integration issues of these custom Utility Programs, technical support for these programs is not a part of our standard Software Maintenance Services. Support assistance for these programs is available at a rate of \$150 per hour.

General Ledger Link

The **General Ledger Link** (GL-Link) module provides an interface to the general ledger module of third-party accounting systems. Journal entries are generated for sales and accounts receivable transactions and output to one of the following: a generic report format, a pre-formatted file (to be imported into a GL package), or directly to the data files of the target GL software.

GL-Link currently includes interface options for the following accounting programs: **BusinessWorks**® and **Peachtree**® by Best Software, Inc., **CYMA Systems**’ accounting software, **QuickBooks**® for DOS and Windows by Intuit, **ACCPAC**® products by Computer Associates, and **Macola**®. If your accounting system is not listed here, the Standard Link may still be useful also be used with systems not listed has the capability of defining the file format for its journal entry import function.

Entry#	Date	Refernc	Description	Account	Amount
3	03/18/02	INVOICES #17 - #17	SALES SUBTOTAL	-62.00	
			SALES TAX	-4.50	
			CASH	66.50	
			INVENTORY	-30.02	
			COGS	30.02	
4	03/20/02	INVOICES #18 - #18	SALES SUBTOTAL	-8.68	
			SALES TAX	-0.63	
			CASH	9.31	
			INVENTORY	-4.34	
			COGS	4.34	
5	03/21/02	INVOICES #20 - #20	SALES SUBTOTAL	-398.00	
			SALES TAX	-28.86	
			CASH	426.86	
			INVENTORY	-199.00	
			COGS	199.00	

GL-Link generates journal entries for sales and Accounts Receivable transactions.

GL Report, set to Summary by Day

GL-Link Features

- Post Sales, Accounts Receivable, and Inventory Variance Transactions
- Detail Levels: Detailed (Invoices and ROA Payments in detail), Invoice Summary (ROA Payments in detail), Summary by Day (recommended), Totals (minimal journal entries)
- Separate Posting Accounts for each Inventory Department (Sales, Inventory, COGS)
- Separate Posting Accounts for each Payment Type (i.e., separate accounts for Credit Card, Cash/Checks, House Credit, etc.)

Posting can be performed as frequently as necessary, and is similar to running a report in that you can specify a date/time range to post (e.g., calendar month, weekly, daily, etc.). The Report option can be used to review entries before posting, and/or to manually post journal entries in any accounting program.

Script Editor

The **Script Editor** module provides the ability to set up customized entry procedures for inputting specific line items (“Scripted Items”) at the point of sale. These procedures (“Scripts”), may include any combination of special reminder messages, on-screen prompts, tag-along items, components, alternate items, and/or suggested add-on items.

Triggered by the entry of a primary item, the program will execute the Scripts you have specified for that Scripted item. A Script can be as little as a brief reminder to the Clerk to ask the Customer for a delivery address, or as much as the addition of dozens of tag-along items. An example use for Scripts is selling a computer: the system can prompt the Clerk with choices for the amount of memory, hard drive size, type of monitor, etc. Based on the selections, the system will automatically adjust the price (or each component can be priced separately on the Invoice), and the selected components can even be indented or printed in a condensed font on the Invoice.

A Script can contain any combination of special reminder messages, on-screen prompts, tag-along items, components, alternate items, and/or suggested add-ons.



Tag-along Script entry screen

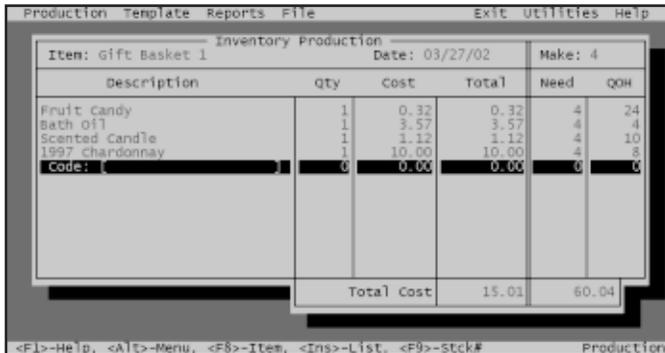
Scripting Features

- Kitting, Parts Assembly, Sub-Assembly, Components (add additional items to a sale, automatically, or by prompting the Clerk with options)
- Suggested Items (suggest upgrades or complementary products)
- Substitute/Alternate Items (suggest other choices when item is out of stock)
- Superseded/Replacement Items (automatically select newer model)
- Tag-Along Items (automatically add core charges, batteries, cords, etc.)
- Add-On Items (prompt to select from a list of optional items to add to the sale)
- Reminder Messages (prompt sales clerk with special instructions or reminders)
- Prompt for Comment (prompt sales clerk to enter additional information)

- Up To 40 Scripts per Item
- Optional Warning Beeps
- Fixed Quantity or Prompt for Quantity per Item
- Multiple Quantity per Tag-Along or Add-On Item
- Treat Tag-Along or Add-On Items as Components or Independent Items
- Roll Up Cost and/or Price to the Cost/Price of Scripted Item
- Execute a Script Only When Item is Out of Stock

Production

The **Production** module is an inventory maintenance tool designed to help manage items that are produced in batches from individually purchased components. The Production module is ideal for businesses which do product assembly or light manufacturing. A Production Template can be set up for a finished good (such as a Gift Basket) which contains various component items. A specified quantity of the Template item can later be “Produced”, at which time appropriate quantities of each item are updated.



The screenshot shows a window titled "Production Template Reports File" with a menu bar "Exit Utilities Help". The main window is titled "Inventory Production" and contains the following data:

Description	Qty	Cost	Total	Need	QOH
Fruit Candy	1	0.32	0.32	4	24
Bath Oil	1	3.57	3.57	4	4
Scented Candle	1	1.12	1.12	4	10
1997 Chardonnay	1	10.00	10.00	4	8
Code: (0	0.00	0.00	0	0
Total Cost			15.01	60.04	

At the bottom of the window, there is a status bar with keyboard shortcuts: <F1>-Help, <Alt>-Menu, <F6>-Item, <Ins>-List, <F8>-Stck#, and the word "Production".

The Production module is ideal for product assembly such as gift baskets.

Production entry screen

Production Features

- Produce Items Individually as Needed
- Auto-Produce All Items Needed, Based on Predefined Quantities
- Optionally Update Costs and/or Prices According to Current Costs

Importer

The **Importer** module provides the ability to transfer data from an ASCII comma or tab delimited file format into the **Keystroke** system. Inventory, Customer and Vendor data may be either imported as complete records, or merged in order to modify specific fields in an existing database (e.g., price updates obtained on disk from a Vendor).

Importer Features

- Import from ASCII Quote/Comma or Tab Delimited Format
- Compatible with Spreadsheet Software (e.g., Microsoft Excel, Access, etc.)
- Merge (Update), Append (Add), or Replace Existing Data
- Merge All or Selected Fields Only
- User-Definable Order of Data Fields in Source File
- Save Multiple Setup Configurations
- Can be Run Outside of **Keystroke**

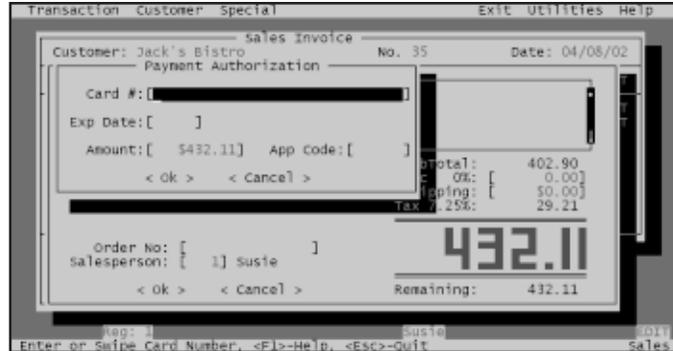
Typical Uses:

- Import Inventory/Customer/Vendor Data from Other Programs
- Import Inventory from Vendor-Provided Disk
- Import/Merge Price Updates and/or New Items from Vendor-Provided Disk

PCCharge Payment Server™

PCCharge Payment Server (formerly active-Charge™) is published by GO Software, and is an open architecture credit card software product specifically designed to integrate payment processing into your POS or accounting system. Its flexible payment processing engine will work for a broad spectrum of customers, from a small retailer environment to an Internet/Commerce Service Provider. PCCharge Payment server is compatible with most national credit card processors. For additional information on PCCharge Payment Server, contact GO Software at 1-800-725-9264 or visit www.pcharge.net.

*PCCharge Payment Server
makes processing credit card
transactions a breeze!*



*Accepting a credit card payment in **Keystroke***

PCCharge Payment Server™ Features

- Real time or batch transaction processing
- Designed for stand-alone, client-server, or integrated solutions
- Single or multi-user
- Unlimited merchant numbers
- IP connectivity using SSL and dial functionality
- Client Server software supports card readers, PIN pads and check readers
- Robust and customizable reporting features
- Ability to select card types to be accepted by software (Amex, Discover)
- Wireless capability permits mobile merchants use of existing cell phone to run transactions over the Internet via TCP/IP
- Electronic Commerce certified (ECI Compliant)
- Multiple payment types accepted: all major credit cards, debit cards, EBT, check verification, guarantee and check conversion
- Certified with most major credit card processors
- Split dial authorization for Discover and American Express (selected processors)
- Purchasing Card Level II with most processors

Fraud Protection Plus:

- Exclusive MSV™ (Magnetic Strip Verification) validates the magnetic account information by matching the embossed account number
- CVV2 reduces chargebacks by as much as 26%, verifying that the card values on the front match those on the back of the card
- AVS (Address Verification Services)
- User level password protection provides controlled permissions
- Data file encryption
- Compliant with California Senate Bill 930, ensuring "secure" receipts

Matrix Manager

The **Matrix Manager** is an add-on module that provides **Keystroke POS** with the ability to manage inventory items using a true matrixed breakdown of sizes, colors, styles, etc. This method of organizing inventory is typically used for softgoods (such as in clothing and shoe stores), and is also useful in tracking any type of inventory which consists of variations in size, color, or other aspects (e.g., nuts and bolts).

Using the **Matrix Manager** you can define a Table for each different type of item in your inventory (e.g., shoes vs. shirts vs. pants, etc.). Each Table may consist of up to four Categories or dimensions (e.g., size, color, style, etc.). Within each Category, there may be up to 50 Elements (e.g., specific sizes, colors, styles, etc.).

When a Matrix Table is assigned to an inventory item, the item is instantly expanded to represent all the possible variations defined by the Table. Each unique item variation (e.g., specific size/color combination) may include a separate Product Code, Quantity On-Hand, Order Quantity, Cost, and even Price (e.g., for XXL size). Information not specified for each item variation will default to the data recorded on the main Matrixed inventory record.

Item Matrices can be displayed in three different formats (Grid - shown below, Side by Side List, or Cascading List). You can toggle between the different display modes, or within a particular display mode you can rotate which Categories are displayed.

Access to the **Matrix Manager** module, which is necessary to set up and maintain Matrix Tables and parameters, is only available through **Keystroke POS for Windows**. However, the DOS version of **Keystroke** can be used to enter existing Matrix items on sales and purchase transactions.

Product Code: [PAT1000]	Inventory	Stock Number: 69			
Manu	Size				
Des	Small	Medium	Large	X-Large	Totals
white	2	2	2	1	7
Red	3	4	4	3	14
Orange	--	1	1	--	2
yellow	1	2	2	--	5
Green	10	12	13	4	39
Blue	9	11	7	6	33
Purple	3	--	7	5	15
Black	9	10	13	8	40
Totals	37	42	49	27	155

Matrix items can be displayed in 3 different ways: Grid (shown here), Side by Side List, and Cascading List.

A Matrix item Grid showing Quantities On-Hand

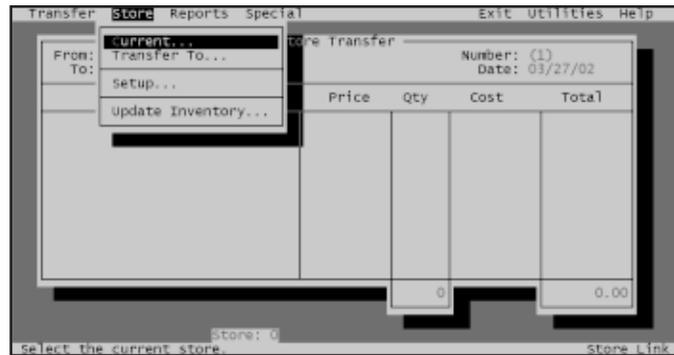
Matrix Manager Features

- Up to 4 Dimensions (e.g., Size/Color/Style/Length)
- Purchase/Sell by Individual or Multiple Items
- Specify Unique Product Code, Description, etc. per Item
- Track Higher Cost/Price for Individual Items (e.g., XXL sizes)
- Up to 50 Elements per Matrix Category
- Display by Grid, Side by Side List, or Cascading List
- Report on Main or Matrixed Inventory Items

MultiStore

MultiStore consists of various programs designed to help manage sales and inventory in multiple store/warehouse operations. The primary capabilities of the **MultiStore** programs include: quantity-on-hand lookup for remote stores/locations, inter-store inventory transfers, composite inventory level reports, and transaction consolidation.

The MultiStore utilities help businesses manage Sales and Inventory in multiple locations.



Inter-store Inventory transfer screen

MultiStore Features

Nightly Polling From Store Location to Company Headquarters
Transactions, Customers, and Inventory Databases Available for Review/Maintenance by Management at Company Headquarters
Consolidated Accounts Receivable
Sales and Purchasing Transactions From All Locations can be Consolidated Into One Set of Data Files for Company-wide Reporting History and Status
Company-wide Financial Data can be Consolidated to a Common General Ledger
From Any Store Location, Look up QOH of Inventory Items Located in Other Stores
Consolidated Inventory reports, Including QOH (per store and company-wide totals)
Virtual Master, Main Store Master, or Warehouse Master Configurations

A single **MultiStore** software license may be purchased for use in a chain of stores; however, a separate copy of the **Keystroke POS** software must be purchased for each store, office, or warehouse location. Data may be transferred using several available technologies. The software or hardware necessary to transmit data between locations is not included with **MultiStore**, and must be purchased separately. **SBS** strongly recommends that you consult with a local **Certified Keystroke POS Dealer** to determine which data transfer method will be best for your situation. Available methods include, but are not limited to: dial-up modem using third party communications software (e.g., PCAnywhere® v9.2 by Symantec or Close-Up® by Norton-Lambert), wide area network (WAN), internet via email or FTP, or a hosted application server (e.g., Terminal Server® or Citrix Server®).

Technical Support & Software Updates

Specialized Business Solutions (SBS) takes great pride in our ability to provide top-notch technical support services for the **Keystroke POS** system. Strange as it sounds, one of the most appreciated aspects of our services is that we actually answer the phone. When you call during business hours, you can expect a live person to answer the phone who can immediately assist you. Plus, on the rare occasion where you do need to leave a message, we'll call you back within minutes, not hours.

SBS offers several options for technical support service. The best choice is the annual **Software Maintenance Service**, which includes prompt, no hassle telephone assistance as well as **Keystroke POS** software updates. However, please understand that none of our services can replace the role of a local **Authorized Keystroke POS Dealer** for on-site service, hardware repairs, and emergency service during evenings and weekends.

Software Maintenance Service (800) ASK-4SBS (800-275-4727)

Keystroke POS Software Maintenance Service includes telephone assistance via a toll-free number, and program updates (both major releases and minor enhancements). Software Maintenance Service is the only way to receive **Keystroke POS** program updates from SBS – updates are not sold separately.

Software Maintenance Services are available from 8:00am to 6:00pm Mountain Time (Monday through Friday, except holidays). Customers who maintain uninterrupted Software Maintenance Service by renewing before the expiration date each year can take advantage of Renewal Prices which are \$100 less than normal List Prices.

- **Priority Technical Assistance** (trained technicians available to assist you immediately)
- **Business Hours: 8:00am – 6:00pm MT** (Monday–Friday except holidays)
- **Toll-Free 800 Telephone Number (800) 275-4727** (SBS pays for the call)
- **Free Software Updates** (both interim updates and major releases)

Software Maintenance Service is free to all new registered **Keystroke** users for the first 90 days after installation. Thereafter, users may subscribe to the Software Maintenance Service at the following yearly rates:

Annual Rates for Software Maintenance Service	List Price	Renewal Price*
Single-User System	\$395.00	\$295.00
Network System	\$495.00	\$395.00
Centralized Software Maintenance Service – Group Fee**	\$495.00+	\$495.00+
Centralized Software Maintenance Service – Per Store	\$300.00	\$200.00

(Plus applicable Sales Tax, if located in California or Colorado)

* **Renewal Prices** are applicable only when maintaining uninterrupted Software Maintenance Service. Payment must be postmarked or received by **SBS** prior to the expiration date of your Software Maintenance Service.

** Annual subscription requires Group Fee plus Per Store charge for all locations. Must designate a single contact person for all phone support issues, and a single mailing address for software updates.

Pay-Per-Call Support Service (900) 555-4727 or Visa/MasterCard

Pay-Per-Call Support Service is available for emergencies, issues not directly pertaining to **Keystroke** POS software, and for customers who choose not to subscribe to the annual Software Maintenance Service. There are two methods by which **Pay-Per-Call Support Service** may be utilized.

- **Priority Technical Assistance** (for emergencies and non-**Keystroke** software issues)
- **Variable Extended Hours**
- **Software Updates Not Included** (available only through Software Maintenance Service plans)

“900” Number Support

Simply dial (900) 555-4727, and charges will be billed through your local telephone service provider. The rate for “900” calls is \$35 for up to 10 minutes, plus \$3 per additional minute. Callers must be 18 to use the “900” service.

- **900 Telephone Number (900) 555-4727** (\$35 for the first 10 minutes, \$3 per minute thereafter)

Visa/Mastercard Support

If you prefer to pay with a **Visa or MasterCard**, you may dial (888) 275-4727 and receive the same priority service for slightly lower fee. The rate for this service is \$30 for up to 12 minutes, plus \$15 per additional 6-minute increment.

- **Visa/MasterCard (888) 275-4727** (\$30 for the first 12 minutes, \$15 per 6 minute increment thereafter)

Free Non-Emergency Support (970) 468-4842

Free Non-Emergency Phone Support is available to all Registered users running a current version of the **Keystroke** program. To use this service, leave a detailed message with your **Keystroke** serial number, a brief description of the question or issue, a contact name, and a phone number. Calls are returned within one business day.

- **Free Technical Assistance** (on current versions of **Keystroke** software)
- **Call Back Basis Only** (calls are returned within one business day)
- **Non-800 Telephone Number (970) 468-4842** (you pay for the call only)
- **Software Updates Not Included** (updates available only through Software Maintenance Service)

Custom Programming

SBS also provides a wide variety of custom programming services for anything from specialized reporting to custom integration utilities for use with third-party packages. For more information on custom programming services, call **SBS** at (800) 275-4727.

- **Reports**
- **Forms and Labels**
- **Custom Integration Utilities**
- **Data Conversion**

Training

Many **Keystroke** users have expressed their appreciation for the intuitive simplicity of the **Keystroke** system and the fact that it is easy to get up and running quickly. Veteran users also recognize that there is a tremendous amount of flexibility available in the system, and that ongoing training is the best way to reap the most benefits from the system.

A variety of training options are available for the **Keystroke POS** system. **SBS** hosts training seminars for the **Keystroke** system throughout the year. Most training seminars are located at or near one of the two **SBS** office locations: Long Beach, California and Dillon, Colorado. Class dates are announced as they become available; however, if you're interested in attending a **Keystroke** training seminar, please let us know so we can be sure to keep you informed of all upcoming sessions.



Training Seminars are intended to help store owners and system managers learn to take full advantage of **Keystroke's** capabilities. These seminars are usually two days long, and cover most aspects of the base system. Attendees should have a basic working knowledge of the **Keystroke** system in order to gain the most from this training.

On-Site Training

The best source of on-site training is the local dealership from which you purchase the system. This is especially true while you are initially being oriented to the software. **SBS** continuously works with independent **Authorized Keystroke POS Dealers** to keep them trained and informed on the many intricacies of the software. Fees and availability for local training are determined by the independent dealers.

Frequently Asked Questions

Who is Specialized Business Solutions?

Specialized Business Solutions (“SBS”), incorporated in California in 1988, is dedicated to providing software and related services for transaction-intensive businesses such as retail stores. **SBS** is the developer and publisher of **Keystroke POS** software.

SBS has two permanent office locations. Our research and development (R&D) office, in Long Beach, California (near Los Angeles), is where most of the product development, software programming, and testing takes place. The R&D office also handles some technical support services. The majority of our staff works out of the Sales and Service office located in Dillon, Colorado (about an hour west of Denver, near popular Rocky Mountain ski resorts). This office provides majority of our service activities, including sales, marketing, technical support, and shipment of software updates and product information.

The entire staff at **SBS** takes great pride in not only publishing quality software, but also in our ability to provide *prompt and friendly service* to our customers. Rather than relying on pushy sales tactics, our success is driven by sincere loyalty from our customers who appreciate our honest approach to doing business.

One unique aspect of **SBS** (as far as software companies go) is that when you call, an actual person answers the phone (not a machine), *and* that person can usually assist you immediately. This is true for both sales and technical support calls. In fact, although we have separate 800 numbers for sales and support calls, they ring in on the same set of phone lines and are answered by the same people. Our sales and technical support staff are the same people, and are not paid by commission, which also means that we will not make inflated promises just to make a sale.

What is Keystroke POS?

Keystroke Point Of Sale is a computer program that enables a standard PC to operate as a cash register, and at the same time provides a complete retail management system. While the **Keystroke POS** system offers far more capabilities than a traditional cash register (such as inventory control, clerk management, and accounts receivable), it’s also faster and easier to use!

Keystroke POS improves the efficiency and profitability of businesses by capturing information as it occurs, and making data instantly available whenever it is needed... only a *keystroke* away! When a transaction is entered, all related databases are immediately updated and the information remains available virtually *forever*. **Keystroke’s** historical data tracking and extensive reporting capabilities will help your business prosper amongst even the largest and most automated competitors.

Keystroke will not manage your business for you, nor will it tell you how to run your business; it is a tool you can use to collect, organize, regulate, and access information about your business. Using **Keystroke** will help you to identify areas where you can improve the profitability of your business, and reduce the number of hours you spend doing so. While **Keystroke** handles the retail counter, inventory, and most other day-to-day tasks, it can also serve as the front-end for most popular accounting systems.

Keystroke POS is the perfect solution to improve the management of nearly any retail, wholesale, or service organization. Thousands of prosperous businesses across the country rely upon **Keystroke POS** software and **SBS**' support services to help them manage sales and purchasing, control inventory, track customers, monitor employees, and many other essential business tasks. We're confident you too will find **Keystroke** to be a profitable addition to your business.

How does Keystroke compare to other POS/IC systems?

Of course we'll tell you that **Keystroke** is the best! Fortunately, other people are also saying good things about our company and products. As consistently indicated in industry trade magazines and independent surveys, **Keystroke** is certainly among the top-rated point of sale and inventory control software packages. Since most magazine publishers are highly dependent on advertising dollars, they are understandably hesitant to print much more than basic reviews of product features. The fact that **Keystroke** is consistently included in editorial product roundups for point of sale/inventory control systems demonstrates that it is one of the best software programs in its class.

In a recent study conducted by the National Retail Federation (NRF) and IBM, **SBS and Keystroke received higher ratings than all other competitive products/companies surveyed in nearly all categories measured**. This study, executed by the J.C. Williams Group, an independent retail market research firm, asked users of six of the top-rated POS software providers to rate numerous aspects of the software, software publisher, and local resellers. **Keystroke** has also been included in editorial coverage in well known publications such as: *Computer Reseller News*, *Independent Business Magazine*, *CPA Software News*, *Retail Systems Reseller*, *Bicycle Dealer Showcase*, *Reseller World*, *PC World*, *New Age Retailer*, and many others.

Most of the published reviews we've seen on POS products focus on general retail packages. There are also POS systems available for specific retail trades (e.g., bicycles, lighting fixtures, books, pool & spa supplies, salons, etc.). When compared to other systems, some important advantages of **Keystroke** are evident, such as: lower price, depth of features, number of installations, and quality of technical support. Many of the trade-specific systems are developed and sold by folks who know their trade, but not necessarily the computer/software business. Not only are such systems typically more expensive, they often lack features and flexibility since these developers tend to expect all similar businesses to work exactly the same as theirs – which is rarely the case.

Which version of Keystroke is best for me – DOS or Windows?

Believe it or not, this could be a tough question. If you're not sure, the Windows version of **Keystroke POS** is probably your best bet, since it also includes the DOS version. We'll explain further, but first let's review some of the differences between the two.

Keystroke POS for Windows is a true 32-bit Windows application. It is written primarily in Microsoft® Visual Basic®, and is optimized for current versions of Microsoft® Windows® operating systems. If you intend to run **Keystroke POS** on the NT/2000/XP family of Windows® operating systems, the Windows version of **Keystroke** is highly recommended.

The DOS version of **Keystroke** can be used with Windows® 95/98, and also with non-Windows/DOS-only workstations. The DOS version will also run well on older versions of Windows, such as Windows for Workgroups. Depending on your knowledge of computers and operating systems, you might associate such DOS-only computers as being old and slow; however, it is quite surprising how fast **Keystroke** will run on an old 286 or 386 computer when the Windows environment is not present.

The functionality of the DOS and Windows versions of **Keystroke POS** are nearly identical. The DOS version of **Keystroke POS** includes all but a few features just recently introduced with the Windows version. The Windows version offers some enhanced capabilities, such as mouse support, Windows printer support, and customizable macro tool bars. But for the most part, the two versions include the same capabilities.

You can easily upgrade from the DOS to the Windows version, and data is completely interchangeable between the two versions. In fact, both the DOS and Windows versions of **Keystroke** can be run concurrently on a local area network, with some workstations running the DOS version (such as on POS registers, where speed and stability are of utmost importance), while other workstations (such as back office machines running Windows-based accounting programs) may be running the Windows version.

Can Keystroke handle the demands of my business?

Probably, but that is something you and a local **Authorized Keystroke Dealer** should explore before you purchase **Keystroke**. We can tell you the strengths and limitations of **Keystroke** and about other businesses for whom it works very well. Whether **Keystroke** will work for you will be mainly determined by factors such as the number of inventory items, number of customers, number of registers, transaction volume requirements, and any very unique needs your business may have.

Keystroke is capable of managing approximately 65,000 database records in each database (Inventory items, Customers, Vendors, Clerks, etc.). This easily fits the needs of most retail operations, with a few exceptions such as general auto-parts stores and very large book distributors. To give you some perspective on this size of an inventory, even a typical full-service grocery store carries fewer than 50,000 items. The size of the Inventory or Customer databases has a negligible effect on the speed of transaction entry or item lookup.

The number of computers/registers on which the **Keystroke** system can be used simultaneously is determined by the number of User Licenses purchased. For licensing purposes, a “10-User” package is considered an “Unlimited Network”, which is actually only limited in terms of speed, practicality, and the capabilities of the installed hardware and network operating system. In other words, whether a store has 10 registers or 25, a 3-User Network System with seven Additional User Licenses will suffice.

Keystroke is currently used on as many as 30 registers in retail outlets such as health food stores, pet supply stores, and building supply & home centers. Some of the most impressive statistics reported by **Keystroke** users include: over 600 transactions per hour, over 5000 transactions per day, and over \$200,000 gross sales per day! Although there really are no set limitations on number of registers or transaction entry rate for **Keystroke**, we do not recommend **Keystroke** in stores that exceed these figures.

One of **Keystroke**'s most distinguishing attributes is its ability to handle unusual situations and setups. If you think your business has very unique requirements (e.g., unusual pricing schemes or customer demographics tracking), please consult with a local **Authorized Keystroke Dealer** or call **SBS** to determine whether **Keystroke POS** will meet your needs.

Who uses Keystroke POS?

Keystroke was originally designed for independent retail and service businesses selling goods such as computers, sporting goods, gifts, and liquor. Today, the **Keystroke POS** system is installed in over 6000 businesses, ranging from national franchises and computer chain stores to small “mom & pop” pet supply, craft, and book stores. **Keystroke** is ideal for most types of retail, wholesale, and service businesses. Due to the unique nature of a few specific trades, it is not intended for businesses such as dry cleaning, rental-only, large-scale grocery, or restaurants. Following are just a few of the companies using **Keystroke**:

Auto Supply

BMW of Orlando
(and other motorcycle shops)
Duraliner / Pick'em Up Trucks

Beauty/Day Spa

Strands of Saratoga
Ultra Hair & Beauty

Book

Christian Publishers Outlet
Dekalb Bookstore/Books Plus

Bicycles

Bicycle World
Recycled Cycles

Clothing/Shoes

Fitness Things
Fleet Feet Triathlete

Computers/Electronics

American Telecom
Computer Warehouse
Phones Plus
Radio Shack

Hardware

Ace Hardware
Coast to Coast Hardware
True Value Hardware

Health Food/Nutrition

Max Muscle stores
Nutri-Sport stores

Hospital Gift/Cafeteria

Cedar Sinai Hospital
Saint Joseph's Medical Center

Lighting

House of Lights
Lighting Design

Liquor/Vineyards/Home Brew

Brown-Foreman Corporation
(makers of Jack Daniels)

Duane's Home Brew

Fetzer Vineyards

The Liquor Store

Nursery/Garden Supply

Beardsley Gardens
Fossil Creek Nursery

Office Supply/Stationery

Northern Stationers
Party Time Paper & Crafts
Ridgefield News & Office Supply

Pet Supply

Backyard Bird Shops
Pet Food Centers
Wild Birds Unlimited stores

Pool & Spa

All Season Pools & Service
Pool & Spa Connection

Specialty/Gifts/Collectables

Big League Baseball Cards
Los Angeles Police Academy
Monograms Plus
Real Goods
Successories
Top Line Distributing

... and many, many more

If you'd like to speak with other **Keystroke** customers, please call **SBS** or a local Authorized **Keystroke** Dealer. Although many of our customers are pleased to talk to others about their satisfaction with the **Keystroke** system and **SBS**, please understand that they are also very busy running their own businesses. Therefore, we will suggest for you to first speak with a local Authorized **Keystroke** Dealer in your area who can answer most of your questions and then put you in touch with other businesses using **Keystroke**.

What hardware is required for use with Keystroke?

The DOS version of **Keystroke POS** is a DOS/text-based software program that will run on almost any IBM®-compatible PC ranging from older 286 microprocessors (DOS v3.1 or later) to the fastest Pentiums and beyond running DOS or Microsoft® Windows® 3x, 95, or 98. The memory requirement for **Keystroke POS** for DOS is minimal, requiring only conventional memory under 640k.

Keystroke POS for Windows requires an IBM® compatible PC running Windows® 95 or later (including 98/ME or NT/2000/XP®). The minimum hardware configuration required for these operating systems is sufficient for **Keystroke POS for Windows**.

Both the DOS and Windows version of **Keystroke POS** are shipped on a CD with an accompanying 3½" license diskette. Therefore, access to a CD-ROM drive and standard diskette drive must be available for installation. Required hard disk space will vary greatly depending on data volume. Program files require a modest 40 to 80 Mb.

*Just a few of the numerous
PC-based POS peripherals
supported by **Keystroke POS**.*



Typical point of sale peripherals

Keystroke supports nearly all PC-based POS hardware peripherals available on the market. This includes machines designed specifically for point of sale, cash drawers, barcode scanners, receipt printers, customer pole displays, change dispensers, electronic scales, programmable keyboards, credit card readers, MICR/check readers, PIN pads, and modems for credit card processing and/or data interchange between multiple stores/locations.

As far as peripherals go, about the only exceptions which might not work with **Keystroke** are proprietary devices which do not conform to standard parallel/serial interfaces and some dedicated barcode printers which require a custom language for communication. However, if you're working with an **Authorized Keystroke Dealer** to select hardware to use with **Keystroke**, this should clearly not be an issue.

What hardware is recommended for Keystroke?

SBS does have a few recommendations which we feel strongly about; however, the best advice we can give is to work closely with a local **Authorized Keystroke Dealer**. Experienced dealers have the knowledge and resources to not only save you time and money, but to help you realize the benefits the **Keystroke POS** system is intended to bring. A local dealer can visit your store location and speak with you in person regarding your particular needs. Please keep in mind that any money you save on buying a printer through mail order or at the local discount store will likely be spent many times over getting it to work properly.

The following are some of our hardware recommendations and suggestions:

Computers:

Keystroke POS for Windows requires a machine running Windows® 95 or better. The minimum requirements of the operating system are sufficient for **Keystroke**. The DOS version of **Keystroke POS** requires the use of a mere 286 or better computer. So you pretty much can't go wrong when it comes to dedicated POS workstations running the DOS version. In fact, a relatively stripped down machine, *not* running Windows®, may be the fastest and most stable system available. However, do keep in mind the requirements of a network operating system or any other software applications you might want to run.

You can use either a conventional PC and add peripherals such as a receipt printer, cash drawer, and barcode scanner, or there are a variety of machines available intended specifically for point of sale use. These systems include some built-in peripherals and are designed to look more like a standard cash register. Some of these include the IBM® SureOne or SurePOS systems, and similar machines made by Posiflex, Casio, CompuRegister, CRS, EMAX, Pioneer, and many others. Ask your local Authorized Dealer to review options and prices with you.

Operating Systems:

As described above, **Keystroke POS for Windows** requires a machine running Windows® 95 or better. For the DOS version of **Keystroke**, we recommend MS-DOS 5.0 or later, and the DOS version can also be run with Windows® 95 or 98. Some incompatibility issues have been identified with DOS programs and newer versions of Windows® including XP®, NT® and 2000®; therefore, **Keystroke POS for Windows** is recommended if using these operating systems.

Printers:

Keystroke will work with almost any dot matrix or laser printer, but we do recommend that you use one that connects via a parallel printer port. For multiple-copy Invoices (also billing statements, other forms, and reports), just about any dot matrix printer will work well (we like those manufactured by Okidata). Any HP (Hewlett Packard)-compatible laser printer should work great for reports, single copy forms (which can be set up to print multiple times), and/or barcode labels. However, there is a reason everyone compares their laser printers to HP... (hint, hint!) Although inkjet printers are acceptable for things like reports, we *do not* recommend them for use with **Keystroke**, especially for labels.

Receipt printers are an option you should consider if you want or need quick sales receipts printed on narrow roll-type paper typically 3 inches wide (two-part carbonless paper is available for most receipt printers). There are a handful of receipt printer manufacturers who all have various models with different capabilities ranging from

simple tear-off types, to those with automatic cutters, and check endorsement features. Keep in mind that the less expensive the printer, usually the slower it is and/or the fewer options it has (and there are some *very* slow ones out there). One of the newest changes in receipt printers is the use of thermal printer technology, which is much faster than the more common dot matrix types of printers.

And last but not least, there are a variety of specialized barcode printers available. Some of the more popular brands are the Cognitive Blaster Advantage and the Zebra TLP series. **Keystroke** does work with these printers; however, since these printers each utilize a custom printer language, you should expect some additional costs if you wish to configure a special label format. Certain other relatively high-end barcode printers can also be configured for special applications such as plastic stakes like those used in plant nurseries.

Barcode Scanners:

Barcode scanners are surprisingly easy to implement and use. Most scanners are designed to auto-discriminate between different types of barcodes, which means they can read manufacturer's UPC codes as well as other symbologies, such as Code 3 of 9. The more important aspects of selecting a barcode reader include the technology it uses to read barcodes (wand, CCD, hand-held laser, in-counter laser, etc.), and how it connects to the computer (via serial port or keyboard wedge).

For most uses, the best barcode scanner is the hand-held laser type which connects through keyboard port (or is built into the keyboard). Scanners which connect to a serial port can be used successfully but are not recommended since they require that a separate utility software program (provided by the scanner manufacturer) be used to convert data from the serial input to keyboard input. There are many manufacturers of barcode scanners; some of the more popular brands are Metrologic, Symbol, PCS, and Percon.

Cash Drawers:

Keystroke can pop open just about any electronic cash drawer that is made for use with a PC. The one thing to consider is how the drawer connects to the computer. This can be done directly to a serial or parallel port, or it may connect through a receipt printer (recommended). You may also want to consider the size of the drawer, the number of drawers per register, whether it has a media slot, and where it will be located (e.g., on top of the sales counter, mounted beneath the counter, etc.). **Keystroke** also supports compulsion drawers which communicate with the program regarding drawer status (e.g., open or closed) in order to prevent the clerk from continuing transactions without closing the drawer.

Other Optional Peripherals:

Programmable Keyboards – a very useful option in extremely fast paced environments, most commonly used for entry of frequently used items/services and payments.

Magnetic Stripe Reader – mostly for credit card processing (keyboard wedge interface).

Customer Pole Display – for customer to view entry of items & prices (serial or parallel).

Portable Data Collector – mostly used for periodic physical inventory checking, can also be used for receiving items into inventory (typically serial interface).

Electronic Scale – for automatically inputting weight as sale quantity (serial interface).

"Deli" Scale/Printer – for variable weight items such as meat & cheese; barcode label scans as item code and quantity (weight).

Check Reader – for scanning MICR information from bank checks.

PIN Pad – for customer to input personal identification number.

Telequip Change Dispenser – automatically distributes correct coin change (serial interface).

What if I have several stores and a warehouse?

Keystroke handles multiple locations very well. The most common issues regarding automating multiple locations include: the ability to look up inventory quantities on hand in other locations, centralized inventory and customer management, and consolidating sales information for reporting. All of these issues are handled using an add-on module for **Keystroke** called “**MultiStore**”. For more information on this module and associated licensing requirements, please refer to the description of **MultiStore** earlier in this booklet.

Where can I purchase Keystroke and how much does it cost?

The **Keystroke** POS software package is sold exclusively through **Authorized Dealers** throughout the 50 United States, Puerto Rico, the Virgin Islands, and Canada. Most **Authorized Keystroke Dealers** are independent professionals who also sell computers, cash registers, consulting and training services.

Most **Keystroke** dealers also run their own business using the **Keystroke** POS system. In addition to their first-hand experience with **Keystroke**, many dealers attend intensive training seminars on the **Keystroke** POS system annually. If you’re not already working with an **Authorized Keystroke Dealer**, please call **SBS** so we can locate one near you.

The cost of a **Keystroke** system for your business will depend on your needs. The **Keystroke** POS software ranges from less than \$1000 to several thousand dollars, depending on the software version, the number of registers/workstations (i.e., User Licenses), and optional add-on modules (e.g., User Bundle, Matrix Manager, MultiStore, etc.) which you may or may not need. Be sure to also consider hardware (computers, peripherals, networking), installation and training – all very important elements of a complete system.

When evaluating point of sale/inventory control systems, you’ll discover that even though the software package is the most important element, its cost is a relatively small portion of the total system cost. And, what’s far more important than the cost of the software you choose to run your business, is the *benefit* you receive. The best way to maximize your value is to hire the services of a local **Authorized Keystroke Dealer** to ensure proper installation and training for you and your staff.

What People Are Saying About Keystroke POS

Over the years, the **Keystroke** POS system has been evaluated and editorialized in numerous articles featuring point of sale/inventory control software. Following are just a few of the comments we’ve received about **Keystroke** POS:

“All ratings and benefits measurements are outstanding. The merchandise/inventory control component is especially strong at delivering benefits. This system is also seen as [an] excellent value for [the] money, well above the average in the study... A higher level of contact with SBS [has resulted in] higher than average service ratings”

– Software Satisfaction Study conducted by the National Retail Federation and IBM

“POS Power: [Keystroke] POS software can streamline your company’s sales and inventory.”

“If you own a small retail store that is trying to compete with discount superstores, you know the importance of good customer service... [Keystroke POS] can give you the information you need to build strong relationships with your customers”

– Independent Business Magazine

*“**Keystroke** is an excellent POS program that is easy to use and works quickly. Its strengths are in its consistent and simple-to-use screens combined with an underlying processing power that is very sophisticated.”*

– CPA Software News

“... everything works in the same efficient manner regardless of where you are in the program, [so] the learning curve is easy, and you can use the program productively.”

*“One [additional] selling point for **Keystroke** POS from Specialized Business Solutions... is its optional Script Editor module, which allows users to set up customized entry procedures [reminder messages, tag-along or add-on items, replacement items] for inputting specific line items at the point of sale.”*

– Retail Systems Reseller

“Simplicity, ease of use, is key...”

– Retail Systems Reseller

“The program can be customized to fit the individual retailer’s needs... [including] customizable password security, modifiable forms... and multiple registers and back office work stations”

– Bicycle Dealer Showcase

*“I have to tightly control my costs. I can’t afford to have an employee do all the tasks **Keystroke POS** does. When we started, we didn’t know much about the stationery business and how complex pricing would be. It has a lot of flexibility, and it has been able to grow and adapt with the business.”*

– Greg Peterson, owner of Ridgefield Office Supply

*“I use **Keystroke POS** to track more than 2,500 items in my cellular phone store. The system prints invoices and automatically tells me when to reorder. If I want to keep 5 of an item in stock, the system tells me when we’re running low.”*

– Richard Aal, owner of American Telecom

“We have been using the system since 1990, and it’s fantastic! The number one feature has to be reliability, followed by flexibility. I’m just tickled pink.”

– Allan McCleod, owner of Harmony Flowers

BRACCI HOME CENTER

Specialized Business Solutions
P.O. Box 1904
Dillon, CO 80435

Dear David Hunsinger:

I am writing this letter to tell you how delighted we are with our new point-of-sale system, Keystroke. Although we are still very new at using the system, I can tell all the users are extremely pleased with its results and capabilities so far. The idea of switching from an ordinary cash register, to a sophisticated system that ties into our accounting package was very scary at first, especially for some of our employees who had never even used a computer before, but the transition was surprisingly easy. There are so many possibilities with this system, that my salespeople are often "playing" with to see what it's capable of. When we originally ordered Keystroke, we were merely hoping that it would do the bare minimum of what we needed it to do. It has far surpassed our expectations, and for this I say "Thank You!"

Sincerely,
Gary A. Falco
Gary A. Falco
Controller



Red Rock Canyon Interpretive Association

March 18, 2002

Mr. Michael S. Gebb
President
Specialized Business Solutions
2508 East Broadway
Long Beach, CA 90803

Dear Mike:

Thank you for conducting last week's informative seminar on the use of the Keystroke System. As a relatively new user, I learned several shortcuts and helpful ways to make better use of what the system has to offer.

Thank you also for your help in transferring our backup information from the zip to a CD. Having full access to my particular application was very helpful both during the seminar and in the evening for review.

I would also like to commend Nik on his willingness to take time from his busy day to assist us with our particular challenges. It speaks very well of you and your company when both you and your employees are so willing to assist with individual situations.

Again, thank you for your seminar, your assistance, and most of all for the excellent POS system you developed.

Best regards,

Laurie B. Stephens
Laurie B. Stephens
Store Manager and Buyer

Cc: Pat Williams, Executive Director, RRCTA
Nik von Gundell, Manager Dealer Relations, Keystroke

HCR 33 Box 5500
Las Vegas, NV 89124

email: info@redrockcanyonri.org
URL: redrockcanyonri.org

Phone: 702-363-7592
FAX: 702-363-6779

Wildflowers
Wildflowers
Flowers



To: David, Dana, and Pat - Specialized Business Solutions
Fax #: 970-262-2387
Re: Client letter
Date: February 27, 1996
Pages: 2, including this cover sheet.

FACSIMILE

Attached please find a letter we received from one of our clients who is currently using your software. Dan really enjoys working with the Keystroke software and is trying to expand on the hardware and software capabilities of your products. I thought you would enjoy reading some of his positive comments. It's always wonderful when clients take the time to write unsolicited letters of encouragement. Keep up the good work!!!

Paul Maynell

keep the company through another round without your help Paul

Thanks again,
Dan Jones

Dan Jones
P.S. Keystroke continues to amaze me. I've added the production module in and it is a great help. I don't think a day goes by that I don't learn something new on the software. I just love all it does. I'm even doing in-store credits on it by doing reverse layaways!

1201 WASHINGTON STREET DENVER CO 80206 3437
101/311 4070 FAX 333-1370 E-MAIL: WIDERSH@AOL.COM

LINDELL DELI & GROCERY



577-670 WEST PARK AVE # LONG BEACH, N.Y. 11561
Phone 432-6171 # Fax 432-1062

September 19, 2001

Dear David Hunsinger,

We are now entering our 6th year using Keystroke. Words can't say how much we enjoy the software and how easy it is to use. We started the Keystroke era using 3,000 items in the store. We now record over 8,400 plus items. This software is invaluable and I can't imagine life without it. I gladly pass any information to retailing friends when they are looking for an affordable point of sale system. We're looking forward to more years using the Keystroke point of sale software and welcome the upgrades. I still enjoy getting a "live" representative on the phone. I also enjoy using the web site to talk to other retailers about Keystroke. Keep up the good work and stay in touch.

Sincerely yours,
P.J. Whelan
Patrick J. Whelan

Sample Forms & Reports

Introduction

The **Keystroke** sales management and inventory control system provides a comprehensive selection of reports, business forms such as statements and invoices, and label formats such as mailing labels and price tags.

This section includes just few examples of the numerous reports, price tags, labels, and business forms which can be printed using the **Keystroke** program. If a desired report or form layout is not shown here, contact your local Authorized **Keystroke** Dealer, or call **Specialized Business Solutions** at (800) 359-3458.

Selecting a Printer

Reports, price tags and other types of labels (including barcodes) can be printed on a wide variety of dot matrix, laser, and thermal printers. When selecting a printer, it is important to consider what you want to print, how much you will be printing, and the cost of labels and other supplies.

Dot Matrix Printers

Dot matrix printers offer the simplest, least expensive means of printing reports and labels. Most newer 24-pin printers will print acceptable barcode graphics; however, some older models are not capable of printing barcodes. These barcodes do not have the sharp quality of the laser or thermal printers, and therefore it may be necessary to print the barcodes slightly larger to compensate for the lower quality. Label stock is available from a wide variety of sources and is reasonably priced.

The best dot matrix printers to use with **Keystroke** are those manufactured by Okidata or Epson. Other printers may also work well with **Keystroke** (i.e., Panasonic, Citizen, Lexmark), but often each printer model has unique properties and printer commands which are not entirely consistent with the emulation they are set up to handle.

Laser Printers

Laser printers provide high quality reports, price tags and labels and excellent general printing capabilities at a reasonable price. Not only can they print labels, price tags and barcode price tags, but also reports, invoices, purchase orders, etc. You can also print to the laser printer from other software packages such as word processing or desktop publishing packages. Laser printers are “page” printers, meaning that labels will typically be printed on 8½ by 11 inch pages. Barcode labels may be set up as one to eight across the page, ranging from one to 60 labels per page. Whether you are printing one, 10, or 50 labels, a full page is always sent through the printer, so there may be some wasted label stock. The best laser printers to use with **Keystroke** are those manufactured by Hewlett Packard (HP), or printers which are HP-compatible.

Receipt Printers

Receipt printers can be either thermal, inkjet, or dot matrix; when deciding which type of printer to purchase, keep in mind your budget and what you intend to do with the printer. A thermal receipt printer is generally more expensive, not only due to the cost of the actual printer, but also because the paper stock for thermal printers is usually more expensive than that for dot matrix printers. Thermal printers, however, typically offer benefits such as raw speed, improved flexibility, durability, and quality of the actual printout produced.

Receipt printers that work well with **Keystroke** include Star Micronics' SP200, SP300, and TSP400, the Ithaca Peripherals Series 80 and Series 90, and the Epson TM Series.

Label Printers

A thermal label printer is generally the most expensive type of label printer to use. This is due not only to the cost of the printer alone, but also because the label stock for thermal printers can be considerably more expensive than that for laser or dot matrix printers. Thermal label printers also serve a sole purpose, unlike other printers, which can be used for other tasks. Thermal printers, however, typically offer added benefits such as raw speed, improved flexibility, durability, and quality of the actual labels produced. Another aspect to consider when weighing which type of printer to use is that thermal printers are sometimes the most difficult to set up and create labels for. This is due to the fact that each printer manufacturer uses a different programming language.

The best printers of this type to use with **Keystroke** are the Blaster Advantage Series from Cognitive, Star Micronics' TSP Series, and Zebra's LP/TLP Series (formerly Eltron).

Inkjet Printers

Standard inkjet printers are *not recommended* for use with **Keystroke**. Although inkjet printers may be acceptable for many applications and are usually fine for reports and full-size (8½ x 11 inch) forms, they are not well-suited for printing labels.

Price Tags

The **Keystroke** POS system is capable of generating plain or barcoded price tags in nearly any format you desire. Price tags may be printed for individual Inventory items, all items on a specific Purchase Order, only items with price changes (including items marked On Sale), or all items currently in stock. Below are several standard price tag formats supported by **Keystroke**. The layout of all forms, including price tags, is controlled by special files called “form files” which can be edited in order to print data in any format your printer is capable of printing. Code 3 of 9 barcode format, which is used on most standard forms, can be read by almost any barcode reader. Other barcode symbologies (such as UPC or Code 128) can also be generated by **Keystroke**.



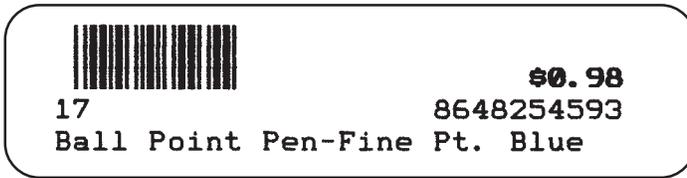
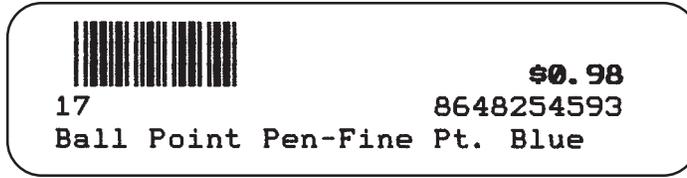
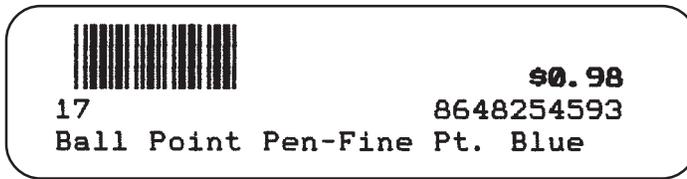
*BBBUTFLY.PTG:
1/2 x 2 – 1 across label
for the Barcode Blaster
for Butterfly (jewelry) tags.*



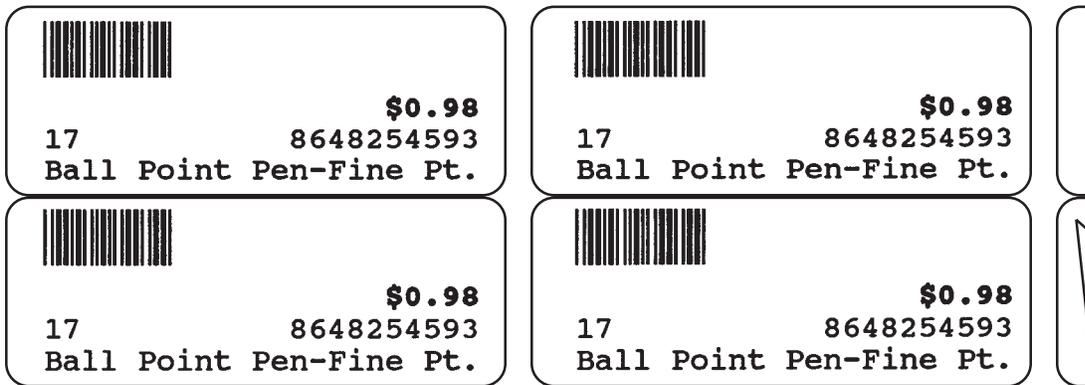
*BB1x2CS.PTG:
1 x 2 – 1 across label for the
Barcode Blaster with
the Product Code barcoded.*



*BB1x1.PTG:
1 x 1 – 1 across label for
the Barcode Blaster.*



BARCODE.PTG: 3 5/8 x 15/16 – 1 across barcode label for a dot matrix printer.



BARCODE3L.PTG: 2 5/8 x 1 – 3 across for laser printer with Stock Number as barcode.



SMALL8.PTG: 1x 1 inch – 8 across label for a dot matrix printer.

Business Forms

The **Keystroke POS** system supports a myriad of standard business forms, which can be printed on either dot matrix or laser printers, using plain paper or preprinted forms. In addition, the layout of all forms can be customized to your specifications by **SBS** or your local Authorized **Keystroke Dealer**.

SBS is a Perfect Partner with New England Business Systems (NEBS), who offers a variety of standard and custom preprinted forms. To order NEBS forms, contact NEBS at 800-388-3810, and mention Mailing Code 10144.

Sales Invoices and Receipts

The **Keystroke POS** system ships with a variety of standard Invoice and Receipt forms, designed for laser printers, 40-column receipt printers, and dot-matrix printers. Many forms are also designed for preprinted NEBS formats.

Specialized Business Solutions PO Box 2019 352 Lake Dillon Dr., Ste. C Dillon, CO 80435 970-262-1720 970-262-2387	Sales Invoice No: 34 Date: 04/07/02 Page: 1
--	---

Sold To: Clark Kent The Daily Planet 1500 S. Clarion St. Philadelphia, PA 19147	Customer No: 12 Phone No: (505) 555-4848
--	---

Ship To: 1500 S. Clarion St. Philadelphia, PA 19147
--

Cust. Order #:	Salesperson: #1 - Susie
----------------	-------------------------

Product Code	Item Description	Qty	Unit Price	Amount
8648254593	Ball Point Pen-Fine Pt. Blue	10	0.98	9.80
5526345812	Felt Tip Pen-Black	10	0.54	5.40
4247858643	Newsweek Magazine	1	2.98	2.98
8567452163	#6.75 Env 500 CT.	1	9.16	9.16

	Sub-Total:	27.34
	Shipping:	0.00
	Tax [0]:	EXEMPT *
	Total:	27.34
	DUE UPON RECEIPT:	27.34

Thank you for your order! No returns or exchanges without receipt.	Amount Paid: 0.00 Amount Due: 27.34 Change: 0.00
--	--

KSP8X11L.NVC, printed at 43% on a laser printer.

This is only one of several standard Invoice forms designed for laser printers. Standard forms are also available for use with NEBS preprinted forms (see following example).

Standard forms are also available for Check Validations, FedEx Airbills, Packing Slips, Paid Out Receipts, and Credit Card Receipts.

NEB12508.NVC, printed at 42%
on a dot matrix printer.

This is just one of several
standard forms designed to be used
with NEBS preprinted forms.

CLERK		SALES PRICE	CHECKING NO.	PAYMENT TERMS		
1	Susie			DUE UPON RECEIPT		
ITEM	DESCRIPTION	QTY	PRICE	AMOUNT		
8648254593	Ball Point Pen-Fine Pt. Blue	10	0.98	9.80		
5526345812	Felt Tip Pen-Black	10	0.54	5.40		
4247858643	Newsweek Magazine	1	2.98	2.98		
8567452163	#6.75 Env 500 CT.	1	9.16	9.16		
				Sub-Total	27.34	
				Shipping	0.00	
				Sales Tax	EXEMPT*	
				Total	27.34	
				On Account	27.34	
				Change	0.00	

Thank you for your order!
No returns or exchanges
without receipt.

Thank You!

KSP40TRN.ROA, printed at 100%
on a thermal laser printer.

This form is a 40 column Accounts Receivable receipt.
Standard forms are also available
for use with NEBS preprinted forms.

Specialized Business Solutions
PO Box 2019
352 Lake Dillon Dr., Ste. C
Dillon, CO 80435
970-262-1720
970-262-2387

PAYMENT RECEIPT

CLERK: Susie 04/03/02

CUSTOMER #2
Bargelly Bean's Bakery

Previous Balance: 2118.74

Check 8012

Amount Paid: 1000.00

CUR FN CHG 03/31/02 11.37 0.00

11 03/10/02 988.63 1107.37

Account Balance: 1118.74

THANK YOU!

Specialized Business Solutions
PO Box 2019
352 Lake Dillon Dr., Ste. C
Dillon, CO 80435
970-262-1720
970-262-2387

Page: 1
Date: 04/03/02
RECEIVED ON ACCOUNT

Bargelly Bean's Bakery
Bob Bean
3401 Hot Bread Blvd.
Yeasting, TX 80401

Account No: 2
Phone: (213) 555-6244

Payment: Check
Check 8012 Amount: 1000.00

Date	Invoice No.	Total	Amount Due	Amount Applied	Balance
03/31/02	CUR FN CHG	11.37	11.37	11.37	0.00
03/10/02	11	3596.00	2096.00	988.63	1107.37

Total Applied: 1000.00
Amount Left: 0.00

Thank you for your Payment!

*KSP8x11.ROA, printed at 43%
on a laser printer.*

*This is another example of an Accounts
Receivable receipt, this time printed
in full page format.*

Quotes

As with Invoices and Receipts, the **Keystroke** program is capable of customizing Quote formats to meet the specific needs of your business.

*KSQ8x11L.NVC, printed at 40%
on a laser printer.*

*Quotes are used to record sales
proposals or estimates.
Using Quotes allows you to
monitor Markdown amounts (from
List price), or Cost/Profit amounts
as you adjust prices.*

Specialized Business Solutions PO Box 2019 352 Lake Dillon Dr., Ste. C Dillon, CO 80435 970-262-1720 970-262-2387	Quote No.: 1 Date: 03/14/02 Page: 1
--	---

Quoted To: Norm Peterson Winston, Watson & Peterson Suite 400 2300 Main St. Boston, MA 02134-1694	Customer No: 13 Phone No: (617) 555-4949
---	---

Salesperson: # 1- Susie

Item Description	Qty	List Price	Disc	Unit Price	Amount	T
Acer P500-128MB-12GB-DVD/ZIP	2	4497.50	20%	3598.00	7196.00	T
Laser Printer	1	760.63	20%	608.50	608.50	T
Microsoft Office	2	750.00	20%	600.00	1200.00	T

List Price Sub-Total: 11255.63 Total Discount from List: 2251.13	20%	Additional Discount:	Sub-Total: 9004.50 Shipping: 0.00 Tax [0]: EXEMPT * Quote Total: 9004.50
---	-----	----------------------	---

This Quote is VALID for
14 DAYS from the Date above.

Purchase Orders/Invoices

The **Keystroke** Purchase Manager functions similar to the Sales Manager, and provides the ability to generate Purchase Orders and Invoices from a number of standard formats, including ones designed for preprinted NEBS forms.

*KSP11S#.POR, printed at 42%
on a laser printer.*

*This form file prints Stock # and
Ordered/Received quantities
based on received amounts.*

*Other forms are available which can
print Class, Vendor's Part #, etc.*

Specialized Business Solutions		Order No: 15	A
PO Box 2019		Date: 03/19/02	
352 Lake Dillon Dr., Ste. C			
Dillon, CO 80435			
970-262-1720		Page: 1	
970 262 2387			
Vendor: Paper & Pens		Vendor No: 9	
John Doe		Phone No: (303) 776-8154	
3655 S. Yosemite			
Evergreen, CO 82910			
By: Susie	Vendor Invoice:		
Terms: Check {03/19} 1311			
Stock#	Product Code	Description	Order Qty Unit Price Amount
18	5526345812	Felt Tip Pen-Red	6 5 2.70 16.20
19	5526345812	Felt Tip Pen-Black	6 5 2.70 16.20
17	8640284593	Ball Point Pen-Fine Pt.	5 5 4.90 24.50

			Sub-Total 56.90
			Shipping 0.00

			Total 56.90
Please call 1-800-359-1111 if any Errors are found on this Purchase Order.			Amount Paid 56.90
THANK YOU!			Amount Due 0.00

Reports

The **Keystroke** POS system provides a multitude of standard reports which make it easy to monitor and analyze all aspects of a retail or wholesale business. **Keystroke** reports can be generated to provide accurate, up-to-the-minute data regarding customer sales history, current inventory status, inventory movement, employee performance, purchasing records, overall profitability, and much more.

All reports may be sent to a printer, displayed on the screen, or saved to an ASCII text file which can be further manipulated using a spreadsheet or other software applications. Since **Keystroke** does not require the purging of transaction history, most transaction reports can be run for any date/time range, past or present.

Selected sample reports are shown on the following pages, along with a brief description of the corresponding report formats. Due to space limitations, not all reports are shown here; for more complete report descriptions, refer to the Report Manager section of the main **Keystroke** User Guide and/or evaluate **Keystroke**'s reporting capabilities yourself using the Evaluation system.

Sales Reports

Sales reports can be used to review or summarize sales activity based on a variety of criteria. Sales transactions can be shown in detail, or categorized by department, customer, employee, or time of day.

Department	Qty	Gross Rev.
05/18/02 9:15 am		
Specialized Business Solutions		
Page 1		
DEPARTMENT SALES REPORT		
03/01/02 through 03/31/02 - All Registers		
0:00 am 11:59 pm - Clerk #1		
** NO DEPARTMENT **	0	--
BOOK Books	7	83.86
CLO Clothing	0	--
FOOD Food Items	18	9.24
GIFT Gifts/Specialty	2	62.00
HW Computer Hardware	9	9370.60
LIQ Liquor	0	--
MAG Magazines / Periodicals	3	9.94
OFF Office Supplies	222	482.18
SERV Service	3	85.00
SW Computer Software	6	3183.98
	270	13286.80

This report summarizes gross revenue on sales by Department during a specified time period.

The Department Sales Report is one of the reports which can be set up to run automatically as part of the Closeout function.

Sales Transactions Reports

The Sales Transactions report produces a listing of Invoices, Sales Orders, Layaways, or Quotes in chronological order for a specified Date/Time Range.

The Detailed report shows complete details of each transaction, including line items, payments, etc., and provides a complete record of transactions during that period.

05/18/02 8:09 am		Specialized Business Solutions					Page 1
SALES INVOICE REPORT - DETAILED 04/02/02 through 04/07/02							
Trans# S#	Date Description	Time	Slpsn	Customer Product Code	Qty	Total Price	
29 38	04/02/02 Dbase Software	2:50 pm	1	14 Cogwell's Cogs 5484874858	1 ea	598.00T	
Visa 4421-0000-0000-1234 04/02/02 641.36						Sub-Total: 598.00 Discount: 0.00 Shipping: 0.00 Tax[7.25%]: 43.36S Total: 641.36	
31 4 19 10	04/03/02 #6.75 Env 500 CT. Felt Tip Pen-Black Staples - Jumbo Box	3:48 pm	1	9 Murphy's Publishing 8567452163 5526345812 23059085	10 ea @ 30 ea @ 6 ea @	9.16T 0.54T 1.94T	
Master Card 3822-1904-332 04/03/02 119.44						Sub-Total: 119.44 Discount: 0.00 Shipping: 0.00 Tax[0%]: 0.00S Total: 119.44	
34 17 19 44 4	04/07/02 Ball Point Pen-Fine Pt. Blue Felt Tip Pen-Black Newsweek Magazine #6.75 Env 500 CT.	9:41 am	1	12 The Daily Planet 8648254593 5526345812 4247858643 8567452163	10 ea @ 10 ea @ 1 ea @ 1 ea @	0.98T 0.54T 2.98T 9.16T	
Cash 04/07/02 27.34						Sub-Total: 27.34 Discount: 0.00 Shipping: 0.00 Tax[0%]: 0.00S Total: 27.34	
Totals:					Number of Invoices = 3	Sub-Total: 744.78 Discount: 0.00 Shipping: 0.00 Tax: 43.36 Total: 788.14	

Sales Tax Reports

Sales Tax reports provide information necessary to report and reconcile taxes collected.

The Tax District report breaks down tax collected by tax district.

05/18/02 8:13 am		Specialized Business Solutions					Page 1	
SALES TAX REPORT - BY TAX DISTRICT 03/01/02 through 03/31/02								
District/Code	Sub Total	Discount	Taxable	NonTaxable	Shipping	Net Total	Sales Tax*	Total
S State/Local								
T Taxable	5265.62	0.00	5264.74	0.88	0.00	5265.62	381.69	5647.31
N Non Taxable	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	5265.62	0.00	5264.74	0.88	0.00	5265.62	381.69	5647.31
O Out of State								
T Taxable	7910.22	0.00	0.00	7910.22	0.00	7910.22	0.00	7910.22
N Non Taxable	85.00	0.00	0.00	85.00	0.00	85.00	0.00	85.00
	7995.22	0.00	0.00	7995.22	0.00	7995.22	0.00	7995.22
R Resale/Wholesale								
T Taxable	25.96	0.00	0.00	25.96	0.00	25.96	0.00	25.96
N Non Taxable	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	25.96	0.00	0.00	25.96	0.00	25.96	0.00	25.96
							381.69	
TAX CODE TOTALS:								
T Taxable							381.69	
N Non Taxable							0.00	
							381.69	

* Sales tax is based on calculated amounts for each line item.
Please note that there may be a discrepancy between amounts based on line items and invoice totals since each individual invoice must be rounded to the nearest penny when it is made.

Time of Day Reports

The Time of Day report provides an analysis of average sales activity for various periods of the day. This report can be used to determine what times of the day are busiest for the purpose of scheduling staff and other planning purposes.

05/27/02 3:40 pm		Specialized Business Solutions		Page 1	
TIME OF DAY SALES REPORT - SUMMARY 03/01/02 through 03/31/02					
Time	Number of Sales			Total Amount	
0:00 - 8:00	0%	0		0%	0.00
8:00 - 9:00 ###	0%	2	\$\$	22%	2997.20
9:00 - 10:00 ###	12%	3	\$	6%	768.43
10:00 - 11:00 ####	17%	4		3%	467.13
11:00 - 12:00 ###	0%	2		0%	2.90
12:00 - 1:00 ###	12%	3	\$\$\$	29%	3952.78
1:00 - 2:00 ###	12%	3	\$	9%	1242.41
2:00 - 3:00 ###	8%	2	\$\$\$	26%	3612.07
3:00 - 4:00 ####	17%	4		4%	573.78
4:00 - 5:00 ##	4%	1		0%	31.80
5:00 - 6:00	0%	0		0%	0.00
6:00 - 0:00	0%	0		0%	0.00
		24			13668.50

The Time of Day report generates an analysis of sales activity within user-defined time increments for a specified time period.

Salesperson Reports

Salesperson reports can be used to show sales figures for each Salesperson. Sales commissions can be calculated based on user-definable Commission Tables, and by method (Cash, Weighted Cash, or Accrual (all)).

05/27/02 3:43 pm		Specialized Business Solutions		Page 1	
SALESPERSON SALES REPORT - DETAILED 03/01/02 through 03/31/02					
Number	Date	Time	Sub-Total	Profit	
1	Susie Chapstick				
3	03/04/02	9:34 am	674.96	333.98	49%
4	03/04/02	3:10 pm	15.96	7.98	50%
5	03/05/02	10:17 am	319.76	159.88	50%
6	03/05/02	1:47 pm	166.10	76.45	46%
8A	03/10/02	8:54 am	659.00	332.00	50%
11	03/10/02	2:55 pm	3596.00	1798.00	50%
12	03/11/02	3:52 pm	25.96	12.98	50%
13	03/12/02	10:22 am	23.30	11.65	50%
17	03/18/02	12:09 pm	62.00	31.98	52%
22	03/25/02	11:44 am	1.88	0.94	50%
23	03/25/02	3:04 pm	105.00	55.00	52%
24	03/26/02	10:25 am	73.30	34.55	47%
25	03/27/02	1:18 pm	1067.00	571.00	54%
		13	6790.22	3426.39	50%
		13	6790.22	3426.39	50%

This report provides detailed information regarding sales figures and relative profit by Salesperson.

05/27/02 3:42 pm		Specialized Business Solutions		Page 1	
SALESPERSON SALES REPORT - DETAILED 03/01/02 through 03/31/02					
Number	Date	Time	Sub-Total	Profit	Commission
1	Susie Chapstick				
3	03/04/02	9:34 am	674.96	333.98	49%
4	03/04/02	3:10 pm	15.96	7.98	50%
5	03/05/02	10:17 am	319.76	159.88	50%
6	03/05/02	1:47 pm	166.10	76.45	46%
8A	03/10/02	8:54 am	659.00	332.00	50%
11	03/10/02	2:55 pm	3596.00	1798.00	50%
12	03/11/02	3:52 pm	25.96	12.98	50%
13	03/12/02	10:22 am	23.30	11.65	50%
17	03/18/02	12:09 pm	62.00	31.98	52%
22	03/25/02	11:44 am	1.88	0.94	50%
23	03/25/02	3:04 pm	105.00	55.00	52%
24	03/26/02	10:25 am	73.30	34.55	47%
25	03/27/02	1:18 pm	1067.00	571.00	54%
		13	6790.22	3426.39	50%
		13	6790.22	3426.39	50%

The same report, set to calculate commissions by Salesperson for the specified time period.

Receivables Reports

The Receivables report generates a listing of your Customer's current account balances. This can also be printed in a summary format, with or without aging breakdowns.

The Receivables Report summarizes the information that would appear on a Customer's Accounts Receivable statement.

06/02/02 1:45 pm		Specialized Business Solutions						Page 1		
RECEIVABLES REPORT - AGING - DETAILED										
Number	Customer	Phone	Total	Current	30 - 60	60 - 90	OVER 90	Amount Due		
12	The Daily Planet	(595) 555-4848								
	Finance	03/31/02	Current Charge	1.53	1.53			1.53		
	6	03/05/02		166.10		166.10		166.10		
	10	03/07/02		31.80		31.80		31.80		
	34	04/07/02		27.34	27.34			27.34		
Finance Chrg: 1.53				1.53	27.34	197.90	0.00	226.77		
PrcChgs(Past: --				Crnt: 1.53	Tot: 1.53]	1.53	27.34	197.90	0.00	226.77

Profit Reports

Profit reports provide up-to-the-minute sales totals with daily subtotals.

Profit reports can be set to report either Summary (daily) or Detailed (itemized by transaction) information.

Information can be generated for Invoices, Sales Orders, Layaways, or Quotes.

05/26/02 12:06 pm		Specialized Business Solutions						Page 1
SALES INVOICES PROFIT REPORT - DETAILED								
03/10/02 through 03/13/02								
Trans#	Discount	Shipping	Tax	Total	Cost	Profit		
03/10/02								
8A	0.00	0.00	0.00 O	659.00	327.00	332.00	50%	
11	0.00	0.00	0.00 O	3596.00	1798.00	1798.00	50%	
03/11/02								
2	0.00	0.00	0.00	4255.00	2125.00	2130.00	50%	
12	0.00	0.00	0.00 R	25.96	12.98	12.98	50%	
03/12/02								
1	0.00	0.00	0.00	25.96	12.98	12.98	50%	
13	0.00	0.00	1.69 S	24.99	11.65	11.65	50%	
03/13/02								
1	0.00	0.00	1.69	24.99	11.65	11.65	50%	
14	0.00	0.00	1.39 S	20.59	9.60	9.60	50%	
1	0.00	0.00	1.39	20.59	9.60	9.60	50%	
5	0.00	0.00	3.08	4326.54	2159.23	2164.23	50%	

Payments Reports

Payments reports summarize payments received on Sales transactions.

Invoice	Date	Cust.	Clerk	Reference	Amount
05/26/02 Specialized Business Solutions Page 1 12:08 pm PAYMENTS TENDERED REPORT - DETAILED 03/10/02 through 03/13/02					
0	Paid Out (Cash)				
Total Payments = 0					0.00
2	Cash				
12	03/11/02	8	1		26.00
12	03/11/02	8	1	Change made	-0.04
13	03/12/02	0	1		25.00
13	03/12/02	0	1	Change made	-0.01
Total Payments = 4					50.95
3	On Account				
11	03/10/02	2	2		3596.00
Total Payments = 1					3596.00
4	Check				
14	03/13/02	7	4	4165	20.59
Total Payments = 1					20.59
5	Visa				
8	03/10/02	6	2	{03/10} 4424-9001-0000-3006	659.00
Total Payments = 1					659.00
6	Master Card				
Total Payments = 0					0.00
7	American Express				
Total Payments = 0					0.00
8	AR Adjustments				
Total Payments = 0					0.00
9	Food Stamp				
Total Payments = 0					0.00
Cash Totals = 6					730.54
Credit Totals = 1					3596.00
Other Totals = 0					0.00
Total Payments = 7					4326.54

This report lists payments entered on Invoices, Sales Orders, or Layaways over a specified Date/Time range.

Payments are grouped by payment type. This report is included in the available closeout reports.

Audit Reports

The Audit Report creates a detailed report of system activity. This can be a valuable tool for identifying and controlling employee theft and other potential problems. The level of audit detail recorded can be set to capture system activity down to the individual key-stroke!

Seq#	Date	Time	Reg	Clerk	Modl	Action	Details
05/27/02 Specialized Business Solutions Page 1 8:06 am AUDIT REPORT 04/08/02 12:13 pm through 12:14 pm							
89	04/08/02	12:13p	1	2	TRN	Trn Save	Sales Invoice #37 04/08/02 Cust#0 \$134.06 1 Lines
90	04/08/02	12:14p	1	2	TRN	Ln Itm Chg	Sales Invoice #37 Cust#0 Ln#1
From: Stk845 Programming the IBM Slapn#0 PrCode: * TxCode: T CmcCode: * OrdQ: 5 ShpQ: 5 \$25.00							
To: Stk845 Programming the IBM Slapn#0 PrCode: * TxCode: T CmcCode: * OrdQ: 3 ShpQ: 3 \$25.00							
91	04/08/02	12:14p	1	2	TRN	Trn Chgd	
To: Sales Invoice #37 04/08/02 12:13 pm Cust#0 Slapn#2 P/T Tbl: */S \$80.44 1 Lines							
From: Sales Invoice #37 04/08/02 12:13 pm Cust#0 Slapn#2 P/T Tbl: */S \$134.06 1 Lines							

This report indicates areas of potential employee dishonesty. This sequence indicates an Invoice on which a line item quantity was changed from 5 to 3 and resaved.

Customer Activity Reports

The Customer Activity report summarizes sales transaction information, ROA payments, and finance charges per customer (similar to an Accounts Receivable statement).

Information on this report can be generated in varying levels of detail, including Totals Only, itemized by Transaction, and Payment Detail.

04/08/02 12:20 pm		Specialized Business Solutions				Page 1	
CUSTOMER ACTIVITY REPORT - DETAILED 03/01/02 through 03/31/02							
Invoice Code	Date	Time	Description	Misc. Qty	Sales Tax* Price	Amount Tax	Total Amount Due
ROA	Date	Reference		Reqd	Finance Chg	Amount	Balance
#12		The Daily Planet			DAIPLANET	(505)	555-4848
--		FINANCE CHARGES--	Current			1.53	1.53
--INVOICES--					1.53	1.53	1.53
6	03/05/02	1:47		0.00	0.00	166.10	166.10
	5244953125		#10 EDV 560 Ct.	10	10ea	11.86	118.60 T
	8648254541		Mail Point Pen Flnk Pt. Blue	20	20ea	0.98	19.60 T
	04216		Highlighter - yellow	20	20ea	0.90	18.00 T
	2335975987		21 Pin Stripes Cable	1	1ea	9.90	9.90 T
10	03/07/02	4:03		0.00	0.00	31.80	31.80
	2309570973		Fruit Candy	6	6ea	0.64	3.84 T
	8070125754		The Babe Ruth Story	1	1ea	11.98	11.98 T
	PKA2030485		Fear Strikes Out	1	1ea	15.98	15.98 T
				0.00	0.00	197.90	197.90
							199.43
Amount Due Grand Totals:						Finance Charges:	1.53
						Invoices:	197.90
						ROA Payments:	0.00
Total Amount Due:							199.43

ROA Payments Reports

The ROA Payments report lists payments Received On Account and/or open Credit Memos for a specified Date/Time range.

This report can also be set to show only Open Credit Memos (those which have yet to be fully applied to a Customer's account).

05/18/02 8:35 am		Specialized Business Solutions				Page 1	
PAYMENTS RECEIVED ON ACCOUNT - DETAILED 04/01/02 through 04/07/02							
Date	Customer Invoice	Payment/Reference Date	Finance Paid Amount Applied	Amount	Balance		
04/03/02	2	Check 8012 03/10/02	1000.00	0.00	1000.00	0.00	
04/04/02	5	Check 11395 03/03/02	2338.20	0.00	2338.20	0.00	
				0.00	3338.20	0.00	

Back Orders

The Back Orders report lists all items ordered by Customers, but not yet shipped.

Invoice#	Date	Customer	Stock#	Description	Code	OnOrd	QOH*AL	Qty	Avlbi	Price	Total
8	03/06/02	6 - Rosy	16	Letter Tray Deluxe Model	8564721504	0	11	6*	11	5.50	33.00
8	03/06/02	6 - Rosy	18	Felt Tip Pen-Red	5526368112	0	70	50*	70	0.54	27.00
8	03/06/02	6 - Rosy	35	Microsoft Word	5248558745	0	9	1*	9	594.00	594.00
8	03/06/02	6 - Rosy	70	Shipping & Handling	001	--	--	1*	--	5.00	5.00
22	03/20/02	9 - Murph	25	Acer P350-32MB-4GB-24XCD-EDDV3	2245854856	0	5	1*	5	2400.00	2400.00
22	03/20/02	9 - Murph	32	21-Pin Printer Cable	2395975987	1	3	1*	3	9.90	9.90
22	03/20/02	9 - Murph	28	Imagex Zip Drive	234907593	0	5	1*	5	98.00	98.00
22	03/20/02	9 - Murph	30	40 Column Printer	2544882147	2	2	1*	2	398.00	398.00
23	07/15/02	11 - Chee	17	ACER P133-16MB-2GB-6XCD-MVSA	5157454532	0	25	1*	25	1699.00	1699.00
23	07/15/02	11 - Chee	21	132 COLUMN PRINTER MODEL C3P0	5244854848	0	50	1*	50	499.00	499.00
27	03/31/02	13 - Wms	27	Acer P500-120MB-12GB-DVD/Z1P	2541586963	2	2	2*	2	3598.00	7196.00
27	03/31/02	13 - Wms	29	Laser Printer	5244854848	1	4	1*	4	608.50	608.50
27	03/31/02	13 - Wms	39	Microsoft Office	9780553348	0	9	2*	9	600.00	1200.00
27	03/31/02	13 - Wms	70	Shipping & Handling	005	--	--	1*	--	40.00	40.00
32	04/04/02	1 - Cabal	27	Acer P500-120MB-12GB-DVD/Z1P	2541586963	2	2	1*	0	3238.20	3238.20
33	04/04/02	2 - Barge	58	Gift Basket 1	2325745704	0	2	6*	2	31.00	186.00
						Total Printed =	16		77		18231.60

This report lists each of the transactions on which a particular item has been ordered but not yet shipped.

The items with asterisks (*) next to the Qty column indicate items which have sufficient QOH to be shipped.

Closeout Reports

Closeout reports include the Cashout Report, Sales Summary Report, Closeout Payment Report, Credit Memo Report, and Department Sales Report. These reports can be generated to summarize sales and payment activity for the day or for any other specified period. The Cashout report and Sales Summary report shown below provide a brief reconciliation of sales totals and cash drawer activity for the day.

Payment Type	Start	Payments	ROA	Total	Count	Over/Short	Deposit	Drawer
Cash	300.00	50.95	--	350.95	350.95	--	50.95	300.00
On Account	--	3596.00	--	3596.00	3596.00	--	3596.00	--
Check	--	20.59	--	20.59	20.59	--	20.59	--
Via	--	659.00	--	659.00	659.00	--	659.00	--
Master Card	--	--	--	--	--	--	--	--
American Express	--	--	--	--	--	--	--	--
AR Adjustments	--	--	--	--	--	--	--	--
Food Stamp	--	--	--	--	--	--	--	--
<hr/>								
Credit Totals:	--	3596.00	--	3596.00	3596.00	--	3596.00	--
Cash Totals:	300.00	730.54	--	1030.54	1030.54	--	730.54	300.00
Other Totals:	--	--	--	--	--	--	--	--
<hr/>								
Totals:	300.00	4326.54	--	4626.54	4626.54	--	4326.54	300.00
<hr/>								
SALES SUMMARY								
<hr/>								
Number of Sales:	5	Number of Layaways:		0	Total Layaways:		--	--
Sub-Total:	4323.46	Taxable:		42.50	Non-Taxable:		4280.96	
Discount:	--	Net Total:		4323.46	Amount Due:		1107.37	
Sales Tax:	3.08							
Shipping:	--							
<hr/>								
Total Sales:	4326.54	Total Payments:		4326.54	-Paid Outs:		--	
		-Layaway Deposits Made:		--	-Order Deposits Made:		--	
-Deposits Used:	--							
<hr/>								
4326.54 = New Payments on Sales =				4326.54				
* Deposits Used is a calculated figure of payments which were either entered on a date and/or register different than the invoice (usually from layaway or sales order deposits).								

The Closeout parameters allow you to select which reports will automatically be printed at the end of each Closeout procedure.

Purchases Reports

Purchase Transactions Reports

The Purchase Transactions report produces a listing of Invoices, Orders, or Reserved Orders in chronological order. The Detailed report shows complete details of each transaction, including line items, payments, etc., and provides a complete record of the day's transactions.

The Purchase Transactions report is similar to the Sales Transactions report.

05/18/02 8:38 am		Specialized Business Solutions				Page 1
PURCHASE ORDERS REPORT - DETAILED 03/01/02 through 03/31/02						
Trans# S#	Date Description	Time	Clerk	Vendor Product Code	Qty	Total Cost
17	03/18/02	7:51 am	1	6 Maxx Computers		
32	21-Pin Printer Cable			2395975987	1 ea	4.95T
30	40 Column Printer			2548682147	2 ea @	199.00T
29	Laser Printer			5246856848	1 ea	304.25T
Sub-Total:						707.20
Discount:						0.00
Shipping:						0.00
Tax[0%]:						0.000
Total:						707.20
19	03/18/02	7:52 am	1	14 Cookie Cutter Gifts		
61	Bath Oil			23059095089	12 ea @	3.57T
Sub-Total:						42.84
Discount:						0.00
Shipping:						0.00
Tax[0%]:						0.000
Total:						42.84
Totals:				Number of Invoices = 2	Sub-Total:	750.04
					Discount:	0.00
					Shipping:	0.00
					Tax:	0.00
					Total:	750.04

Open Orders Reports

The Open Orders report provides a list of all items ordered but not yet received.

The Open Orders report is similar to the Back Orders report.

12:29 pm		OPEN ORDER REPORT										04/08/02
Order#	Date	Vendor	Stock#	Description	Code	OnOrd	QOW	Qty	Cost	Total		
17	03/18/99	6 - Maxx Comput	32	21-Pin Printer Cable	2395975987	1	3	1	4.95	4.95		
17	03/18/99	6 - Maxx Comput	30	40 Column Printer	2548682147	2	2	2	199.00	398.00		
17	03/18/99	6 - Maxx Comput	29	Laser Printer	5246856848	1	4	1	304.25	304.25		
19	03/18/99	14 - Cookie Cut	61	Bath Oil	2305909508	12	4	12	3.57	42.84		
21	04/01/99	1 - Acme Comput	23	Acer P266-6MB-1GB-24KCD-SVGA	2254856987	1	1	1	1100.00	1100.00		
21	04/01/99	1 - Acme Comput	27	Acer P500-128MB-12GB-DVD/SIP	2541586963	2	-1	2	1799.00	3598.00		
Total Printed = 4										19	5448.04	

Database Reports

Database reports are used to print listings of database information for Customers, Vendors, Clerks, Departments, and Categories.

Customer/Vendor Reports

The Customer and Vendor Reports can be used to generate an address, phone, or detailed list of your Customers or Vendors.

Number	Code	Name	Address	City, State	Zip	Phone
1	DETRASERV	Gebuler Travel Services	210 Atomic Ave.	Jackson Hole, WY	83001	(307) 555-5459
2	BAKESABAK	Bargely Bean's Bakery	3401 1st Broad Blvd.	Yameting, TX	80401	(213) 555-4244
3	BUFFROBBO	Buffalo Bob's Bar B Q	3455 Rodeo Road	Rodeo City, WY	98643	(307) 987-6543
4	BBBILBEE	BB's Billiards & Beer	3467 Corona Avenue	Long Neck, TX	79242	(214) 976-8888
5	ELMELECTRO	Elmo's Electronics	2300 Munster Blvd.	Munster, IN	46423	(219) 555-0342
6	ROSBRECORDS	Rosy Records	123 Terrapin Trail	San Francisco, CA	91453	(415) 555-9454
7	JACBISTRO	Jack's Bistro	3523 2nd St.	Denver, CO	80202	(303) 555-0201
8	SANJUNTARD	Sanford's Junk Yard	P.O. Box 8739	Watson, CO	83054	(303) 555-9899
9	MURMURBLISH	Murphy's Publishing	4503 Grandview Blvd.	New York, NY	10028	(212) 555-7849
10	MAGTRICINC	Magical Tricks, Inc.	P.O. Box 409394	Colorado Springs, CO	80028	(719) 555-7787
11	CHEERS	Cheers	P.O. Box 8549	Boston, MA	02134-1694	(617) 555-5444
12	DAILYPLANET	The Daily Planet	1500 S. Clarion St.	Philadelphia, PA	19147	(505) 555-4848
13	WINNATAPET	Winston, Watson & Peterson	2300 Main St.	Boston, MA	02134-1694	(617) 555-4949
14	COGCOGOS	Cogwell's Cogs	9999 Space Alley Way	Aurora, CO	81903	(303) 555-5253
15	CHDRESSING	Christy's Dress Shop	P.O. Box 9459	Breckenridge, CO	80424	(970) 555-0364
16	MUELAU	Luan's Mueller	PO Box 77	Dillon, CO	80435	(970) 230-5932

Total Printed = 16

This report generates a listing of your Customers. Using this function, you can print a Customer Address list to an ASCII quote/comma delimited file for use in other programs.

Clerk Reports

The Clerk report can be used to generate an address, phone, or detailed list of your Clerks. The Checked IN/OUT filter can be used (as shown below) to generate a listing of all Clerks who are currently either Clocked IN or Clocked OUT.

Number	Name	Phone
1	Susie Chapstick	555-1223

Total Printed = 1

Inventory Reports

Inventory Database Reports

Inventory reports are used to print information regarding your Inventory Database, including price and cost information, profit and markup totals, and critical, on sale, and quantity lists.

The Inventory Database report generates information regarding your current Inventory status.

This report, set to Totals, shows profit information for a specific Department.

05/06/02
1:06 pm
Specialized Business Solutions
Page 1
INVENTORY TOTALS LIST W/ MARK-UP BY DEPARTMENT
Department: INDIVIDUAL

Stck#	Manufacturer	Description	QOH	Last Cost	Cost Tot.	Price	Price Tot.	Mark-Up
OFF Office Supplies								
1	Steno	Steno Notebook Yellow	---	0.47	2.82	0.94	5.64	0.47 100%
2	Steno	Steno Notebook White	---	0.69	6.90	1.38	13.80	0.69 100%
3	Steno	#10 Window Env. 500 Ct.	---	7.00	112.00	12.60*	251.60	5.60 80%
4	Steno	#6.75 Env 500 Ct.	---	5.09	45.81	9.16*	82.44	4.07 80%
5	Steno	#10 Env 500 Ct.	---	6.50	92.26	11.86*	168.04	5.27 80%
6	Steno	Envelopes Clasp 9X12 100 Ct.	---	4.16	74.88	7.49*	134.82	3.33 80%
7	Steno	12X15 Clasp Env 100 Ct.	---	4.16	87.80	7.90*	158.00	3.51 80%
8	Spencer	Standard Stapler	---	3.75	33.75	7.50	67.50	3.75 100%
9	Bostitch	Staples - Std. Box	---	0.59	13.57	1.18	27.14	0.59 100%
10	Bostitch	Staples - Jumbo Box	---	0.97	17.46	1.94	34.92	0.97 100%
11	Spencer	Paper Clip Holder	---	2.75	27.50	5.50	55.00	2.75 100%
12	Office Plus	Paper Clips - 100 Ct.	---	0.37	2.22	0.74	4.44	0.37 100%
13	Spencer	Hole Punch - 3 Hole	---	5.99	107.82	11.98	215.64	5.99 100%
14	Spencer	Hole Punch - 2 Hole	---	4.99	49.90	9.98	99.80	4.99 100%
15	Spencer	Pencil Sharpener	---	5.99	59.90	11.98	119.80	5.99 100%
16	Spencer	Letter Tray Deluxe Model	---	2.75	30.25	5.50	60.50	2.75 100%
17	Bic	Ball Point Pen-Fine Pt. Blue	---	0.49	11.27	0.94	22.54	0.49 100%
18	Bic	Felt Tip Pen-Red	---	0.27	15.41	0.54	31.86	0.27 100%
19	Bic	Felt Tip Pen-Black	---	0.27	15.53	0.54	31.06	0.27 100%
20	Bic	Felt Tip Pen-Blue	---	0.27	15.53	0.54	31.86	0.27 100%
21	Broadline	Highlighter - Pink	---	0.45	22.50	0.90	45.00	0.45 100%
22	Broadline	Highlighter - Yellow	---	0.45	8.10	0.90	18.20	0.45 100%
Total Printed = 22			466		851.80		1621.50	769.20 80%
Total Printed = 22			466		851.80		1621.50	769.20 80%

The same report, set to Price List (with Leave QOH Blank marked ON), leaves a place to write in current Quantity On Hand and shows the Base Price for Inventory Items in specific Departments.

05/26/02
1:06 pm
Specialized Business Solutions
Page 1
INVENTORY TOTALS LIST W/ PROFIT BY DEPARTMENT
Department: INDIVIDUAL

Stck#	Manufacturer	Description	QOH	Last Cost	Cost Tot.	Price	Price Tot.	Profit
OFF Office Supplies								
1	Steno	Steno Notebook Yellow	6	0.47	2.82	0.94	5.64	0.47 50%
2	Steno	Steno Notebook White	10	0.69	6.90	1.38	13.80	0.69 50%
3	Steno	#10 Window Env. 500 Ct.	16	7.00	112.00	12.60*	201.60	5.60 44%
4	Steno	#6.75 Env 500 Ct.	9	5.09	45.81	9.16*	82.44	4.07 44%
5	Steno	#10 Env 500 Ct.	14	6.59	92.26	11.86*	166.04	5.27 44%
6	Steno	Envelopes Clasp 9X12 100 Ct.	18	4.16	74.88	7.49*	134.82	3.33 44%
7	Steno	12X15 Clasp Env 100 Ct.	20	4.16	87.80	7.90*	158.00	3.51 44%
8	Spencer	Standard Stapler	9	3.75	33.75	7.50	67.50	3.75 50%
9	Bostitch	Staples - Std. Box	23	0.59	13.57	1.18	27.14	0.59 50%
10	Bostitch	Staples - Jumbo Box	18	0.97	17.46	1.94	34.92	0.97 50%
11	Spencer	Paper Clip Holder	10	2.75	27.50	5.50	55.00	2.75 50%
12	Office Plus	Paper Clips - 100 Ct.	6	0.37	2.22	0.74	4.44	0.37 50%
13	Spencer	Hole Punch - 3 Hole	18	5.99	107.82	11.98	215.64	5.99 50%
14	Spencer	Hole Punch - 2 Hole	10	4.99	49.90	9.98	99.80	4.99 50%
15	Spencer	Pencil Sharpener	10	5.99	59.90	11.98	119.80	5.99 50%
16	Spencer	Letter Tray Deluxe Model	11	2.75	30.25	5.50	60.50	2.75 50%
17	Bic	Ball Point Pen-Fine Pt. Blue	23	0.49	11.27	0.94	22.54	0.49 50%
18	Bic	Felt Tip Pen-Red	49	0.27	15.41	0.54	31.86	0.27 50%
19	Bic	Felt Tip Pen-Black	39	0.27	15.53	0.54	21.06	0.27 50%
20	Bic	Felt Tip Pen-Blue	49	0.27	15.53	0.54	31.86	0.27 50%
21	Broadline	Highlighter - Pink	50	0.45	22.50	0.90	45.00	0.45 50%
22	Broadline	Highlighter - Yellow	18	0.45	8.10	0.90	16.20	0.45 50%
Total Printed = 22			466		851.80		1621.00	769.20 47%
Total Printed = 22			466		851.80		1621.00	769.20 47%

The On Sale report shows all items currently On Sale.

05/18/02
8:54 am
Specialized Business Solutions
Page 1
SALE PRICED INVENTORY LIST
PRICE TABLE: *-ALL PRICE TABLES

Stck#	Manufacturer	Description	QOH	Price	Sale Price
3	Steno	#10 Window Env. 500 Ct.	16	14.00	12.60*
4	Steno	#6.75 Env 500 CT.	9	10.18	9.16*
5	Steno	#10 Env 500 Ct.	14	13.18	11.86*
6	Steno	Envelopes Clasp 9X12 100 Ct.	18	8.32	7.49*
7	Steno	12X15 Clasp Env 100 Ct.	20	8.76	7.90*
Total Printed = 5			77	825.50	742.90

05/26/02 Specialized Business Solutions Page 1
1:07 pm

CRITICAL INVENTORY REPORT

Stck#	Manufacturer	Description	QOH	Ale	Lwy	OnD	MnQ	OrdRQ	LastCost	Vend1	Vend2	Vend3	Vend4	Profit
17	Bic	Ball Point Pen-Fine Pt. Blue	23	0	0	0	30	5	0.49	9	2	8	0	0.49 50%
19	Bic	Felt Tip Pen-Black	39	0	0	0	50	6	0.27	9	2	8	0	0.27 50%
23	Acer	Acer P266-6MB-1GB-24XCD-SVGA	1	0	1	1	3	1	1100.00	1	6	7	0	1100.00 50%
#/n: 1: 41K228974														
27	Acer	Acer P500-128MB-12GB-DVD/SIP	-1	3	1	2	2	1	1799.00	1	6	0	0	1799.00 50%
#/n: 1: X2393746														
2: P40912401														
58	SBS	Gift Basket 1	-4	6	0	0	2	6	15.01	0	0	0	0	15.99 52%
69	Patagonia	Ladies Fleece Pullover	0	0	0	0	1	1	24.00	15	0	0	0	24.00 50%
Total Printed = 6														

The Inventory Database report set to Critical List will generate a list of all items where QOH is less than the specified Min Qty on the database record.

Inventory Sales Analysis Reports

Inventory Sales Analysis reports provide valuable information regarding sales activity of individual Inventory items, Departments, or Categories during a specified time period.

05/26/02 Specialized Business Solutions Page 1
1:11 pm

INVENTORY SALES ANALYSIS REPORT BY DOLLAR PROFIT
03/10/02 through 03/13/02

Stck#	Code	Description	Qty	Avg Cost	Tot. Cost	Avg Price	Gross Rev.	Profit
26	2387625147	Acer P400-128MB-9GB-DVD-SDOV	1	1599.00	1599.00	3198.00	3198.00	1599.00 50%
35	5248558745	Microsoft Word	1	297.00	297.00	594.00	594.00	297.00 50%
30	2548682147	40 Column Printer	1	199.00	199.00	398.00	398.00	199.00 50%
14	8564721584	Letter Tray Deluxe Model	6	2.75	16.50	5.50	33.00	16.50 50%
18	5526349812	Felt Tip Pen-Red	50	0.27	13.50	0.54	27.00	13.50 50%
48	794219348457	Huckleberry Flim	1	9.99	9.99	19.98	19.98	9.99 50%
19	5526349812	Felt Tip Pen-Black	35	0.27	9.45	0.54	16.90	9.45 50%
2	230520307	Steno Notebook White	10	0.49	4.90	1.38	13.80	6.90 50%
70	UPS	Shipping & Handling	1	--	--	5.00	5.00	6.00 100%
17	8448254593	Ball Point Pen Fine Pt. Blue	10	0.49	4.90	0.98	9.80	4.90 50%
53	SMITHS1574994	Curious George Ridee a Bike	1	2.99	2.99	5.98	5.98	2.99 50%
			117	18.46	2159.23	16.95	4323.46	2164.23 50%

This report lists sales summary information, sorted by dollar profit amount.

05/26/02 Specialized Business Solutions Page 1
1:13 pm

DEPARTMENT INVENTORY SALES ANALYSIS REPORT - DETAILED BY GROSS REVENUE
03/10/02 through 03/13/02

Department: INDIV:IGMU

Stck#	Code	Description	Qty	Avg Cost	Tot. Cost	Avg Price	Gross Rev.	Profit
BOOK Books								
49	TWAIN1548453	Huckleberry Flim	1	9.99	9.99	19.98	19.98	9.99 50%
53	SMITHS1574994	Curious George Ridee a Bike	1	2.99	2.99	5.98	5.98	2.99 50%
			2	6.49	12.98	12.98	25.96	12.98 50%
BN Computer Hardware								
26	2387625147	Acer P400-128MB-9GB-DVD-SDOV	1	1599.00	1599.00	3198.00	3198.00	1599.00 50%
30	2548682147	40 Column Printer	1	199.00	199.00	398.00	398.00	199.00 50%
			2	899.00	1798.00	1798.00	3596.00	1798.00 50%
OFF Office Supplies								
14	8564721584	Letter Tray Deluxe Model	6	2.75	16.50	5.50	33.00	16.50 50%
18	5526349812	Felt Tip Pen-Red	50	0.27	13.50	0.54	27.00	13.50 50%
19	5526349812	Felt Tip Pen-Black	35	0.27	9.45	0.54	16.90	9.45 50%
2	230520307	Steno Notebook White	10	0.49	4.90	1.38	13.80	6.90 50%
17	8448254593	Ball Point Pen Fine Pt. Blue	10	0.49	4.90	0.98	9.80	4.90 50%
			111	0.46	51.25	0.92	102.50	51.25 50%
SRV Service								
70	UPS	Shipping & Handling	1	--	--	5.00	5.00	6.00 100%
			1	--	--	5.00	5.00	6.00 100%
SW Computer Software								
35	5248558745	Microsoft Word	1	297.00	297.00	594.00	594.00	297.00 50%
			1	297.00	297.00	594.00	594.00	297.00 50%
			117	18.46	2159.23	16.95	4323.46	2164.23 50%

The same report, grouped by Department, set to Detailed and sorted by dollar gross revenue amount.

Sales History Reports

Sales History reports generate detailed listings of every time an inventory item was sold over a given time period.

The Sales History report shows when and to whom a particular item was sold.

This is particularly helpful for tracking serial numbers.

05/26/02 1:15 pm		Specialized Business Solutions					Page 1	
INVENTORY SALES HISTORY 03/01/02 through 03/31/02								
Stock#	Description	Invoice#	Date	SlsPsn	Customer	Product Code	Qty	Class Price Total
17	Ball Point Pen-Fine Pt. Blue					8648254593		E200
		6	03/05/02	1	12 The Daily Planet		20	0.98 19.60
		13	03/12/02	1	0 Walk-In		10	0.98 9.80
		24	03/26/02	1	0 Walk-In		24	0.98 23.52
							54	52.92
							54	52.92

Sales Exceptions Reports

The Sales Exceptions reports are used to generate information about sales returns, sales of non-inventory items, and figures on any markdowns.

This report generates a list of Sales Returns during the specified period.

05/26/02 1:15 pm		Specialized Business Solutions					Page 1	
SALES INVOICE RETURNS REPORT 03/01/02 through 04/08/02								
Trans#	Date	Clerk	Cust#	Stock#	Description	Product Code	Qty	Price Total
36	04/08/02		1	5	23 Acer P266-6MB-1GB-24XCD-SVGA	2254656987	-1 ea	1980.00 -1980.00 T
908878398 Returned due to faulty motherboard.								
							-1	-1980.00

The same report, set to report on sales of items that were marked down.

05/26/02 1:16 pm		Specialized Business Solutions					Page 1	
SALES INVOICES ITEM MARK-DOWN REPORT 03/01/02 through 04/08/02								
Trans#	Date	Clerk	Customer	Stock#	Description	Qty	Price	Mark-down Tot Disc
1	03/03/02	2	5 - Elmo's Electroni	23	Acer P266-6MB-1GB-24XCD-SVGA	1	1980.00	220.00 220.00
1	03/03/02	2	5 - Elmo's Electroni	30	40 Column Printer	1	358.20	39.80 39.80
2	03/03/02	2	0 - Walk-In	6	Envelope Clasp 9X12 100 Ct.	2	7.49	0.83 1.66
3	03/04/02	1	7 - Jack's Bistro	3	#10 Window Env. 500 Ct.	5	12.60	1.40 7.00
6	03/05/02	1	12 - The Daily Plane	5	#10 Env 500 Ct.	10	11.86	1.32 13.20
21	03/24/02	2	1 - Gebular Travel	8	Steno Notebook Yellow	4	0.80	0.14 0.56
24	03/26/02	1	0 - Walk-In	3	#10 Window Env. 500 Ct.	3	12.60	1.40 4.20
26	03/28/02	2	0 - Walk-In	4	#6.75 Env 500 CT.	4	9.16	1.02 4.08
31	04/03/02	1	9 - Murphy's Publish	4	#6.75 Env 500 CT.	10	9.16	1.02 10.20
34	04/07/02	1	12 - The Daily Plane	4	#6.75 Env 500 CT.	1	9.16	1.02 1.02
36	04/08/02	1	5 - Elmo's Electroni	23	Acer P266-6MB-1GB-24XCD-SVGA	-1	1980.00	220.00 -220.00
36	04/08/02	1	5 - Elmo's Electroni	23	Acer P266-6MB-1GB-24XCD-SVGA	1	1980.00	220.00 220.00
							41	301.72

Inventory Purchases Analysis Reports

Inventory Purchases Analysis reports are similar to Sales Analysis reports.

Stck#	Code	Description	Qty	Avg Cost	Tot. Cost
05/26/02 Specialized Business Solutions Page 1 1:23 pm VENDOR INVENTORY PURCHASES ANALYSIS REPORT - DETAILED BY STOCK NUMBER 03/01/02 through 03/31/02					
Number: 1 to 2					
1	Acme Computer	Technology			
23	2254856987	Acer P266-6MB-1GB-24XCD-SVGA	4	1100.00	4400.00
24	5157485632	Acer P300-32MB-2GB-24XCD-MVGA	5	1199.00	5995.00
25	2245854856	Acer P350-32MB-4GB-24XCD-EDOV3	6	1200.00	7200.00
26	2387625147	Acer P400-128MB-9GB-DVD-EDOV	4	1599.00	6396.00
27	2541586963	Acer P500-128MB-12GB-DVD/ZIP	3	1799.00	5397.00
35	524858745	Microsoft Word	12	297.00	3564.00
36	5248567452	Microsoft Excel	12	199.00	2388.00
37	6415875416	Lotus 123	12	299.99	3599.88
38	5484874858	Dbase Software	10	299.00	2990.00
39	978055334875	Microsoft Office	10	300.00	3000.00
			78	576.02	44929.88
2	Jackson Stationary Supply				
1	10395875039	Steno Notebook Yellow	10	0.47	4.70
2	230920357	Steno Notebook White	10	0.69	6.90
8	4528765128	Standard Stapler	10	3.75	37.50
9	204957	Staples - Std. Box	24	0.59	14.16
10	23059085	Staples - Jumbo Box	24	0.97	23.28
11	5321865748	Paper Clip Holder	10	2.75	27.50
12	203574	Paper Clips - 100 Ct.	6	0.37	2.22
13	5547842361	Hole Punch - 3 Hole	10	5.99	59.90
14	5512475546	Hole Punch - 2 Hole	10	4.99	49.90
15	5267478512	Pencil Sharpener	10	5.99	59.90
16	8564721584	Letter Tray Deluxe Model	10	2.75	27.50
			134	2.34	313.46
			212	213.41	45243.34

This report generates a list of all purchases for each individual Inventory item, grouped by Vendor.

Purchases History Reports

Purchases History reports generate detailed listings of every time an Inventory item was purchased over a given time period.

Stock#	Description	Invoice#	Date	Clerk	Vendor	Product Code	Qty	Class Cost	Total
05/26/02 Specialized Business Solutions Page 1 1:24 pm INVENTORY PURCHASES HISTORY 03/01/02 through 03/31/02									
17	Ball Point Pen-Fine Pt. Blue					8648254593		B200	
	9	03/01/02	1			9 Paper & Pens	5	4.90	24.50
	15A	03/19/02	1			9 Paper & Pens	5	4.90	24.50
							10		49.00
							10		49.00

The Purchases History report is similar to the Sales History report.

Purchases Exceptions Reports

The Purchases Exceptions reports are used to generate information about purchase returns and purchases of non-inventory items.

Trans#	Date	Clerk	Vendor	Stcks	Description	Product Code	Qty	Price	Total
05/26/02 Specialized Business Solutions Page 1 1:24 pm PURCHASE INVOICES RETURNS REPORT 03/01/02 through 04/08/02									
22	04/09/02	1	0	23	Acer P266-6MB-1GB-24XCD-SVGA	2254856987	-1 ea	1100.00	-1100.00
908878398 Returned due to faulty motherboard.									
							-1		-1100.00

This report shows information on Purchase Returns during the specified time period.

Note that the last item on the list is a Serialized item, and lists the serial numbers of the 5 returned items.

Miscellaneous Reports

Security Levels Report

This report generates a list of all the security functions and the corresponding security level setting for each function.

Once you have your security levels set up the way you want them, it's a good idea to print out the Security Levels Report and put it in a safe place. Having a hard copy could be useful if you ever need to reset your security levels.

04/04/02 1:43 pm		Specialized Business Solutions		Page 1
SECURITY LIST				
Function	Level	Function	Level	
Access Sales Manager	10	SM: Sell Item Not in Inventory	9	
Access Configuration	5	Access Report Manager	7	
Access Label Manager	8	Access Purchase Manager	7	
SM: Edit Line Item Price	9	Discount Sales Invoice	8	
Edit Inventory Items	5	Edit Customers	6	
Edit Vendors	5	Edit Clerks	0	
Edit Departments	5	Edit Categories	5	
Edit Sales Invoices	5	Access Custom Modules	5	
Access Closeout	9	Access Quote Manager	9	
Add Inventory Items	6	Add Customers	7	
Add Vendors	6	Add Clerks	0	
Add Departments	6	Add Categories	6	
Query Inventory Items	7	Query Customers	8	
Query Vendors	7	Query Clerks	0	
Query Departments	7	Query Categories	7	
Access Accounts Receivable	5	View cost of items	7	
Enter Returns on Invoices	9	Change Parameters	5	
SM: Edit Layaways/Orders	9	SM: Enter Credit Memos (ROA)	9	
Full Closeout Functionality	6	Override Credit Limit	2	
Open Drawer	5	Paid Out	10	
SM: Sell out of stock items	9	SM: Change Tax Table/Code.	8	
SM: Change Price Table/Code	8	SM: Edit Line Item Cost	5	
SM: Print old Invoice	9	DOS Shell Utility	5	
SM: Clear Sale/Edit Line Items	10	SM: Print/Save Blank Sales	10	
SM: Edit Line Item Amount	8	Access Variance Function	5	
SM: Change Salesperson on Edit	2	Run with Drawer Open	0	
SM: Sell Item Below Cost	8	SM: Copy Invoice/Order/Layaway	9	
RPT: Run Audit Reports	0	SM: Create New Layaway	10	
SM: Void Transactions	5	SM: Recall Transactions	5	
SM: Edit Previous Line Item Qty	10	PM: Edit Purchase Invoice	6	
FM: Create New Order/Invoice	7	Access Main Menu (Change Modules)	9	
SM: Line Item Detail Function	9	SM: Change Commission Code	5	
View Cust. Amount Due in List Box	9	SM: Change Number/Date.	9	
AR: Enter ROA Payments	5	AR: Delete ROA Payments	5	
AR: Print Statements	6	SM/AR: Change Date on Payments	8	
DM: Edit Time Clock Entries	1	DM: Delete/Recall Records	5	
SM: Print old Layaway/Order	9	Send Clerk Messages	9	
SM: Valid Customer NOT Required	10	PM: Edit Purchase Order	7	
PM: Print Old Order/Invoice	7	DM: Inventory - Vendor Info	6	
SM: Copy Quotes	9	SM: Open Drawer during a sale	5	
SM: Line Item Comments	10	SM: Delete Invoices	5	
CLS: Edit Amounts in Columns	6	CLS: Edit Deposit Column Amounts	6	

Time Clock Reports

The Time Clock report generates a list of all Time Clock activity over a given time period.

05/18/02 9:12 am		Specialized Business Solutions				Page 1
TIME CLOCK REPORT						
03/01/02 through 03/31/02						
Clerk	Date In	Time In	Date Out	Time Out	Hours	
1	Susie Chapstick					
	03/01/02	8:26 am	03/01/02	6:23 pm	9.95	
	03/04/02	8:50 am	03/04/02	5:20 pm	8.50	
	03/05/02	9:01 am	03/05/02	5:22 pm	8.35	
	03/06/02	8:44 am	03/06/02	5:13 pm	8.48	
	03/11/02	8:19 am	03/11/02	6:09 pm	9.83	
	03/12/02	8:44 am	03/12/02	5:39 pm	8.92	
	03/13/02	8:04 am	03/13/02	5:08 pm	9.07	
	03/18/02	7:37 am	03/18/02	5:00 pm	9.38	
	03/19/02	8:48 am	03/19/02	4:45 pm	7.95	
	03/19/02	8:51 pm	03/19/02	9:47 pm	0.93	
	03/20/02	8:58 am	03/20/02	5:10 pm	8.20	
	03/25/02	8:14 am	03/25/02	6:23 pm	10.15	
	03/26/02	8:33 am	03/26/02	5:53 pm	9.33	
	03/27/02	9:01 am	03/27/02	5:08 pm	8.12	
	Total Hours:				117.16	
2	Woody Boyde					
	03/03/02	8:10 am	03/03/02	5:20 pm	9.17	
	03/07/02	9:03 am	03/07/02	5:13 pm	8.17	
	03/10/02	8:52 am	03/10/02	5:30 pm	8.63	
	03/14/02	8:39 am	03/14/02	6:03 pm	9.40	
	03/17/02	8:42 am	03/17/02	5:02 pm	8.33	
	03/21/02	8:33 am	03/21/02	4:57 pm	8.40	
	03/24/02	8:57 am	03/24/02	5:23 pm	8.43	
	03/28/02	8:18 am	03/28/02	5:41 pm	9.38	
	03/31/02	7:33 am	03/31/02	5:02 pm	9.48	
	Total Hours:				79.39	
	Total Hours:				196.55	

The Time Clock report totals the number of hours worked for each Clerk during the specified time period.

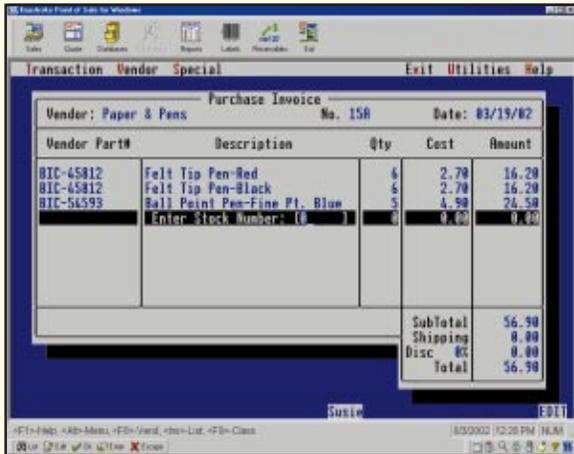
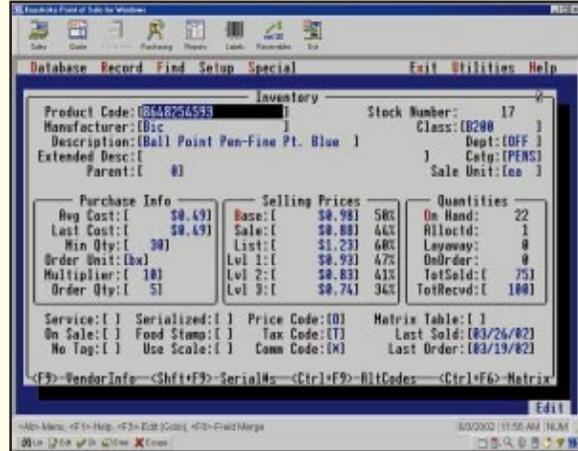
Alternate Codes Reports

The Alternate Codes report generates a list of all Inventory items that possess Alternate Codes, along with related Inventory information.

05/26/02 1:25 pm		Specialized Business Solutions				Page 1
ALTERNATE INVENTORY CODES LIST						
03/01/02 through 04/08/02						
Alternate Code	Stock#	Description	Product Code	Class	Manufacturer	
BIC54593	17	Ball Point Pen-Fine Pt. Blue	8648264593	B200	Bic	
BIC65812RBD	18	Felt Tip Pen-Red	5526345812	B200	Bic	
BIC65812RBLK	19	Felt Tip Pen-Black	5526345812	B200	Bic	
BIC65812BLU	20	Felt Tip Pen-Blue	5526345812	B200	Bic	
Total Printed: 4						

Inventory Control

- Real-time integration with sales, purchasing, and physical variance function.
- Instant lookup via five fields plus alternate codes.
- Six price levels plus variable pricing per customer, minimum purchase quantity, promo-dates, etc.
 - Grouping by Department and Category.
- Designations for Service items, Food Stamp eligible items, Price Tag printing, and more.
 - Serial number tracking.
 - Case breakdowns.



Purchasing and Receiving

- Automatically generate suggested Purchase Orders.
- Stores up to four vendors per item for cost comparison and vendor-specific item codes.
- Automatic receiving and price updates.
- Print custom barcode price tags on laser or thermal printers.

Reporting/Analysis

- Dozens of comprehensive detailed report options.
- Real-time data with unlimited transaction history.
- Date/Time ranges, Filters, and multiple levels of detail.
- Print to screen, printer, or export file.

Keystroke POS can be used with most peripheral hardware devices – ranging from change dispensers and deli scales to custom barcode label printers...



Keystroke POS includes comprehensive documentation (hard copy and on-line), and 90 days toll-free technical support service (renewable annually).

Optional Add-On Features

- Data interfaces for popular accounting packages.
- Multiple-store data management utilities.
- Credit card processing.
- Scripting (customized line item entry procedures).
- Production (item kitting/assembly).
- Powerful data import/export utilities.
- 4-dimensional size/color/style matrix.

Keystroke POS software is available for both DOS and Windows® operating systems. Choose from a Single-User system for small stores or a Network system for multi-lane stores.

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improve the profitability of nearly any business. Thousands of independent retailers, wholesalers, service shops, and multi-store chains rely upon **Keystroke POS** software and **SBS** support services to help them manage their business. No wonder **Keystroke POS** is "**The Clear Choice in Retail Automation!**"



“ A computerized retail management system
created by a retail manager,
for the retail manager,
with the customer and salesperson in mind. ”



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