

**Oracle® Retail Convenience and Fuel Back
Office**

Handout Pack (User Guide)
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Prism 2 Log on

When starting up Prism 2 you will be required to enter username and password.

It is possible to set individual user passwords for the Back Office, there are different levels of access that can be set.

To change or set a new user name and password for the back office;

- Select **Maintenance** from the Main Prism 2 Menu.
- Select Configuration / Password Configuration.



Add a new user



Amend details of an existing user



Delete an existing user.

There are three levels of access in Prism 2.

Level	Details
Level 1 – Operations	Allows access to certain tasks in the Stock system and Maintenance and can allow access to Daily Sales if configured to do so.
Level 2 – Reporting	Allows access to most of the system except parts of the Stock system, some reports and Utilities. Can allow access Daily Sales if configured to do so.
Level 3 – Ledgers	Allows full access to the system.

Once created it is possible to Amend and Delete users and passwords, all changes take effect immediately. The System Use Log, records the users that have logged into Prism 2 and the parts of the system that have been accessed. This is available in **Maintenance, Utilities, and System Use Log.**

Reconciling Daily Sales



Daily Sales is where the final reconciliation of all the sales, payments and other transactions from the pos for each day is carried out. This ensures that the sales data used in all of the reporting is accurate and will give accountability to the cash and banking control.

It gives the opportunity to correct any information that has been incorrectly processed at the pos.

For example, paid outs that have been keyed in incorrectly, or not at all, sales that have been cashed off when the actual payment was with a voucher or sales incorrectly applied to a heading.

POS Shift Capture (Iridium only)

This needs to be done to bring the data across from the pos.

- From Prism 2 main menu select **Daily Sales**,
- POS Shift Capture** (this button is not needed and not available for systems with IR2 POS).
- Click on Poll Shifts.

There is an option that allows new stock items to be created at the POS and if this is set up for the store then these items need to be checked and accepted at this point.

This must be done before the shift capture and Daily Sales can continue. [See - Stock item creation at the POS](#)

Once the polling is complete you will be returned to the main Prism 2 screen.

Selecting Shifts

- From Prism 2 main menu select Daily Sales,

Daily Sales Shift Selection for Fri 22nd MAR

POS 1:	From 06:27	on	Fri 22nd MAR	To 11:29	on	Fri 22nd MAR
POS 2:	From 12:30	on	Fri 22nd MAR	To 17:55	on	Fri 22nd MAR
POS 1:	From 12:02	on	Fri 22nd MAR	To 18:01	on	Fri 22nd MAR
POS 1:	From 21:27	on	Fri 22nd MAR	To 21:24	on	Fri 22nd MAR
POS 2:	From 18:02	on	Fri 22nd MAR	To 21:26	on	Fri 22nd MAR
POS 1:	From 06:55	on	Sat 23rd MAR	To 11:50	on	Sat 23rd MAR

The shifts listed above are available for the daily reconciliation process. Clicking on a shift in the list will highlight all prior shifts. Click on SELECT to select these shifts for processing. Click on AMEND if you wish to Add an existing shift.

Ensure that **only** the shifts for the date shown at the top of the screen (the next day to reconcile) are selected.

Each day must be reconciled.

If the shift dates do not match the next day to reconcile date, Exit and see Warning below.

Select Amend shifts Exit

Shifts for the day to be reconciled will be highlighted in blue,

- Click on **Select**.
- Confirm selection, **Yes**
- If more than one shift is selected you will be asked a question about merging the shifts together – answer **Yes [No will allow you to process each shift separately]**.

If you are closed for a day, for example on a bank holiday, a blank shift must be created using Amend Shifts [see- What to do if Next day to reconcile in Daily Sales is a day out.](#)

WARNING - At no time should you change the system date on the back office, as this may result in serious problems with the POS, including loss of data.

Reconciling the Data

Each button on the right of the screen needs to be checked and the information amended as necessary.

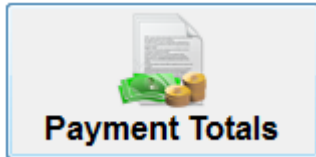
A tick will appear in the buttons that have been checked and when all of the buttons are ticked a new button called Accept Day will appear, allowing the day to be posted.



Product Sales

This will show the sales for the day. If applicable, check the Top-up, Paypoint and Lotto totals match the sales from the respective machines and if not amend here to match.

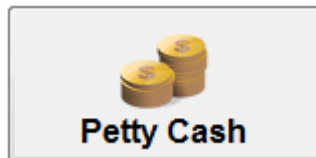
Double clicking on a sales heading will reveal all item sales for that heading.



Payment Totals

Check all amounts, i.e. Cash and Vouchers and amend if wrong.

Note: A record of the amendments made will be shown on the exceptions report.



Petty Cash

This will show any money that has been paid out of the POS, check if correct and amend or add in any that are missing.

Petty cash transactions for shift number 1

Petty Cash Transactions		Expense Headings	
01	Lotto Pay Out 03	01	COUPONS
02	Drive Off 38	02	FOREIGN CURRENCY
03	Mrs Smith Egg Deliv 08	03	LOTTERY PAID OUT
		04	REPAIRS & MAINT.
		05	CLEANING
		06	POSTAGE
		07	INSTANTS PAY OUT
		08	MISC
		09	PROMOTIONAL GIFTS
		10	VEGETABLES
		12	Bank Int. Payable

VAT not considered - Rate - 0.00%

Amount (Inc VAT) 8.50

Amount (Ex VAT) 8.50

Description Mrs Smith Egg Delivery

Buttons: Add, Edit, Delete, Exit

In order to maintain accurate stock control and profit and loss reporting, supplier payments that appear here need to be deleted and manually added into Items For Resale section (below), where the items can be added into stock.



Items for Resale

This is where any stock purchase entry removed from petty cash is re-entered.

Items for resale transactions for shift no. 1

Items for resale		Sales Headings	
01	Mrs Smith Eggs	18	Hot Food
		19	Ice Cream
		20	Groceries Zero VAT
		21	Snacks Zero VAT

VAT Code 0 - Rate - 0.00%

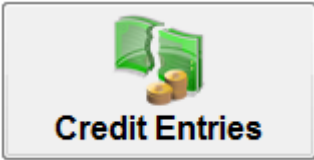
Amount (Inc VAT) 8.50

Amount (Ex VAT) 8.50

Description Mrs Smith Eggs

Buttons: Add, Edit, Delete, Daily Items for Resale Stock Deliveries, Exit

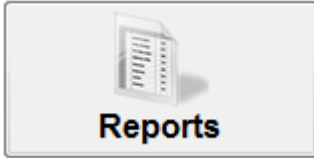
Select Add
Chose the appropriate sales heading for the items purchased
Enter value and brief description.
Item quantities can be added using the Daily Items for Resale button.



Credit Entries

This button is only available to stores running local accounts through the Sales Ledger.

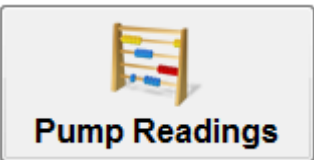
Corrections or additional entries are made here to any payments or sales on the accounts.



Reports

Daily Sales reports can be printed now if required. All reports are stored and can be viewed or printed as required [See - Sales Reporting](#)

Fuel Sites Only



Pump Readings;

Check the Blend Variance is reasonable for each pump,

Any Pump Testing done, will feed automatically from the POS to the Testing button, and can be amended here if any mistakes have been made.



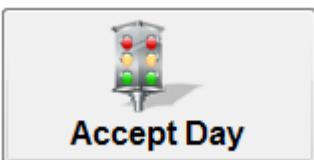
Fuel Deliveries;

Enter any fuel deliveries that arrived on the day you are reconciling. If there were no deliveries then click on the Fuel Deliveries button and then just exit



Tank Readings;

If you have electronic tank gauges then the figures should feed across into the dips column, if not then enter the figures from the manual dips, and make sure the variances are reasonable. Remember the figures are for the close of that day.



Accept Day

Button only appears when all of the other buttons are ticked.

This accesses the banking screen where the totals of the cash and cheques banked, can be entered along with any banking reference.

Banking Entry - Daily sales date Sun 24th



1	Banking date	<input type="text"/>
Cash details		
	Cash held over (balance BFwd)	103.56
	Cash for banking from	2607.35
	Suggested banking	2710.91
	Cash to bank	2500.00
	Cash held over (balance CFwd)	210.97
	Banking Docket	<input type="text"/>
Cheque details		
	Cheques held over (balance BFwd)	0.00
	Cheques for banking from 24/03/2013	0.00
	Suggested banking	0.00
	Cheques to bank	0.00
	Cheques balance CFwd	0.00
		Total banking 2500.00

Enter the cash and cheque amounts that you are banking in the cash and cheques to bank boxes above.

Since you may not bank every day, the system will hold a balance of cash and cheques held over from previous days and suggest a banking figure to include these amounts.

- 1) Enter the date of banking (will default to the day being reconciled)
- 2) Shows any cash carried over from the previous day
- 3) Cash figure from payment totals in the day's daily sales
- 4) Suggested banking will be cash fig. bought forward added with days cash
- 5) Cash to Bank. Enter value of cash and cheques actually banked
- 6) Any cash not banked will carry forward to next day
- 7) A reference can be entered (optional)

Details of banking and cash held over can be found in **Reports / Audit Trails** and selecting the **payments to and from cash book**.

Sales Reporting

All reports from Daily Sales are available once day has been accepted.

Reports / Sales Summary Reporting / Sales Summary Reports

- Select the report required.
- Select When (usually Historical).
- Select the Period required (usually Weekly or Monthly). The dates at the bottom of the screen will then change to the chosen period, highlight which you require.

Note: If Range is selected, more than one date can be highlighted by holding down shift key.

- Select Display Report.
- Print if required using icon at top of screen.

This and most of the reports in Prism 2 can be exported. [See - Summary of Reports](#) for more detail.

Fuel Reporting - Fuel Sites Only

All Fuel reports from Daily Sales are available once day has been accepted.

Reports / Wet Stock / Wet Stock Reports

Select the report required

- Select When (usually Historical)
- Select the Period required (usually Weekly or Monthly)

The dates at the bottom of the screen will then change to the chosen period, highlight which you require

Note: If Range is selected, more than one date can be highlighted by holding down shift key

- Select Display Report
- Print if required using icon at top of screen.

EFT Reports for Sage Pay

Once the day end has been completed on the pos the EFT report for the day will be available at

<https://prrep1.payrouter.net>

Log in using the following

USER ID REPORTS1

MERCHANT ID ADN-MRC-ASP-*****

PASSWORD *****

*** are site specific details

Note: This is all case sensitive.

What to do if Daily Sales date is a day out.

The next day to reconcile date is moved forward each day by the processing of Daily Sales it occasionally may not match the actual shift dates available to reconcile for various reasons:

If the next day to reconcile is behind the dates on the shifts

You may not have shifts for every day, for example if you are closed over a bank holiday the date will not have moved on.

Or it may have been caused by previous Days Sales being processed together as one day.

If the next day to reconcile date is ahead of correct date

This happens when individual shifts have been processed as a single day. The only solution is to not process Daily Sales the next day (or until there are shifts for the day stated) and then select both (or all) days together to process. i.e. create one large day.

To move the date on manually a blank shift will need to be created and processed.

- From the Prism 2 Main Menu, select **Daily Sales**.
- If there are no shifts to reconcile you will be prompted to create a shift - Select **YES**
- OR If there are still shifts to be reconciled, Select **Amend**

Enter the following Details:-

- Start Date / Time: Enter the time your site would normally start trading
- End Date / Time: Enter the time your site you normally close
- Date should default to missing date.
- (If asked Enter Cashier 01)
- Select **Accept**

You will be asked if you wish to create another shift, this is not necessary unless the store was closed for more than one day.

The created shift will now appear in the list of shifts waiting to be reconciled.

Select this shift and process as usual to get all the boxes ticked and accept the day.

A blank shift will contain no information, complete as normal accepting the day. Only one shift needs to be entered for each day a site is closed regardless of the number of shifts or POS's onsite.

Fuel Sites

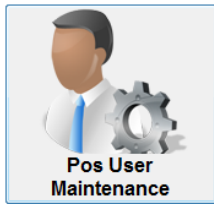


WARNING: In tank readings ensure that the dip column matches with the book column [type in dip values if necessary] i.e. the opening and closing tank readings should be the same and the variance column will be all zero. Do not carry any variance over to the following day, as this will corrupt wet stock

Daily Tank Readings

Tank	Fuel	Book	Dip	Variance
01	Unleaded	15245	15245	0
02	Ultimate Unleaded	6797	6797	0
03	Ultimate Diesel	3667	3667	0
04	Diesel	36892	36892	0

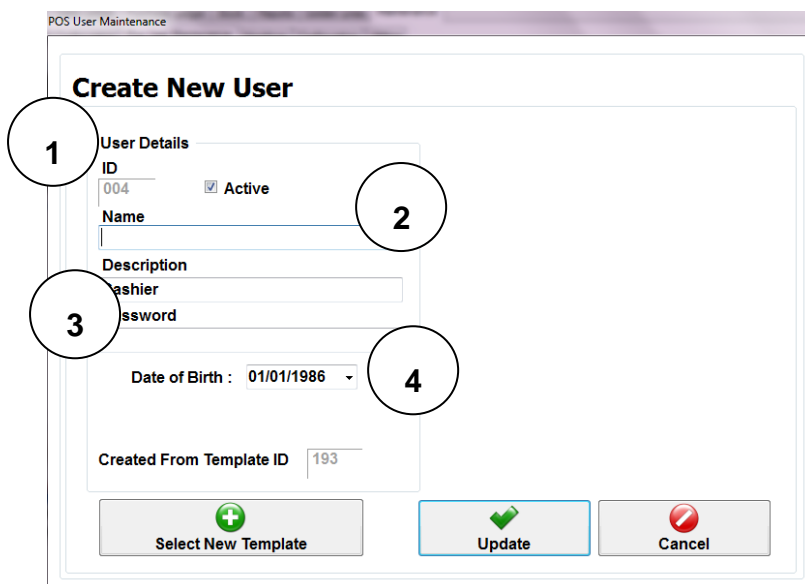
Pos Till User Setup



It is recommended that each person who uses the Point Of Sale [POS] till is set up with their own log on number, name and password. This will determine which functions they are authorized to use and give visibility through the POS explorer.

Creating a New Pos User

- Select **Maintenance** from the Main Prism 2 Menu
- Select POS Configuration / POS User Maintenance / Create New User
- Select a template from the list displayed: Manager, Supervisor or Cashier. Each template has pre-determined tasks authorized. Templates can be amended if required. [See - User Templates](#)



POS User Maintenance

Create New User

1 User Details

ID: 004 Active **2**

Name:

Description:

Cashier:

3 Password:

Date of Birth: 01/01/1986 **4**

Created From Template ID: 193

- 1) The ID number is at the top of the screen and is a sequential number that Prism 2 allocates automatically.
- 2) The users **name** should be entered.
- 3) A **password** needs to be entered; (IR2 the password must be numeric).
- 4) For IR2 a date of birth can also be entered for the user to control the selling of age related sales.

The name of the user is displayed on the pos, in POS Explorer and it can appear on the receipts, but is not part of the log on procedure.

To logon to the POS you will be asked to enter the **operator ID** and then the **password**.

If a user tries to access an option they are not permitted to do, a screen will appear allowing someone with authority to enter their ID and password and perform that task. Once this option is done the POS will continue logged on as the original user.

When POS users have been created or amended within Prism 2 it is necessary to perform a POS Shutdown on each of the POS before the new details or changes will take effect. [See - Restarting Pos](#)

Amend Existing User

If required it is possible to change details of each user.

- Select **Maintenance** from the Main Prism 2 Menu.
- Select POS Configuration / POS User Maintenance / Amend User.
- Highlight and select the user you wish to amend.
- Amend the Name, Password, or select a different template as required.
- Update to save changes.

A 'POS Restart' will be needed to make the changes effective on iridium pos. [See - Restarting Pos.](#)

Delete Existing User

POS users can be deleted from the system, so that the log on ID details no longer work on the POS.



Warning- user ID 001 should not to be deleted.

- Select **Maintenance** from the Main Prism 2 Menu.
- Select POS Configuration / POS User Maintenance / Delete User.
- Highlight the user you wish to delete.



Ensure only the user you wish to delete is highlighted as more than one user can be selected.

- You will be asked to confirm if you want to delete each of the users you highlighted.

Once deleted the user ID will NOT be available to use again.

A 'POS Restart' will be needed to make the changes effective on iridium pos. [See Restarting POS](#)

User Templates

User templates contain the tasks that POS users are authorized to access. There are three available which are pre-set in Prism 2, as Cashier, Supervisor and Manager.

The tasks shown in the templates are a generic list of all POS functions, not all will be applicable to your store configuration.

Listed at the end of this guide are descriptions of the most common POS functions that stores may occasionally wish to restrict.

When logged onto the POS, a user will only see the functions button for the tasks the user has permission to perform, tasks that are selected with a tick in the template. To prevent the user from performing a task, de select task.

As a secondary level of authorisation a task can be set so that the user can select the option on the POS, but a screen will appear asking for additional authorisation before completing the task. Another user with the appropriate permissions will be required to enter their log on ID and password, at all time the POS will continue logged on as the original user.

To make a change to a template

- Select **Maintenance** from the Main Prism 2 Menu.
- Select **POS Configuration / POS User Maintenance / Amend User Template**
- Select the required template. Usually manager/ supervisor or cashier.

Amend User Template

In this example the user will see the Add Float, Barcode / Item no and Change button (if used by the store).
But will not see options for Change Language or Cheque.

- To set the Add Float option to require authorisation.
- In View Select Tasks needing a password.

Amend User Template

Tick the Add Float to require this task to be authorized.

Note the Change Language and Cheque, are not seen in this screen as are already removed from this template.

- Select update to save changes and send to POS.
- Modifications to template will need a pos restart for changes to take effect.

IR2 user template options most commonly restricted

Option	What it allows
+ (a plus sign)	Repeat the last line item sold.
Add float	Transfer some cash from the safe back in to the drawer.
Close shift	End the current user shift - entering amount in drawer. A report will be printed.
Employee discount	Apply a discount to the items in the sale depending on which Employee is associated with the purchase.
Item return	A customer return / refund of an unwanted or faulty item.
Manual Day End	Perform an immediate Day End operation.
No means of payment	Save the transaction for future recall and payment when customer returns with funds.
No Sale	Open the cash drawer.
Paid in	Add cash to the till from miscellaneous location e.g., vending machine, loan return etc.
Paid out	Pay cash out of the till for specified expenses.
Price override	Modify the sale price of a selected item in a sale - up or down.
Safe Drop	Transfer some cash from the drawer to the safe.
Site Report	Print a report of all activity on the entire site since the last Day End.
Start Training	Enter training mode (all receipts will be marked as training, fuel & EFT transactions will be dummy).
Stop Training	Exit training mode.
Suspend Sale	Suspend a transaction (it may be recalled later on this or other till)
Till Check	Check how much money is in the drawer.
View Journal	View a list of the most recent sales on the site (from any till) and print if required.
Void	Void a line of a sale.
Void All	Void an entire transaction.



WARNING: Do not make changes to any of the functionality listed that you are not familiar with.

Contact your customer support for assistance

Restarting POS

In order to shutdown and restart the POS, the operator must have the authorisation to do so [See - Amend Existing User](#)

Iridium

- Select Functions.
- Shutdown.
- Shutdown.
- 'Are you sure you wish to shut down the POS?' – **Yes**.

You will then see a screen with 4 buttons displayed on it, select the last one, which says Iridium POS will then return to the normal sign on screen.

IR2

- Sign Off from IR2.

When signed off from the POS, the **Sign On** window appears.

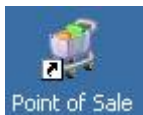
- Press the **Cancel** button:
- Press the **POS exit** button.
- To exit the POS, enter your operator ID number and your password.
- Press **OK**.

POS application is exited. You will then see a screen with 6 buttons displayed. Select **Start POS**, you will then return to the normal sign on screen.

Additional options

- Clear Cache and Start POS: Only use if instructed by Customer Service
- Engineer: For Engineer use only.
- Show Hidden Windows: For Engineer use only.
- Shutdown: **Full shut down of the unit**. Select power button to re start (located underneath Touch screen).
- Shutdown & Restart: Completes a full shut down and automatic restart of the unit. - POS application should automatically load as system is restarted.

If needed to restart the POS double click on the **Point of Sale** icon.



For a change to POS users to take effect on the IR2 POS the current user only needs to sign off POS and user to sign back on.

POS Explorer




POS explorer allows you to view information from the POS, for all completed shifts. It contains a full record of every transaction and a summary of usage of the various functions. Providing a useful tool to monitor POS activity, and help to uncover any miss-use at POS.

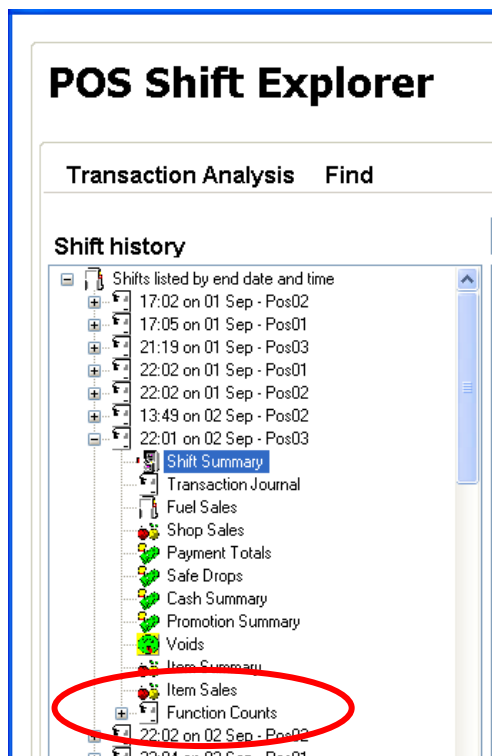
For Iridium systems a POS Shift Capture will need to be completed before shifts appear in the list

From the Main Menu, Select **Daily Sales**.

- Select **POS Explorer**.

The left hand side of the screen lists the shifts for the current month with date, time shift ended and POS number against each. If you wish to view the shifts relating to a different month, use the drop list on the right of the screen.

- Click on the  icon to open up the details of each shift.



Shift Summary A replica of the Shift End report.

Transaction Journal Displays the content of every transaction within the shift.

Fuel Sales Displays price, value and volume of fuel sales by grade.

Shop Sales Displays quantity and value of shop sales by Sales Heading.

Payment Totals Displays quantity and value of payments made under each payment heading.

Safe Drops Displays cashier, canister, time, date and amount of each safe drop made during the shift.

Cash Summary Displays details of the cash movements through the POS during the shift.

Promotion Summary Displays details of the promotion types fired during the shift, the number of instances and value of the sales generated.

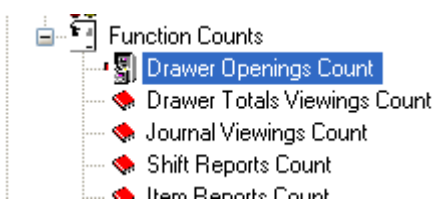
Voids Displays a list of the voided sales which have taken place during the shift. This does not include single line voids within individual transactions.

Item Summary Displays, for each Sales Heading and Sub-Department, details of the items sold and their total value.

Item Sales Displays Description, Sales Quantity and total Value for each item sold.

Refunds Displays a list of refunded transactions

Function Counts Displays a list of the Function Counts currently configured as active and a count of the times they have been activated during the shift. When opened up this will display the POS user date and time details for each occurrence of the selected function.

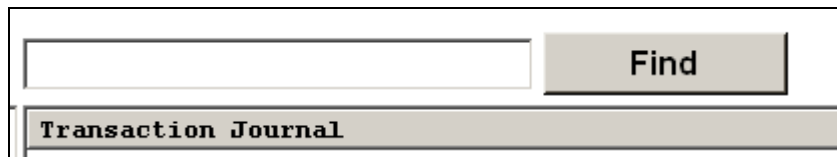


User	Date	Time
Melissa	02/09/2012	19:52
Melissa	02/09/2012	20:34
Melissa	02/09/2012	20:53

Searching POS Journal (Till Rolls)

To Search a specific shift for a specific instance

- Highlight the transaction Journal you wish to search
- Enter search criteria, the FIND will only return EXACT matches



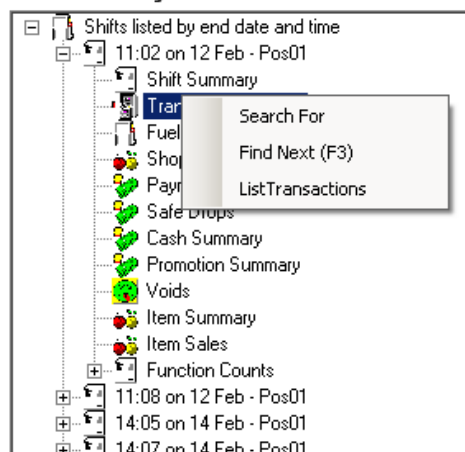
The search will stop each time it finds a match, the matching word or number will be highlighted in RED.

If the match found is not what you are looking for press Find, to continue searching.

Printing from Journal

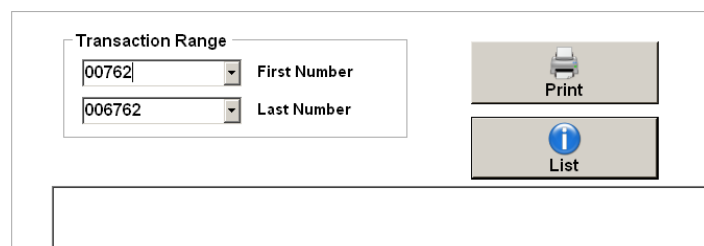
To print a transaction or a series of transactions you will first need the transaction number, use the search option above if needed.

Shift history



- Right click on transaction journal
- Select List Transaction

List Transaction Range



- Enter the transaction number; it will appear in both First and Last Number. Use the dropdown list to select several transactions.
- Select List: To view transaction.
- Print: To print transaction.

Creating and Maintaining Stock Items



Every stock item sold in the store needs to have its own stock card. This will hold all the product details along with sales and stock movement history, enabling accurate sales and stock reporting. When an item is created a unique PLU (Price Look-Up) code is automatically generated by the system.

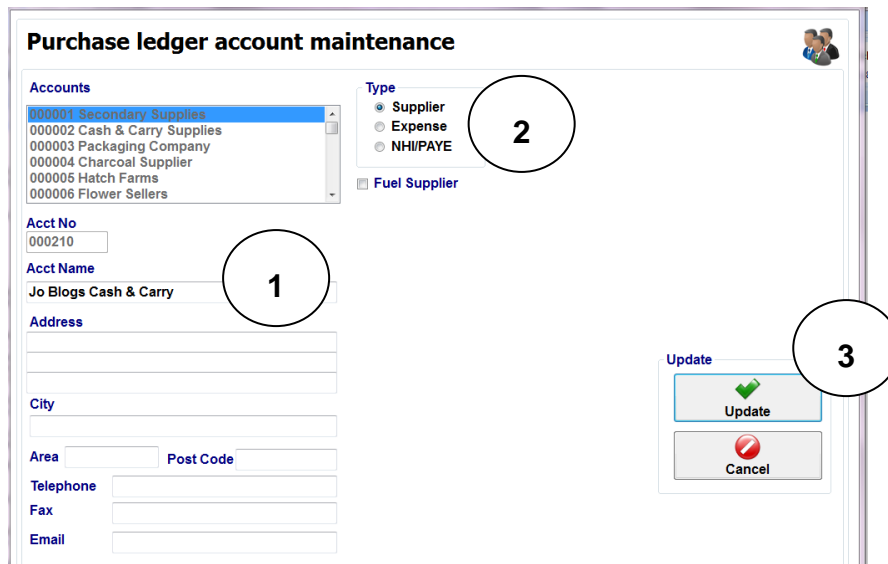
Enter as much information when creating stock as possible, as this will ensure the accuracy and effectiveness of reports in Prism 2, from the beginning.

Setting up a Supplier

Best practice is to have suppliers created first. As this will enable them to be added correctly whilst the stock card is being created, changes can be made later but this makes more work.

- Select **Purchase Ledger** from the Main Prism 2 Screen.
- Select Amend Account Details.
- Click on **Add**

The following screen will appear –



Purchase ledger account maintenance

Accounts

- 000001 Secondary Supplies
- 000002 Cash & Carry Supplies
- 000003 Packaging Company
- 000004 Charcoal Supplier
- 000005 Hatch Farms
- 000006 Flower Sellers

Acct No
000210

Acct Name
Jo Blogs Cash & Carry

Address

City

Area **Post Code**

Telephone

Fax

Email

Type

- Supplier
- Expense
- NHI/PAYE

Fuel Supplier

Update

- 1) **Acct Name** - Type in the supplier name, and address details if required.
- 2) **Type** - Relates to the type of supplier, whether a supplier of stock or services, for example a maintenance company. (NHI/PAYE is no longer used).
- 3) Select **Update**.

Creating a new stock item

To create a stock card for an item that does not exist within Prism 2.

- Select **Stock** from the main Prism 2 menu.
- Select **Item Maintenance**.
- Select **Create Item**.
- Allocate product into a Sales Heading. It is important that the correct Heading is used as this will affect the VAT declared on the sales.
- Select the supplier for the product.
- A blank stock item screen will created.

Handy Hint

When creating an item, it is possible that the item already exists in the Background database. If this is the case, when you enter the barcode onto the new stock card information about the product will automatically be entered for you.

Background database information is updated from supplier Product Update process.

The screenshot shows the 'Stock Item Maintenance - Create New Item' form. Callouts A through J point to the following fields:

- A**: Barcode (00000000000000)
- B**: Supplier Product Code
- C**: Description
- D**: Master Retail Price (0.01)
- E**: Pack Size (1) and Pack Cost (0.01)
- F**: Min Sell Age (0)
- G**: Actual Margin (-20.00%)
- H**: Price Marked checkbox
- I**: On Supplier checkbox
- J**: Last Sold On, Last Purchased On, Last Stock Check On (all N/A)

Enter in the following information; # items must be completed

A	# Barcode	If item has no barcode type 5 and press tab key (this will create a barcode)
B	Supplier Product Code	Essential if you intend to transmit orders to supplier
C	# Description	This is best to include the size of item
D	# Master Retail Price	The retail price item is to sell for
E	Pack Size & Pack Cost	How many items supplied in case and Cost price of an outer excluding vat essential for Auto ordering
F	Minimum Sell Age / looks like Age	Will produce a prompt for cashier at POS screen
G	Actual Margin	Will show margin achieved. Pack size, cost & retail price must be filled in to calculate. % above pre-set required will show in green See - Managing Margins
H	Price Marked Item	Tick this box if the item is price marked.

Update when complete. Print Shelf Edge Barcode Labels if required and send the changes to the POS.

Creating Weighted Stock Item

There are 2 types of weighted items that can be created in Prism 2

Type 1 Items that are bar-coded and have different prices depending on the weight e.g. pre packed cheese and cooked meats; these will be supplied with a barcode that starts 02 or 20.

Type 2 Items that are weighed in the store at the point of sale. If scales are linked to POS then as item is selected weight / price will automatically be transferred to POS screen. If the scales are not linked, then the cashier will be prompted to manually key in weight of an item which will calculate price.

- Select **Stock** from the main Prism 2 menu
- Select **Item Maintenance**
- Select **Create New Stock Item**
- Allocate product into a Sales Heading, Ensure this is the sales heading for weighted barcodes
- Select the **supplier** for the product.
- An unfilled stock item screen will created.

Enter details as for normal stock item except for the following:-

A	Barcode	Key in the first 6 digits only of barcode from pack, (it will start 02 or 20) then the last 7 digits should always be entered as 0s. (Zeros).
D	Master Retail Price	The retail price should be entered as the Price Per KG.
E	Pack Size	The pack size is shown to 3 decimal places to allow for weight of items. Note: If it is a unit item with a 02 or 20 barcode the pack size is the number of Units in a pack for ordering purposes.
	Pack Cost	The pack cost is the cost for the whole pack, (the unit cost -calculated by prism- will be the cost per kg).
I	Stock by weight	The 'Stock by Weight' box here should be ticked so that Prism 2 knows that this item is weighted and should be treated as such.
J	Sales Type	<div style="display: flex; align-items: flex-start;"> <div style="flex: 1;"> <p>For Type 1 Products Should be set to normal sales item.</p> <p>For Type 2 Products Should be set to Prompt for weight.</p> </div> <div style="border: 1px solid black; padding: 5px; margin-left: 10px;"> <p>Sales Type</p> <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;"> Prompt for item price </div> <p>Normal sales item</p> <p>Prompt for item price</p> <p>Non sales item</p> <div style="border: 1px solid black; padding: 2px; background-color: #e0e0e0;"> Prompt for weight </div> </div> </div>

Update when complete. Print Shelf Edge Barcode Labels if required and send the changes to the POS.


Stock item creation at the POS

For some stores the option to create new stock items at the POS will be available.

When an item not created in Prism 2 is scanned at the POS the screen prompts "item has not been recognised. Do you want to create a new stock item? The operator is then asked to select the heading and sub heading, type in a description and price for the product.

When the sales data is then transferred to the Prism 2 back office [during a poll shifts or when processing Daily Sales] the item needs to be checked and accepted. You will not be able to continue until the items are created fully at the back office.

You will have the option to either create it as a new stock card or add the barcode and details to an existing item.

 One or more provisional stock items have been found in the data captured from the tills.
These items must be merged into the stock system before the shift capture can continue.
Press 'OK' if you want to merge these items now, otherwise press 'Cancel' to cancel the shift capture.

- Select **OK**

POS Provisional Item Merge

POS Provisional Item Merge

Item 1 of 1

Sales Heading Totals

Heading	Value
14	1.29

Barcode	Quantity Sold	PLU Code	Description
00000010000144	1	999943	Orange Drops
Retail Price	Pack Size	Pack Cost	Supplier Details
1.29	0	0.00	<Not Set>
Sales Heading	Supplier Code	Select Supplier	
14 Confectionery			
Sub Department	Create the new Item		
3 Bag Sweets	Exit		
Match to an existing Item	Ignore Barcode		

1

2

3

You can now either

- 1) **Create** the item as a new item; the screens will then prompt for supplier details for the product. OR
- 2) **Match** to an existing item ;the screens will then prompt to search for the existing item.
- 3) **Ignore** the barcode at this time.(if you need to check information before accepting).

Note - The item will still need to be accepted before any Daily Sales can be processed.

Searching For Stock Items

Every stock item in the store will have its own stock item card. Throughout Prism 2 you will need to search for these stock cards in order to change prices, create an order, select labels etc. The method of search will always be the same.

Select which method you wish to use to search for product by clicking on the appropriate line to highlight.

The screen below shows a search by barcode which if available is the most reliable way to find a product.

Stock item search and selection

Search Parameters

Selection string
0500015902396

Select by item code
 Item list by product heading
 Search by barcode
 Search by full description
 Search by supplier's code
 Search by location

Set Default Search

Callouts:
1. Type into the selection string section what you are searching for (stock barcodes can be scanned).
2. Item code is the PLU number in the top left of stock card.
3. After typing in search criteria select search.

If you search using part of the description, all items found that match the search criteria will be displayed.

Stock item search and selection

Search Parameters

Selection string
MARS

Select by item code
 Item list by product heading
 Search by barcode
 Search by full description
 Search by supplier's code
 Search by location

All stock items with description matching MARS

120006	Mars	Reve1s	Bag	35g		
120122	Mars	Bar	England	Fa	Flash	58g
120123	Mars	Duo	England	Fa	Flash	2x42.5g
121013	Mars	Planets	37g			
121022	Mars	Reve1s	Pouch	140g		
121026	Mars	Planets	Pouch	150g		
160003	Mars	Ice	Cream			
210001	Mars	Milk	Drink	#45d	388ml	

Set Default Search Exit

Click on the item you require on right side of screen to highlight and **select**, stock item card will be displayed.

Extract Stock Items from Background Database

It is possible to create a stock card for a new item without having the item in store.

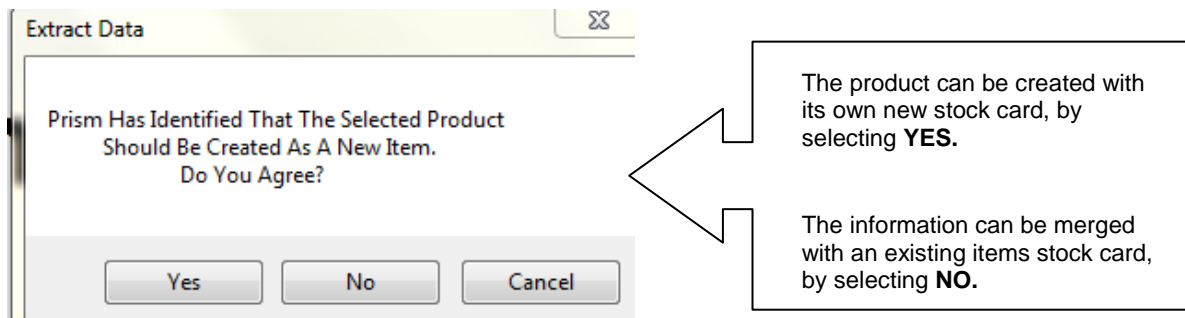
The background database contains item information of products supplied by your main suppliers, which are not set up within your stores stock file. This background information is updated when the Product Updates are performed. [There are shortcuts to this function from both the ordering and Purchase Ledger screens].

To Extract a product

- Select **Stock** on the main Prism 2 menu.
- Select the **Item Maintenance** menu.
- Select Extract Products from Background Database.
- Select method required to search for product...Barcode, Description or Supplier Code.

When the search information is entered, all matching products will appear on the right of the screen. Highlight and select the product you wish to create.

Once selected you will have two options

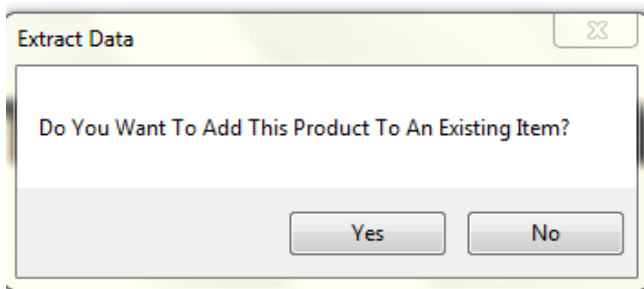


1) Creating a New Stock Card

- Select **Yes**.
- Allocate the product to a Sales Heading.
- The Stock Card will appear on the screen, allowing you to change any of the details if necessary.
- **Update** when complete.

2) Merging Item with an Existing Stock Item

By answering **No** to the above question, a further question will appear



- Answer **Yes**.
- Search for the product that you would like this information to be added to.

The following screen will appear -

Add to an Existing Item


Add to an Existing Item

Item Information

PLU: 120133 Description: MARS FILLED EGG

Item Enabled
 PLU Code Enabled
 Price Marked Item

Extra Description 1: Pack Size: 48 Pack Cost: 11.79 Unit Cost: 0.2456
 Extra Description 2: 33G Master Retail: 0.49 RRP: 0.42





Barcode and Supplier Details

Barcodes: 00000040111186 Existing
 Suppliers: Londis Existing

Description: MARS FILLED EGG Supplier Product: 42273534
 Retail Price: 0.49 Pack Cost: 11.79
 RRP: 0.42 Pack Size: 48

Outer Barcode: Price Marked Item: Star Buy Promotion:

This allows you to amend the extracted data before updating. E.G, price or description

Edit Item will allow changes to be made to the original information in the stock card before updating. For example updating the retail price to match the price on the new barcode.

When the information is correct, **Update** to save.

To merge two existing stock item cards use the barcode reassignment option in the item maintenance menu.

Extracting Items throughout Prism 2

As well as being able to extract product details in the Item Maintenance menu it is also possible to extract when creating an order and when entering an invoice.

The process for both is exactly the same as detailed above.

Making Changes to a Stock Item

Once a stock card is set up the information should be kept up to date to enable accurate ordering and reporting. Much of the information in a stock card is automatically entered from other routines and procedures within Prism 2.

Below details what information is held in the stock card and where the information comes from

- Select **Stock** on the main Prism 2 menu.
- Select Item Maintenance.
- Select Amend Item.
- Search for stock item.



Exit stock card, saves any changes made [POS update required to send any changes to the till].

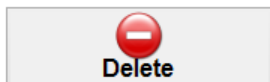


Exit stock card, without saving changes.



Only displayed if item is on promotion.

Shows details of any promotion item is in.



Marks a stock card and all associated barcode for deletion.

If is necessary to update POS before the item will disappear from system.

Note: Stock item will not be removed from system until it reaches a stock level of 0. An item with a negative stock level will not be deleted.



Products may have more than one barcode, for example, price marked product, or promotional packaging.

Adding an additional barcode:

Select **Barcode**.

Select **Add**.

Enter the following:-

- Additional barcode.
- Enter Description - the description entered against each barcode is used on the Shelf Edge Label.
- Enter Retail Price.
- If Price Marked item ensure the box is checked.
- Select Update, Exit.

(A stock card can contain up to 99 barcodes.)



Displays the last 5 weeks sales history of the item, and average sales.



Allows a stock item to be moved to a different sales heading.

Note: The heading selected determines the items vat rate.



Shows pack cost, size and order code details for any number of suppliers. When processing Product Updates this information is updated for that supplier only.

Adding additional Supplier

- Select Supplier.
- Select **Add**, Chose supplier from list.
- Enter:- Supplier code, Pack size, Pack cost.



This section reports on the stock movement history of the selected stock item for the month including losses, margins and values.

No manual entry can be made in this screen.

Previous months can be selected from dropdown list at the top of screen.

Item: 016026 RED BULL Select Month: November 2014

Summary of Movements for RED BULL

	Units	Cost Value	Retail Value
Opening	36	25.93	55.80
Purchases	96	67.56	
Transfers	0	0.00	0.00
Sales	94	66.85	145.09
Losses	7	5.04	
Free Items	0		
Deliveries	0		
Stock Level	31	21.59	48.05
Quantity on Order	24		
Required Margin	23.00 %	Current Retail Price	1.55
Ex VAT Sales	120.91	Latest Cost Price	0.6871
Cost of Sales	71.90	Current Price Margin	46.81 %
Profit	49.01	Average Cost Price	0.6963
Month to Date Margin	40.53 %		

To select a different item without exiting from the screen, use **Select Item** button and choose a new item using the usual search criteria.

Each of the headings **Purchases**, **Transfers**, **Sales** and **Losses** can be selected for further information and within each heading there is the option to 'drill down' to detailed item movement level. At this point you have options to print the information.



Future price changes are set up in this section.

- Select **Add**, type in the new retail price
- Type in effective date and **Update**
- Repeat Adding in the price increase,-back to original price, (if applicable) and effective date, **Update**

Note - A POS stock update must be done on the day the price change is effective to send to POS.

The screenshot shows a software interface titled "Future Retail Price Amendments" with a green checkmark icon in the top right corner. The interface is divided into several sections:

- Selection:** A list box containing one entry: "01/03/2016 - Retail = £1.75, RRP = £0.00".
- Buttons:** To the right of the list box are three buttons: "Add" (with a green plus icon), "Edit" (with a pencil icon), and "Delete" (with a red minus icon).
- Change:** A section with three radio button options: "Update Price", "Update RRP", and "Update Price and RRP" (which is selected).
- Target:** A section with three radio button options: "Specified Barcode Only", "Specified Barcode and Item", and "Item and all Associated Barcodes" (which is selected).
- Fields:** Below the radio buttons are three input fields: "Retail" with the value "1.75", "RRP" with the value "0.00", and "Effective Date" with the value "01/03/2016".
- Bottom Buttons:** At the bottom right are two buttons: "Update" (with a checkmark icon) and "Cancel" (with a grey circle icon). At the very bottom center is an "Exit" button (with a red X icon).

Once the price change has been sent to the POS the entry in this screen will be deleted.

If Future Retail Price Changes are used the main screen displays a warning.

If you are receiving product updates from your supplier that contain future promotional price change information, the details are automatically stored in this screen until effective date

Setting Fuel Prices – Fuel Sites Only

Fuel price changes are usually done at the POS, with a good view of the forecourt

Iridium

- Select **Functions** from the main POS screen.
- Select Pump functions.
- Select Amend prices.

IR2

- Select **Menu** from the main POS screen.
- Select Service / Forecourt Operation.
- Select Fuel price change.
- Select each fuel grade, key in price and enter.
- Once all completed. Select Update Forecourt.

A screen will then be displayed showing each fuel price, a print of changes can be done if needed.


To provide extra security, this function can be restricted to selected POS operators [See- Amend Existing User](#) If a user is not authorized to change fuel prices selects this option it will prompt for the authorization of a user who is.

Fuel prices changes at the back office

- Select **Maintenance** from the Main Prism 2 Menu.
- Select POS Configuration / Fuel Grade price Maintenance.
- Key in the price of each Fuel.
- Select **Update**.

Fuel prices changed at the back office must then be sent to POS.

- Select **Maintenance** from the Main Prism 2 Menu.
- Select Fuel Price Update.
- Select **Update**.

WARNING  It is the responsibility of the site to ensure that the pole sign prices for all fuel grades are set at the same prices as on all of the POS.

Barcode Printing - Shelf Edge Labels

When a new item is created, or changes made to an existing item; retail price, description, or barcode, the details are held in an update folder ready to be sent to the POS. A shelf edge label (SEL) should be printed before sending this information to the POS, as this folder is cleared once the changes are sent.

Prism 2 can print numerous styles of SEL's containing different information, for most stores the label style will be in keeping with the shop fit design and may have been set up as the default option at the top of the list. The label name refers to the size i.e. number across and down on an A4 page

- Select **Stock** from the Prism 2 Main Menu
- Select Barcode Printer
- Print Barcodes for Updated Stock Items

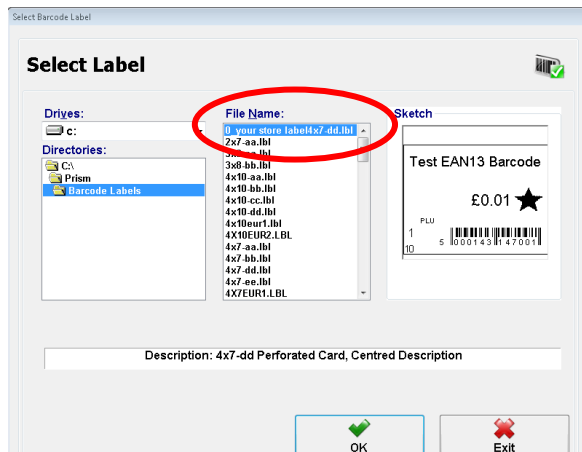
Handy Tip

SEL's can also be done using the HHT to select items that require a label printing see - [HHT Shelf Edge Label Printing Using the HHT](#)

You will then be asked the following questions:-

- *Do you wish to include price changes within this run?* – If you have changed any items prices answer YES for those to be included.
- *Do you wish to include updated items awaiting deletion?* - If there are items that are marked for deletion answer YES if you need labels for them and NO if you do not.
- *Do you want Unit Equivalent prices included in Barcode printing?* -This question only appears if you use Unit Equivalent Pricing e.g. the label gives the price per Litre or Kilo, so answer YES.
- *Do you want to display all new barcodes?* - If you have created any new items with more than one barcode, or added a new barcode to an item that already exists answer YES for labels to be printed for each barcode NO for just one label per item.
- Do you wish labels to be ordered by sales heading and sub dept.? - This will sort out the order of printing.

The following screen will appear;



If your store label is highlighted at the top of the list select **OK**.

OR select an alternate label size from the list.

The Print Options Screen will be displayed, Select **Start**, the labels will be displayed on the screen.



Select the printer icon to the right: This prints all pages.

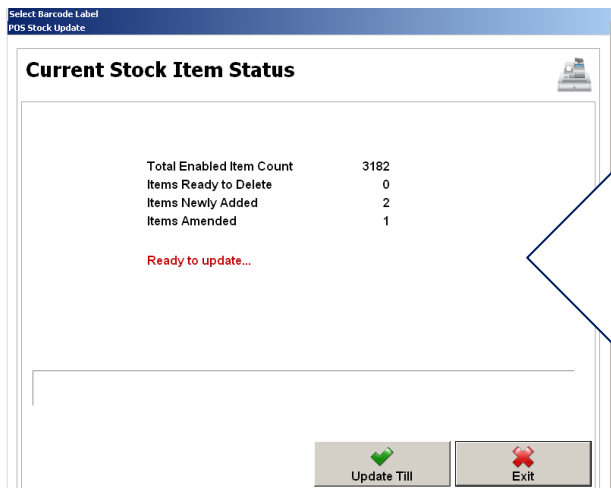
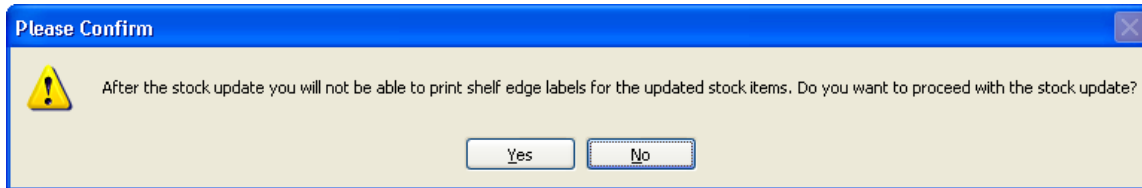
When labels have been printed successfully, close preview screen.

Select **Exit** out of Barcode Printing.

Updating the POS with New Stock Items

After the shelf edge barcode labels have been printed the changes to the stock system need to be sent to the POS before they will scan. This can be done at any time with no disruption to operation of the POS.

- Select **Maintenance** from the Main Prism 2 Menu
- Select POS Stock Update.
- The following warning will appear to check that the shelf edge labels have been printed. [See - Barcode Printing - Shelf Edge Labels](#) Presuming this has been done click **YES** to proceed.



Check the quantities of changes being sent to the pos. If this is not the amount of changes expected, select Exit to abort update.

Check reports / dry stock / item pricing reports / Stock items marked for update. This will show all the items that have been changed.

- Select **Update**.

There is no need for the POS to be rebooted for the update to take effect.

Should you wish to reboot POS for other reasons (new item keys etc). **DO NOT** reboot whilst the POS Stock update is running.

A message will confirm this has been done successfully.

- Select **EXIT** to return to the Main Prism 2 Menu.

The items that you have added or created will now scan on the POS.

Item Buttons on the POS

In order to maintain complete stock and price control all stock products in the store should be set up as stock items in Prism 2 and sold as such at the POS.

Using buttons at the POS allows items that either don't have a Barcode or are difficult to scan to be sold easily improving both the speed and accuracy of transaction.

Item Panel – IR2 only

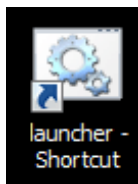
The buttons on the front screen item panel can either be used to sell individual items, or link to further menus, for example: Bakery, would Go To menu with individual bakery items.

All items you wish to add to the Item Panel must first be set up in Prism 2 in the usual way (**Stock / Item Maintenance / Create Item**).

All items created in Prism 2 must have a barcode (if item has no barcode use 5 TAB).

A POS update must be completed before the item can be allocated to buttons in the item panel.

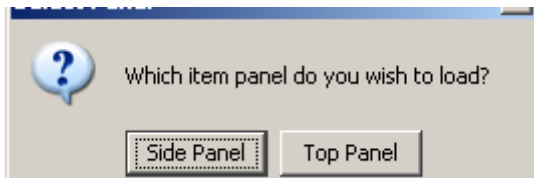
The Item Panel is accessed via the icon on your desktop.



You will be asked which panel you wish to load.

Check the position on your POS screen.

(Usually fuel sites use the side panel and retail only sites use the top panel).



Your current item panel will load. [This guide shows the side panel but all functionality is the same for the top panel].



Sections in blue have no button and are available for use.

Buttons can lead to a sub menu, (this is called a "go to") and is used for a group of items eg the bakery button

Or buttons can be used to sell a single item

Left click on a button will show what will happen on the POS when button selected, displaying details of the item that will be sold, or the menu that will open.

Right click will give access to all the functions to create or amend a button.

To add buttons to an existing menu

All items you wish to add to the Item Panel must first be set up in Prism 2 in the usual way (**Stock / Item Maintenance / Create Item**).

All items created in Prism 2 must have a barcode (if item has no barcode use 5 TAB).

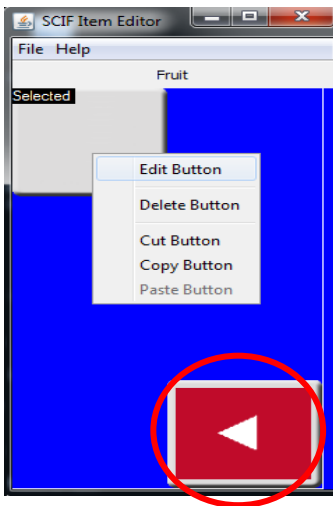
A POS update must be completed before the item can be allocated to buttons in the item panel.

If button is to go onto front screen

- **Left click** on a spare space (blue area) this now turns grey giving a new button.

Or if button is to go into existing menu

- **Left click** on button of menu required – this will take you in to the existing menu
- **Left click** on a spare space (blue area) this now turns grey giving a new button.
- **Right click** on the button Select **Edit**



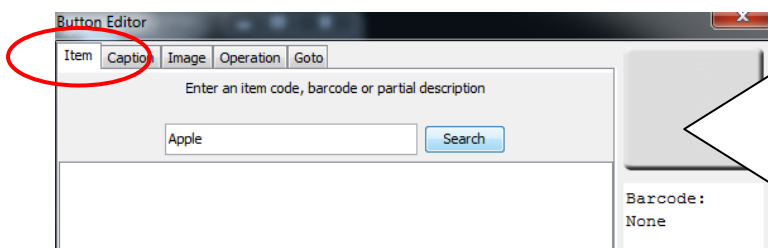
'Back' button (large red with arrow) is automatically located in the bottom right; this will link back to the Top Level menu.

If you have several levels of menus it can be edited to go to any other sub-menu if required.



WARNING: Do not delete. If deleted there will be no method of exiting menu

Once in the Button Editor screen, select the Item tab



Type in either part of the description, the item number (PLU number) or barcode to search for item

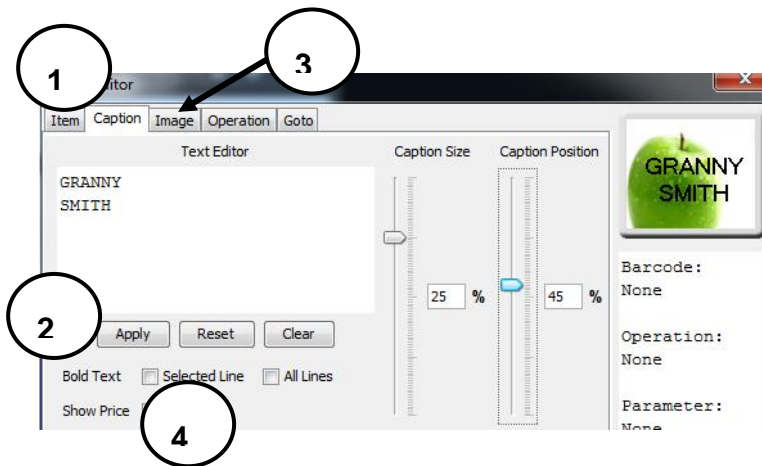
Click search

All items matching search will be displayed.

Click on item to select

Button will now appear, automatically filled in with the description from the stock card.

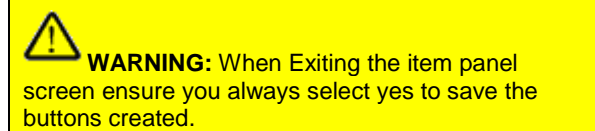
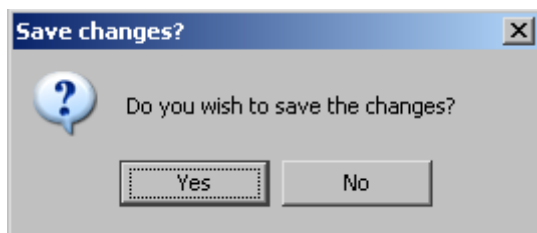
To change or edit the text on the button



- 1) Caption – Screen will display description from the stock card, this can be edited or changed.
- 2) Click on Apply button to see preview of button.
- 3) Image - Will bring up a menu of images and background colours, displayed in alphabetical order. Scroll down the list and click to select the appropriate image.
- 4) Show Price - Will add the price of the item taken from the stock file, to the button if required – this will then update automatically when a price is changed in the stock item screen.

Any button can be moved by using the **Right Click** to **cut** or **copy and paste** – a button can be in as many menus as you wish.

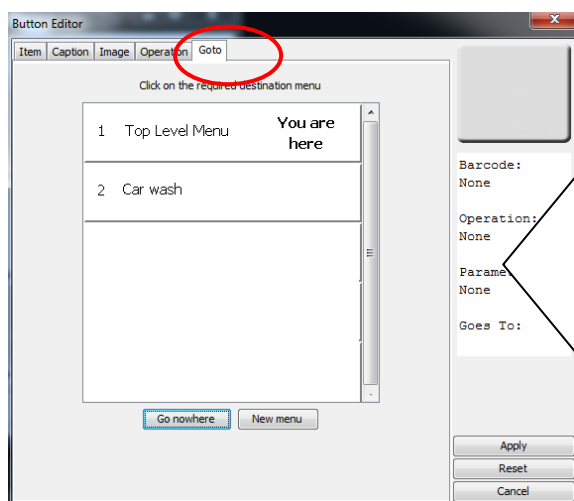
Buttons can also be **deleted** using the **Right click** options – this will remove the item from the button, and any captions, pictures etc. associated with it, leaving a blue space; ready to add a new button in its place.



Log user off and back on to POS for buttons to appear on POS.

To create a new menu for items

A different menu can be accessed from any button on the panel, so if all the buttons are used in an existing menu additional one can be added.



Once in the Button Editor screen, select the Goto tab, Screen will display all the existing menus

Check the menu you require doesn't already exist. (if it does click on the menu name to enter that menu).

Select New menu from the bottom of the list.

Type in a name for the menu (note no two menus can have the same name).

There is no limit to the number of layers of sub.- menus, but each sub menu represents an additional button press at the POS which will impact on the speed of sale if 4 or 5 button presses are involved.

Creating POS Item keys

For Iridium POS

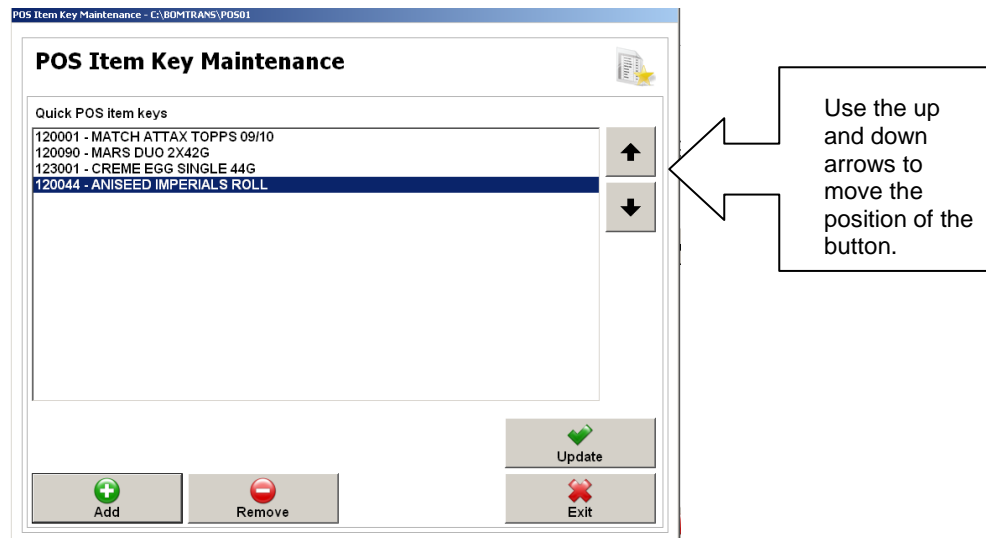
Setting up Item Keys allows products that either don't have a barcode or are difficult to scan, to be sold easily at the POS.

The benefit of using Item Keys is that complete stock and price control can be retained, whilst improving the speed and accuracy of transaction.

All items to be allocated an item key must first be set up in Prism 2 in the usual way (**Stock / Item Maintenance / Create Item**).

To create item key, from the **Main Prism 2 Menu**

- Select **Maintenance**.
- **POS Configuration**.
- **POS Network Configuration**.
- Amend item keys.
- Select **Add** from the screen and search for the stock card in the normal way and select.
- The arrow keys can be used to move items up and down the list to change the order they appear on the POS screen.
- Update to close screen and save.
- If store has more than one POS Select YES to the question "Do you wish to apply these changes to all other POS directories" to copy keys to all POS.



Perform a POS Stock Update [See - Updating the POS with New Stock Items](#)

Restart the POS.

- Functions, Shutdown, Shutdown.
- 'Are you sure you wish to shutdown the POS?' – **Yes**.

You will then see a screen with 4 buttons displayed on it, select the last one, which says 'POS' The POS will then return to the normal sign on screen.

The Items keys will appear within the Sales button on the POS, with the sales heading for the items being the sub-menu heading option within the sales screen.

For IR2 POS the keys will appear within the quick picks heading (use the arrows to move items up the list to appear in the top 10).

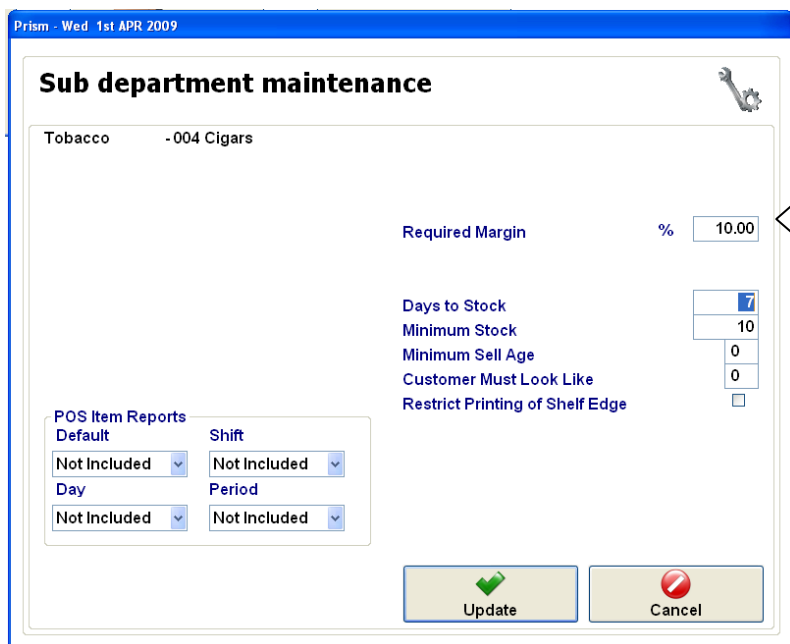
Managing Margins

Setting Margins for Sales Sub-Departments

There are a number of settings that can be changed for each Sales Sub-Department. In order to use the Retail Price Updates effectively it is necessary to ensure that the stores own required margins are entered.

Changing this screen will NOT automatically change any retail prices but will be shown in each stock card and used in any subsequent reviewing of retail prices in retail price updates.

- Select **Maintenance** from the Main Prism 2 Menu.
- Select **Headings – Setup Sub-Departments**.
- Highlight the Sub-Department you wish to amend and Edit.



This margin is changed to stores own required figure, and will be used in all areas of Prism 2 that review prices.

Other settings that can be changed in this screen

Days To Stock

Used with Automatic Ordering, is the days between the day order is generated and the day the following order arrives.

Note: This can be set at time of ordering

Minimum Stock

Used with Automatic Ordering and is the minimum amount of stock always at site.

Minimum Sell Age / looks like age

Will prompt cashier to check age of customer at point of sale.

Restrict Printing

Will prevent the printing of shelf edge labels for items when updated.

POS Item Reports

These are configurable reports that will print selected information out from the POS, for example the scratch card sales for a shift or day.

Retail Price Update

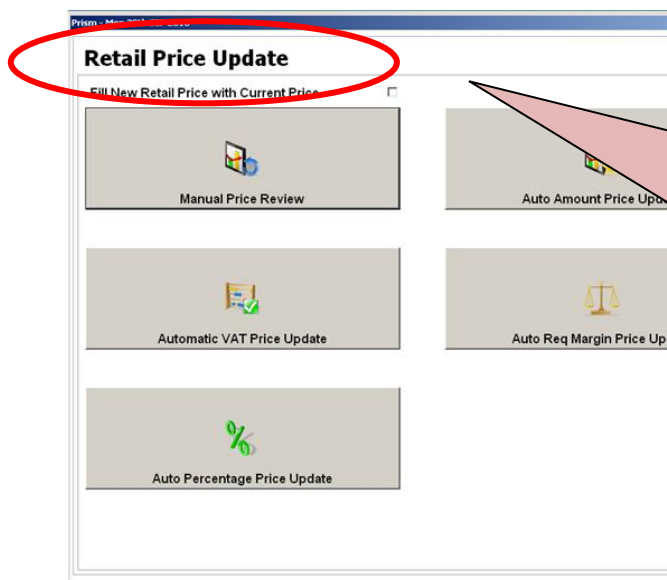
Retail Price Update is a function for making bulk changes to Retail prices. Changes can be applied to a specific Sales heading, Sub Department or the entire shop, enabling quick and easy price changing.

Common uses for each option to change retail price are:

- Increasing cigarette price after a budget - **Auto Amount price increase.**
- Checking stock is making required margins - **Auto req. Margin price update.**
- Increasing prices for entire shop following a VAT increase, to ensure margins are protected - **Auto VAT price update.**
- Increasing all prices in a heading /sub heading by a given% - **Auto Percentage Price Update.**

Margins are set up for each sub heading in **Maintenance / Headings / Setup Sub-Departments**

- From the Prism 2 Main Menu, select **Stock**.
- Select **Item Maintenance / Retail Price Update**



Handy Tip

Tick the check box at the top of the screen, which will fill in the New Retail Price column (the one that the price will be changed to) with the Current Retail Price rather than the Suggested, allowing you to select which suggested prices you wish to use.

Fill New Retail Price with Current Price

Item Heading

All
 By Product Heading
 By Sub Departments

Selected headings/sub depts

All headings

Select the Product Heading or Sub Department for which you want to review the retail prices.

In the following example, the Sub Dept Heading for Bag Sweets has been selected. The screen then displays a list of all items in the selection, together with their item code, current retail price and cost, calculated from the data in the stock card:

The system gives a suggested Retail price for each item, based on the item's latest cost price and the required margin. [As the tick box at the top of the opening screen had been ticked, the New Retail Price column in this example is still filled in with the Current Retail Price rather than the Suggested], allowing you to type in the new retail prices required.

As the highlight moves down through the list, additional description details of the item highlighted appear in the panel under the grid.


Auto Req Margin Price Update

Item	Description	Required Margin	Latest Cost	Current Ret Price	Suggested Ret Price	New Retail Price
007939	HALF POUNDERS MINT	23.00	0.75	0.92	1.15	0.92
007943	STARBURST BAG NEW SIZE	23.00	0.79	0.99	1.21	0.99
007967	HALF POUNDERS GLUCOSE	23.00	0.83	0.92	1.28	0.92
007970	CHOCOLATE ECLAIRS	23.00	0.67	0.92	1.02	0.92
007972	HALF POUNDERS LIQUORICE	23.00	0.51	0.92	0.78	0.92
007973	HALF POUNDERS JELLY	23.00	0.67	0.92	1.02	0.92
008008	BASSETTS USA HARD GUMS	23.00	0.73	1.29	1.12	1.29
008011	BASSETTS MINT IMPERIALS	23.00	0.73	1.29	1.12	1.29


Prices can be typed in individually into the "new retail price" column, using the suggested as a guideline.

Or see below to accept all suggested prices.


Item	Description	Barcode	Old Retail	New
007939	HALF POUNDERS MINT		0.92	0.92




Add




Delete



Update



Print





Exit

If you DO, wish to change the retail price to the suggested price. Exit from screen and repeat without the tick box at the top of the opening screen ticked. You can still make changes to the new retail prices before updating.

- Update –to close screen saving any price changes in the New Retail price column
- OR
- Exit – To close screen without changing any retail prices.

Shelf edge labels can be printed in usual way for any items with updated retail prices.

 Please NOTE that a suggested New Retail Price will be calculated for all items within the selection. Both increases and decreases in price. If you only intend to update the retail price for some of the items, be aware that when you take the option to Update, the system will update all items with the price in the New Retail Price column.

 **WARNING:** Once complete these price changed are irreversible. It is your responsibility to ensure the prices are correct and that they have the correct shelf edge labels for all items where the retail price has changed.

Setting up Golden Lines

Golden lines enable you to effectively monitor the sales performance and stock levels of key lines, driving performance and profitability.

A Golden line will be one of the small numbers of product lines (often 100-200) which account for 70-80% of all your weekly sales.

See - Golden line Reporting for reports and data available.

Potentially anything in the store can be a Golden Line. You choose Golden Lines based on your knowledge of the store, your customer demographic and your sales, they can be reviewed and changed when required.

- Go to Amend Item
- Select the stock item that is to be a Golden Line

Setup details

PLU Code	SEMI SKIM MILK 2ltr	<input checked="" type="checkbox"/> Item Enabled
<input type="text" value="220002"/>	Chiller / Milk Products	<input type="checkbox"/> PLU Code
	VAT Rate: 0.00%	<input type="checkbox"/> Price Marked
		<input type="checkbox"/> Disable ID Check

Description	Golden Lines	Facings
SEMI SKIM MILK 2ltr	Gold	6

Extra Description 1	Extra Description 2
<input type="text"/>	<input type="text"/>

Master Retail Price	RRP	Loyalty Code	Location
1.35	0.00		0002

From the drop down, select **Gold**.

Enter the number of stock facing on the shelf.

- **Update** to save changes, repeat for all additional Golden Lines items.

Golden Lines can also be set via Amend Stock Ordering Parameters, this is found in **Stock / Stock Movements / Amend Stock Ordering Parameters**.

After setting up all Golden Lines, **Print barcodes for updated stock items**. Any items added as a Golden Line or removed from Golden Lines will automatically generate a SEL.

All items set up as Golden Lines will display a golden star on their SEL, this will allow the Golden Lines to be easily identified. The facing information will also be displayed on the label.

All labels from the default Prism 2 set up will automatically have the Golden star and facings added.



If you have a bespoke designed label the Golden Line details will not have been added automatically. Contact Customer Services to have the Golden Line details added.

Further user guide on Golden Lines can be found in Prism 2 / **Maintenance Menu** / Release notes section.

Supplier Product Updates



A Product Update file is downloaded from a stock supplier with all of the changes to their stock file. It will contain new stock items, barcodes, supplier codes, changes to cost price and recommended retail price.

Even if you wish to maintain your retail prices independently it is important that this file is processed. As it will keep your stock item information and that in the background file up to date, allowing you to accurately order and control your margins.

There are two editions of the Product Update process in Prism 2, which one your store uses is usually predetermined by the supplier sending the update information.

Note: Before processing any of the data received ensure you are familiar with all the options and the consequences, as any price changes once processed cannot be reversed.

Collect file

- Select **Stock** from the Prism 2 main menu.
- Select **Product Updates**.
- Click **Collect Data** and follow any relevant instructions for the connection to your supplier.

If successful, screen will prompt '1 file to process' [if not done on a regular basis more files may be collected – these will all process together].

- Click on **Process Received Updates**, a progress bar will appear.

Edition 1 Updates, a pop up window will now display a screen showing how many lines to process, - select OK.

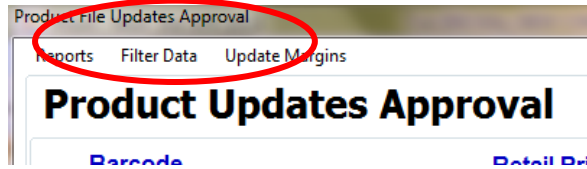
Edition 2 Updates, will show the number of lines to process alongside the number of files to process.

Processing Option 1 Updates

Filter Data option

The data can be filtered if required by a chosen parameter as detailed below; this will reduce the number of lines in the grid to view and process.

- Select Filter Data



Filter Option	Outcome
Description	Removes any lines were the ONLY difference is description.
Retail Price	Removes any lines were the ONLY difference is retail Price higher or lower than current price
Description or Retail Price	Removes any lines were the ONLY difference is description or retail price
Lower Retail	Removes any lines were the ONLY difference is a lower RRP has been suggested by the wholesaler than item is currently selling for.
Description or Lower	Removes any lines were the ONLY difference is description or lower RRP than item is currently selling for.

Process Data

Option 1 Update and Review Details individually

Note: If you do not wish to review the information sent in the update go to option 3 updating all

You can now view and process any Retail Price changes individually if required.

The Current Details contained in Prism 2 and the New Details from the supplier differ, these are indicated in red. In this example; the line indicated by the blue arrow, the current selling price is £3.49 -lower than the Supplier new retail price of £3.59, and there is a product code change

Product File Updates Approval

Reports Filter Data Update Margins

Product Updates Approval

Barcode	Retail Price	Pack Cost	Pk Size	Product Code	PluCode	Prom.
08002910014957	3.59	16.32	7	321946	016146	
05000166060622	4.74	18.14	6	308036	015285	
05010358226279	1.62	4.42	8	445128		
05010358226033	1.62	7.45	8	445140		
05012583048756	1.00	3.89	6	679967		
05000166055284	4.74	18.14	6	308036	015285	
05010017050337	5.09	20.06	6	554277	039787	
05010038000359	4.79	18.76	6	575443	040021	
05010038009178	4.69	18.57	6	608964	045667	
00000050213030	5.89	22.96	6	550686	039542	

Current Details

PluCode	Description
016146	FINISH DUAL ACTION P/BALL

Retail Price	Pack Cost	Pk Size	Margin %
3.49	16.32	7	19.84

Update Single Item

Update All Existing Items

- Ignore All Retail Price Changes
- Ignore All Description Changes
- Ignore All Pack Cost Changes
- Ignore All Pack Size Changes

Update All Existing Items

New Details

PluCode	Description
016146	FINISH DUAL ACTION P/BALL 22s

Retail Price	Pack Cost	Pk Size	Margin %
3.59	16.32	7	22.07

Create New Item

Required Margin 25%

Apply Margin

Exit

- 1) The blue arrow points to the line highlighted in yellow. Details for this item are shown below.
- 2) Current details are the details contained in Prism 2
- 3) New details are the details sent from the supplier
- 4) Anything highlighted in red indicates a difference between the details in Prism 2 and the supplier details.
- 5) Update single item button will action price change for the stock item shown. **See options on changing the price in the table below.**
- 6) Update all will action ALL the remaining changes shown on the screen –see below for ignore options

Note: If you do not want to accept all the price changes see below on ignoring certain details.

- 7) Exit will leave the update screen without processing the changes. To return to later.

For any of the Items you can now action a price change using any of the methods below;

Outcome Required	Method to complete
Accept supplier RRP	<ul style="list-style-type: none"> ■ Highlight line of the item. ■ Select 'update single item. <p>The retail price under new details will become the new selling price.</p>
Reject the supplier retail price	<ul style="list-style-type: none"> ■ Highlight line of the item. ■ Double click on the retail price shown in red. ■ Check retail price has a line through it. ■ Select 'update single item to process item and other changes. <p>Other changes will be applied to stock card but NOT the new retail price.</p>
Insert your own RRP	<ul style="list-style-type: none"> ■ Highlight line of the item. ■ In the New Details section, (3) click in retail price box. ■ Back space out retail price and enter your own.

-
- Check Margin. (move cursor out of retail price field to see new margin).
 - Select 'update single item'

The retail price entered under new details will become the new selling price.

Select apply margin, to calculate RRP based on your pre set required margin.

- Highlight line of the item.
- Select apply margin.
- Check retail price.
- Select 'update single item'

The retail price entered under new details will become the new selling price.

Selecting “**update single item button**” will only update the one highlighted item. After it has been updated it will disappear from the grid. Continue until all have been updated.

Option 2 Update all existing

If you are happy that all the changes in retail prices you wish to do manually have been processed you can update all the remaining items, using the "Update all existing items" button.

This will update

Pack sizes, cost prices, new or changed supplier codes, new barcodes, descriptions and RETAIL PRICES.

It is important that you only update the details you want to update. As once completed this CANNOT be reversed.

A tick must be put in the box of the details you wish to ignore.

Information that you can choose not to update:

Option	Outcome
Ignore all Retail Price changes	All other fields will be update. Retail Prices will remain unchanged. This option is selected if you do not want to accept the wholesaler retail prices. (new items created will contain the wholesaler retail price).
Ignore all Description changes	All other fields will be update. Descriptions will remain unchanged (except for new items).
Ignore all Pack Cost changes	All other fields will be update. Pack Cost will remain unchanged.
Ignore all Pack Size changes	All other fields will be update. Pack Size will remain unchanged.



WARNING Before updating any retail prices ensure you satisfied with the new prices. As any price changes once processed cannot be reversed.

Remember to print any shelf edge labels for updated items before sending changes to POS.

Processing Version 2 Updates

After collecting file

- Select the file to process – if the supplier sends files from more than one depot these will need to be selected and processed separately.
- The Product Update screen will load.

Product Update Screen

Viewing the data.

- 1) The screen displayed will show all the details sent in the suppliers update file, values that have increased highlighted in Green, the values decreased highlighted in pink and the new information (The colours can be changed by double clicking on the coloured squares at top of screen).
- 2) **Right clicking** on any part of the top row of column headings will give a dropdown menu, from which you can select which columns / information you wish to view in the screen, (this will only apply to current view of update screen). **2a** e.g. selecting price marked will give an extra column on the grid indicating which items are price marked.

Selecting and deselecting the information here does not in any way process the data, and can be changed at any time during the processing.

Clicking on the heading of each column will order the data in ascending or descending order, descriptions will be alphabetical.

Highlight and drag on the heading of any column to reposition in the grid.

- 3) When any line is selected in the grid, the old details (those currently in the stock card) will display in the line under the new details from the supplier, in the pale blue colour.

5000295078703	CATHEDRAL CITY SNACK 2FNG50g	0.62	0.79	129797	12.00	5.17	45.46	0.00
Old Details	CATHEDRAL CITY-SNACK2FING		0.62	129797	12.00	4.04	45.70	0.00

Filtering the Data

In order to make processing the update easier, the data can be filtered so that just certain groups of products or types of changes can be viewed at a time. The screen below has been set to just display the whisky items in the update. All of the filters available are described below and multiple filters can be applied as required.

Showing 3 of 561 record in grid.

Legend: ■ Increase ■ New
■ Decrease

Search: Clear

Barcode	Item Description	Old Retail	New Retail	Prod Code	Pack Size	Pack Cost	Achieved Margin	Vat Rate
5010093259006	TEACHERS WHISKY 70CL	15.06	17.33	862224	3.00	38.54	11.04	20.00
Old Details	TEACHERS WHISKY 70CL		15.06	862224	3.00	27.48	27.01	20.00
5010196023313	CLAYMORE WHISKY newboxTU 70cl	12.30	13.90	859883	3.00	30.55	12.09	20.00
5010314700003	FAMOUS GROUSE WHISKY 70CL	16.79	18.35	860094	3.00	39.92	12.98	20.00

Ignore All Retail Price Changes Ignore All Pack Cost Changes
 Ignore All Description Changes Ignore All Pack Size Changes

At any time if **Update Item** is selected the changes for just the item highlighted in dark blue will be applied to the stock card and the item removed from the grid.

If **Update All Items** is selected then all the stock items showing on the current displayed grid, will be updated (in the screen above just the 3 whisky items).

Once any changes have been accepted using the update options they will not reappear in the grid.

In this example removing the whisky search or clicking the clear option will return to the rest of the unprocessed items in the update grid.

Filter Options

As you select each of the filter options only the items that have the selected type of change will be displayed on the screen.

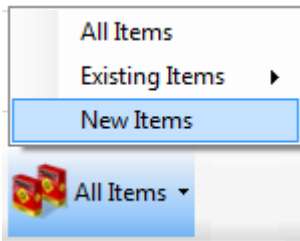
Once selected where applicable a < > will display above, click again to get ^ which are increases and again to get v which are decreases.

Option	Outcome
Retail	Will only display items that the supplier has a recommended retail price change from the – with a < & > options.
Cost	Will only display items that have a supplier cost price change – with a < & > options.
Pack Size	Will only display items that have a pack size change – with a < & > options.
Margin	Will only show items that if the cost and retail price changes are applied, will have changed the actual achieved margin against the previously achieved margin with a < & > options.
Dept Margin	This will show all items where the actual margin achieved after applying the cost and retail prices on the grid, will be different to the required margin for that sub-department (set in the maintenance menu) – with a < & > options. (See viewing the data point 2) if you wish to view the required margin on the screen.
Promo	This will only display the items in the grid, which are on a supplier promotion. Viewing the promotion column (See viewing the data point 2) will also show the type of supplier promotion. The coding used here will vary depending on supplier.

Department

Allows you to choose to view selected sales headings or sub departments on the screen. More than one heading can be selected at a time, when selecting a heading all sub heading will automatically be highlighted, click on highlighted sub headings to de-select.

All items



New Items (items that are not currently in Prism 2 either in the stores data or the background file). Can be viewed separately on the grid, and created if required using the Create all & Create item at the bottom of the screen. If store does not have an exact match to heading allocated by the supplier, the screen will prompt for items to be allocated to headings individually.

New items not created are added to the background file on exiting the update screen.

Existing items will only show changes to items currently set up in Prism 2.

This can be further filtered by **Barcode** or **Supplier Code**.

Amend Item

Is a shortcut to the stock card of the item highlighted in the grid.

NOTE if any changes are made these will not change on the Product Update grid until the grid is exited and re-processed.

Clear

Selecting Clear at any time will remove all filters and display all changes which have not been processed back in the grid.

Price marked items

Item Code	Barcode	Item Description	Old Retail	New Retail	Prod Code	Pack Size	Pack Cost	Achieved Margin	Price Marked	Vat Rate
200217	5000111047357	HP BBQ SPICY WOODSMOKE SAUC...	2.19	2.09	47056	8.00	11.62	30.50	<input type="checkbox"/>	0.00
200593	7613031513093	NESQUIK BANANA	2.19	2.19	63391	10.00	13.50	26.03	<input type="checkbox"/>	20.00
220140	5000328684918	WALKERS READY SALTED PM£1.00	1.00	1.00	88794	12.00	7.42	25.80	<input checked="" type="checkbox"/>	20.00
	Old Details	Walkers Ready Salted PM £1		1.00	88794	12.00	7.42	25.80	<input checked="" type="checkbox"/>	20.00
220141	5000328683294	WALKERS CHEESE/ONION PM£1.00	1.00	1.00	88795	12.00	7.42	25.80	<input checked="" type="checkbox"/>	20.00
181118	5000166074964	WHISKAS POULTRY IN JELLY PM£3.	3.85	3.85	90698	4.00	8.99	29.95	<input checked="" type="checkbox"/>	20.00

If the price marked column is viewed in the update ([See - viewing data point 2](#)) items already marked in the stock card as price marked will be displayed on the grid with a tick.

If however this information is not flagged by your wholesaler, ticking the box whilst in the update screen will enter it into the stock card once the item is updated from the grid.

Handy Tip

As most wholesalers indicate a priced marked item with PM in the description searching by this will display on the screen mostly the price marked items from where they can be easily updated.

Processing the Updates

The heading at the top of the screen will indicate if you are viewing all of the updates or just a selection that has been filtered down, e.g. the screen shown below has been filtered by heading and is just showing 168 stock lines for the grocery heading selected, from the 541 in the full download.

Product Updates

Showing 168 of 541 record in grid. Legend ■ Increase ■ Decrease ■ Rest

Search Clear Retail Cost Pack Size Margin Dept Margin Promo Department All Items Amend Item Apply Profiles Edit Profiles

Barcode	Item Description	Old Retail	New Retail	Prod Code	Pack Size	Pack Cost	Achieved Margin	Vat Rate
5010358045207	SPAR 2 ROUND GAMMON STEAK255g	2.09	2.09	100933	5.00	6.35	39.23	0.00
5021427100017	WYKE FARM BUTTER 250g	0.93	1.69	110184	20.00	21.81	35.47	0.00
5010137012505	ANCHOR BUTTER 250G	1.28	1.65	110280	20.00	30.50	17.57	0.00
500005078482	CATHEDRAL CITY 200g	2.58	2.69	20384	12.00	24.17	25.12	0.00
	Old Details CATHEDRAL CITY		2.58	120384	12.00	16.40	47.03	0.00
3073780853866	MINI BABYBEL 2GO! 2X20G	0.99	0.99	125402	20.00	10.68	46.06	0.00
5760466642873	DISCOVER MOZZARELLA BLOCK200g	1.67	1.79	125671	3.00	3.57	33.52	0.00
50224050	DAIRYLEA CHEESE SPRD TUB 200G	1.55	1.35	128260	6.00	5.72	29.38	0.00
50241231	FLORA LIGHT 250G	1.29	1.29	140293	24.00	21.60	30.23	0.00
50187041	FLORA ORIGINAL 250G	0.74	1.19	140430	24.00	21.27	25.53	0.00
40900805309	LURPAK SPREADABLE 250G	4.50	4.95	440584	12.00	48.99	48.85	0.00
5000373702315	ST.IVEL UTTERLY BUTTERLY 500g	1.50	2.19	142360	24.00	44.83	14.71	0.00
24000001669	D.MONTE PINE SL in JUICE 220G	0.68	1.03	217006	12.00	6.27	49.27	0.00

Ignore All Retail Price Changes Ignore All Pack Cost Changes
 Ignore All Description Changes Ignore All Pack Size Changes

Update All Items Update Item Exit

Options for manually processing the displayed grid

- 1) Update Item** will update Prism with the details of the **single stock line** that is highlighted (the retail price can be changed on the darker blue line new details row before updating if required).
- 2) Update All items** will update the details in the stock cards of **all the products** in the current grid displayed on the screen. (In this example all 168 items).
- 3)** Ticking any of the four boxes at the bottom of the screen will ignore the selected data –Retail Price, Pack costs, pack size or description changes, should you wish to manually maintain the information for the products selected. The screen will display these changes crossed through to confirm details not being updated before Update All Items **(2)** is selected to accept.
- 4)** If Price Profiles have been set, selecting Apply Price Profile will update all the retail prices on the grid in line with the profiles set. Once profiles applied Select Update All Items **(2)** to accept. - Note price profiles will not be applied to lines which currently have the new retail price ignored, i.e. struck out see **5** below or are flagged as price marked items. [See more details on price profiles below](#)
- 5)** If there is a stock line you do not wish to update, double clicking on the barcode will strike out all the details and they will not be updated, description, retail, cost, and pack size changes can also be struck out individually from the grid, by double clicking on the entry. Update these lines as usual to remove from grid, no changes will be made.

When processing using any of the options other than **(1) Update selected item**, only the items displayed on the **current grid** will be updated. If the data has been filtered you will need to clear filter and return to the other items in the file to process.

Don't forget to print Shelf Edge Labels for retail price changes and send to the POS.

Processing by Applying Price Profiles

To use price profiles you will first need to create the individual profile rules [see – setting a price profile](#) section below.

When profiles are set up, by selecting apply profiles when viewing the entire grid, Prism 2 will automatically apply all the different profiles to each relevant product.

If you wish to view these profiled price changes for each heading separately then filter the data as previously described.

The profiles prices will only be applied to the items on the current screen view when update all items is selected.

Profile prices will not be applied to items flagged as price marked.

Showing 16 of 561 record in grid.

Barcode	Item Description	Old Retail	New Retail	Prod Code	Pack Size	Pack Cost			
5010358104935	SPAR PRAWN CRACKERS 50G	0.78	1.29	520020	12.00	6.16			
50237098	KP DRY ROASTED NUTS 50G	0.58	1.69	520330	24.00	16.23	41.03	51.98	20.00
50237043	KP READY SALTED NUTS 50GM	0.49	1.39	520341	24.00	13.13	52.77		20.00
5000328757230	WALKERS STEAK&ONION 34.5g	0.36	0.89	520810	48.00	13.52	62.02		20.00
5000328761107	WALKERS BARBEQUE RIB 34.5G	0.36	0.89	522954	48.00	13.50	62.08		20.00
5000328532493	SMITHS FRAZZLES PKT	0.38	0.79	522987	48.00	14.48	54.18		20.00
5010358039329	SPAR SALT&VINEGAR TWIRLS 23G	0.37	0.69	542830	24.00	5.65	59.06		20.00
5000328572055	MONSTER MUNCH FLAMIN HOT 40G	0.52	1.09	575882	30.00	12.73	53.28		20.00

1) When apply profiles is selected from the update grid you will be prompted to confirm if you wish to apply to All the items in view, or just the selected highlighted item.

2) All New retail prices will change to conform to price profile. (Individual prices can still be amended if required).

Update All items from the bottom of the screen to accept all the calculated prices.

If only a single heading has been updated, select **clear or all items** to return to the remaining items to process or use other filter options.

3) Undo will remove the price profiling on the grid and return the new price to that downloaded in the update.

Don't forget to print Shelf Edge Labels for retail price changes and send to the POS.

Price Profile



What is a Price Profile?

A price profile is a rule for modifying the price of an item. There are three types of profiles:

- A. Aligning retail prices to achieve pre-set margins.
- B. A set pence increase or decrease based on the supplier recommended price (RRP)
- C. An Increase or decrease in price by a set percentage based on the supplier recommended price.

Once the profile type is set the price calculated can then be rounded up or down to a set amount to give a uniform pricing structure, e.g. all prices ending in a 9p.

The profile is then allocated to either a sales heading, sub-department or an individual item. If multiple profiles are used the profile allocated to the item will override that allocated to the sub-department and similarly the sub-department profile would override any set up for the heading.

Price Profile changes are applied during the Product Update Process, as such Price Profiles are only available in Prism when using the new version 2 Product Updates from your supplier. [See- Product Updates](#)

Setting a Pricing Profile.

To create a profile,

- Select **Stock** from the main Prism 2 menu
- Select Price Profile Maintenance

The screenshot shows the 'Price Profile Rules' window. At the top, there are three buttons: 'Add Profile' (1), 'Delete Profile', and 'Assign PriceRules'. Below these is a table with columns: ID, Description, Profile Type (3), Value (4), Rounding Type (5), and Rounding Value (6). The table contains three rows of profile rules.

ID	Description	Profile Type	Value	Rounding Type	Rounding Value
1	Cigs 8.5%margin rounded up to 5 or 9	1 Margin (% To Achieve)	8.50	5 Nine Five Up	0.00
2	Crisps RRP rounded up to 9p	2 Fixed Increase On Retail	0.00	1 Round Up	0.09
3	Household RRP + 10% rounded to nearest 9p	3 Fixed % Increase on Re...	10.00	3 Round Nearest	0.09

- 1) Select Add profile
- 2) Give the profile a name (there is an example shown of each profile type **A, B & C** above.)
- 3) Select which profile type you require. - see the full descriptions of profiles **A, B & C** above.

Note there is a None option here as if you wish to exclude an item from a group profile it will need to be allocated a none profile

- 4) The value set is
 - For a type **A** profile the %margin required
 - For a type **B** Pence increase on RRP -This example value is zero as the profile is to take the RRP and just round up to 9p
 - For a type **C** Amount of % increase on RRP. This can be to two decimal places.
- 5) Rounding type is set to either
 - No rounding

- Round up – will then need to be given a rounding value in next column
- Round down – will then need to be given a rounding value in next column
- Round to nearest – will then need to be given a rounding value in next column
- Five or zero – will take calculated price up to next 5p or 10p
- Nine or five - will take calculated price up to next 5p or 9p

6) Only enter a value as above if applicable

Once the profiles have been set up they are allocated to the relevant product heading, sub-department or individual item.

Assigning Profiles to Stock

The profiles created are allocated to either, a sales heading, sub-department or an individual item.

If multiple profiles are used, the profile allocated to the item will override that allocated to the sub-department, and similarly the sub-department profile would override any set up for the heading. For this reason, if you wish to exempt any item or sub department from a profile set up, then a none profile will need to be set up and allocated.

Assign Price Profiles

Heading	Heading Description	SubDept	SubDept Description	Heading Profile	Sub Dept Price Profile
10	Tobacco	005	Sundries	0 No Profile	0 Inherit Profile
10	Tobacco	006	Price Marked	0 No Profile	0 Inherit Profile
11	Cakes & Bread	001	Cakes & Bread	0 No Profile	0 Inherit Profile
12	Confectionery	001	Count Lines	1 27% margin roun...	0 Inherit Profile
12	Confectionery	002	Family Lines	1 27% margin roun...	0 Inherit Profile
12	Confectionery	003	Boxed Sweets	1 27% margin roun...	0 Inherit Profile
12	Confectionery	004	Seasonal	1 27% margin roun...	-1 Profile Exempt
13	Pic & Mix	001	Pic & Mix	0 No Profile	0 Inherit Profile

- 1) Choose to assign a profile to a heading, sub-department or an item, if selecting an item you will need to search for item, by drilling down from heading and sub heading list.
- 2) Highlight the heading / sub-department required.
- 3) Select the profile required.

NOTE profile exempt will be used if you do not want the heading profile rules to apply to a sub heading or individual items, where maybe the products have not been purchased from the same supplier as the cost price in the update file.

In the example above a 27% margin profile has already been assigned to the whole of the confectionery heading but the Seasonal sub heading is being exempt from this rule.

- **Exit** to close and save changes.

Once Price Profiles have been set up they will be seen in the individual stock card.

Dept Price Profile shows the sub heading profile

Price Profile shows any profile for the individual item, this can be edited here.

Remember - If multiple profiles are used, the profile allocated to the item will override that allocated to the Sub-department, and similarly the sub-department profile would override any set up for the heading.

Promotions



Some suppliers will download the completed promotions as part of the Product Update process, stores then just have to accept the promotions and can edit as required.

This is a detailed guide for manually setting up a simple multi-buy offer for a fixed price between two fixed dates.

Prism 2 has the ability to create numerous other types of promotions and offers a summary of which is at the bottom of the page, but all are created in a similar format of various triggers and the items that relate to them.

Creating Basic Mix and Match promotion

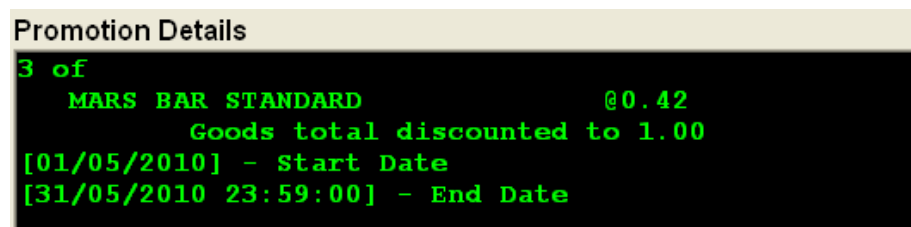
Example 3 Mars Bars for £1 during May

- From the Prism 2 main menu select
- Stock / Promotions / Promotions Manager
- Click on Create Promotion
- Select **None Of These**, then Next
- Enter a promotion name – for example Mars Bars 3 for £1
- Select Specified Goods Total
- Enter a Promotion Retail Price – For example 1.00
- Select within specified date range
- Enter the start and end dates of the promotion
- Click on Details
- Click on Add Trigger
- Enter the trigger quantity then update
- Click on Add Line To Trigger
 - Find the stock item on promotion and select
 - Add line to trigger again if more stock items are required
 - Once complete
- Update and Update again

Handy Tip

This type of promotion can also be used for single items "1 of" especially useful if a report is needed to claim discounts from supplier.

Completed promotion will look like the screen below



Complete a POS Stock Update to send the promotion to the POS.

A report on promotional discount given can be found in

Reports / Dry Stock / Item Achievement Reports / Promotion Sales Report.

Other Promotion Types

Value reduction on goods total

This will allow you to trigger a promotion by an amount spent within a certain sales headings, e.g. £2.00 off if you spend £20 or more on groceries. Spend £39 still only £2 off

Promotion Details

```
20.00 in value from departments
  Grocery VAT
  Grocery Zero
  Chiller
      Goods total discounted by 2.00
Promotion Always On
```

Percentage reduction on goods total

As above but this would give a % discount on total spend when the trigger is reached e.g. 10% discount on grocery sales over £20. Spend £39 and get £3.90 off.

Promotion Details

```
20.00 in value from departments
  Grocery VAT
  Grocery Zero
  Chiller
      Goods total discounted by 10.00%
Promotion Always On
```

Number of items for the price of

This is for when the offer is 2 for the price of 3 etc but the items have different prices, so the total paid by the customer will be different depending on which items selected. Prism 2 will default to giving the cheapest item free.

Promotion Details

```
3 of item group for price of 2
  CAD DAIRY MILK CARAMEL EGG LRG @5.49
  MARS & FRIENDS EGG @4.99
  CAD DAIRY MILK EGG LRG @5.49
  After Eight Mug Egg @3.99
  Yorkie Mug Egg @3.99

[01/03/2010] - Start Date
[05/04/2010 23:59:00] - End Date
```

Discount applied to specified items

This is usually where there are 2 very different priced items and one is discounted (or free) e.g. Buy a bottle of Gin and get 1ltr tonic free. The offer is set up with 2 triggers one for each product, and the discount amount applied to one of them. If the item is free then the discount has to be 100% not an amount.

Promotion Details

```
1 of
  GORDONS GIN 70CL @13.20
1 of
  SCHWEPES TONIC WATER @1.45
  Trigger item is free

[01/07/2010] - Start Date
[22/07/2010 23:59:00] - End Date
```

Pence per Litre voucher Promotion- Fuel Sites Only

In the following example the promotion will 'trigger' when POS sales from the selected departments (product headings) reach £25. Following the completion of the transaction a voucher will be printed. This voucher, valid for 14 days, can be redeemed against future fuel purchases. A discount of 2 pence per whole litre will be given.

From the Prism 2 main menu select

- Stock / Promotions
- Promotions Manager
- Click on Create Promotion
- Select **None Of These**, then Next

- 1) Give promotion a name
- 2) Select reward type Fuel discount
- 3) Type Fuel Voucher discount
- 4) Days before voucher valid 00 voucher can be used same day of issue (in a different transaction) and valid for.
- 5) Set activation settings on or for given dates.
- 6) Select details

- Select add trigger
- Select Department value
- Type in the trigger amount customer is to spend to get voucher
- Update
- Choose a product heading (if sales from more than one heading are included in the promotion they must be selected one at a time)
- Click select
- To add more headings select add line to trigger
- Repeat until all headings included

Once all headings have been added

Select add trigger

- Trigger type will be Fuel litre sales
- Type in 1.00 litre in trigger literate, maximum can be left at 0 for no maximum of an amount keyed in
- Update

You will then be prompted to select a fuel heading; again these are added one at a time

- Select fuel heading
- Click select
- Chose reward type discount by litre
- Type in PENCE per litre discount (2.00 is 2 pence.)
- Update

To add more fuel types

- Highlight the 1.00 litre of fuel group line & select add line to trigger
- Choose fuel type
- Click select

Once all fuel types have been added

- Select Update
- Update & Exit

Promotion details when set up should look like the following example.

```
25.00 in value from departments
Tobacco
Confectionery
Drinks
Bakery
Fruit & Veg
1.00 litres of fuel group
Unleaded
LRP
Diesel
Ultimate Unleaded
LPG
Paraffin
Ultimate Diesel
    Trigger grade discounted by 2.00 Pence Per Litre

Promotion Always On
Promotion Creates Discount Voucher
```

The Symbol Hand Held Terminal (HHT)



Component	Description
Turret	Adjustable rotating scan turret. Beam comes out horizontally from back, in a single line.
Touch Screen	Touch to select on screen options.
Scan Button	Yellow scan buttons. One located in middle below touch screen, two more are located one on each side. Press any of these to activate scan beam.
Back Space	Back space to delete error.
Enter Button	Submits entered information.
Power Button	Pressing the power button only puts the HHT into sleep mode, for a full restart follow the below instructions.

If the HHT is left for a period of time it will return to the scanning buttons and eventually to the main Prism 2 Scan menu, just touch the Scanning and Shelf Edge Labels button to continue scanning.

1 Download the stock file onto the HHT

- On the pc go into Prism 2
- Go into **Stock** / Item Maintenance
- Prepare Stock File For Download To HHT
- Click on Build And Download Product File
- Click **Yes** to the "Product File Creation?" question
- Make sure the HHT is switched on and Click **OK**
- Prism 2 will now create the stock file
- Once complete click **OK**
- On the HHT, touch **OK** to continue
- The HHT will then receive the stock file, and a progress bar will appear on the screen.

2 Scan items with the HHT

- Remove the HHT from the cradle
- Touch the **Scanning** button
- Touch **Page Up** or **Page Down** until you see the option you require. (ordering, stock checking, shelf edge labels, price changes)
- Touch the required option
- Press one of the two scan buttons on the side of the HHT to scan the barcode
- Once scanned enter the relevant details, as prompted on screen
- Touch **Enter** to confirm entry
- Pick up the next item and repeat as above.

When complete, put the HHT firmly back in the cradle, go into relevant screen in Prism 2 and select use HHT file to download scanned data back into Prism 2.

HHT Warm Reboot Procedure

Should you encounter any problems with the HHT a warm reboot may be necessary. This will restart the HHT device automatically without the loss of any data.

Press and **hold 7 + 9** on numeric keyboard and the **power button** at the same time for a few seconds. The HHT will then shut down and restart after a few seconds.

HHT Cold Start Procedure

WARNING –This will fully shut down and restart the HHT and will lose any data.

Press 1 + 9 and the power button all together at the same time. Orange light will flash, the HHT will then shut down and restart after a few seconds.

Re calibrate the touch screen using the attached pen. Instructions are displayed on screen.

Shelf Edge Label Printing Using the HHT

Items are scanned with the HHT to request replacement SEL's. The labels will be printed out in the same order as the scanning.

1 Download the stock file onto the HHT

- On the computer, log into Prism 2
- Go into Stock / Item Maintenance
- Prepare Stock File For Download To HHT
- Click on Build And Download Product File
- Click **Yes** to the "Product File Creation" question
- Make sure the HHT is switched on and Click **OK**
- Prism 2 will now create and transfer the stock file
- Once complete click **OK**
- On the HHT, touch **OK** to continue
- The HHT will then be updated with the stock file

2 Scan the items in the shop that require labels


- Remove the HHT from the cradle
- Touch the **Scanning** button
- Touch the **Shelf Edge Labels** button, (use **Page Up** or **Page Down** if the **Shelf Edge Labels** button is not an option)
- Touch the **Shelf Edge Labels** Button
- Pick up the stock item, and press one of the two scan buttons on the side of the HHT, or the yellow button to scan the barcode
- You will not need to enter a quantity, just touch **OK** after each product is scanned

If the HHT is left for a period of time it will return to the scanning buttons and eventually to the main Prism 2 Scan menu, just touch the Scanning and Shelf Edge Labels button to continue scanning.

3 Once complete, go Prism 2 main menu

- Stock
- Barcode Printing
- Click on Print Barcodes For Selected Stock Items
- Click **Yes** to the barcodes awaiting deletion question
- Click on Capture HHT Scan File
- Make sure the HHT is switched on and Click **OK**
- If successful answer **Yes** to the "delete the results" question (if not deleted here don't forget to delete from HHT before using again. On the HHT go to menu and delete results).

4 Print the results

- Click on **Print**
- Answer **NO** to the question "would you like to order labels by sales heading" –the labels will then print in the order the items were scanned
- Select the required label and click **OK**
- Click **Select** to choose a start position (if required)
- Click on **Start**
- Use the 2nd printer icon for printing **all** pages
- Once printed, **close** the preview by clicking on the End Preview Button 
- **Exit** out of Barcode Printing.

Stock Ordering



Orders created in Prism 2 can be transmitted directly to most main suppliers; they can also be saved as a file to email to suppliers or printed.

Orders created will be saved and can be opened in Purchase Ledger, where they can be used to produce an invoice, if no EDN exists. [See - Deliveries](#)

Ordering using the Symbol Hand Held Terminal (HHT)

The HHT contains a copy of the Prism 2 stock file, which needs to be updated regularly to include any recent changes and is usually done just before the HHT is used.

- Download the stock file onto the HHT
- From main menu select Stock, Item Maintenance
- Prepare Stock File For Download To HHT
- Click on Build And Download Product File
- Click **Yes** to the “Product File Creation” question
- Make sure the HHT is switched on and Click **OK**
- Once complete click **OK** and On the HHT, touch **OK** to continue

Scan the items to order with the HHT

- Remove the HHT from the cradle
- Touch the **Scanning** button
- Touch the **Ordering** button, (use **Page Up** or **Page Down** if the **Ordering** button is not shown)
- Pick up the stock item, and press one of the two scan buttons on the side of the HHT, or the yellow button to scan the barcode
- Once scanned enter the quantity of packs (outers) required, if none are needed do not enter a number
- Touch **Enter** to confirm the number entered
- Repeat for all items require

When complete, put the HHT back in the cradle Go to the Stock Ordering screen in Prism 2

- Stock, Stock Movements, Stock Ordering
- Select Create Order
- Select the supplier
- Enter the delivery date and a reference
- Click on Create Manual Order

Download the HHT

- Click on Add HHT File
- Make sure the HHT is switched on and Click **OK**
- If successful answer **Yes** to the “delete the results” question

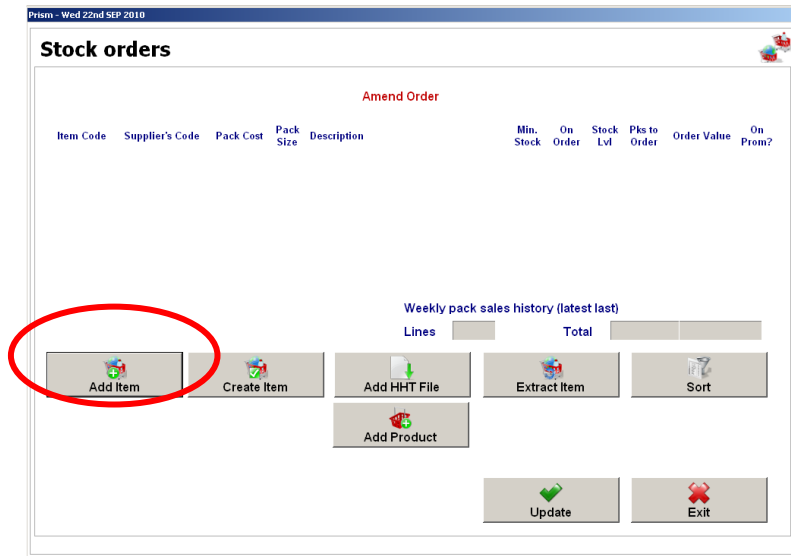
Check the order

- The order quantities can be amended at this point, and items added. See next page- [Ordering Without HHT](#)
- Click on **Update**
- Click on **Transmit order** if sending to wholesaler or print if required.

Ordering Without HHT

From the Prism 2 main menu

- Stock, Stock Movements, Stock Ordering
- Select Create Order
- Highlight the Supplier and press **Select**
- Check Delivery Date and enter a Ref No. This is a free text field, (could be the person creating order, or the day of delivery)
- Select Create Manual Order.



- Select Add Item

The standard search and select screen will be displayed, find the item you wish to order, once selected the item will be added to the order. [See - Searching For Stock Items.](#)

- Type in quantity required
- Repeat for all stock items to order.
- To order items not currently stocked in the store use the **extract item** option to search for and extract the product from the background file
- **Update** to close and save order
- Order can then be printed
- Or select Export to save file.



Creating Standing Orders

The Standing Order process can be used for the same order that is delivered every week e.g. bread, milk, eggs & cakes. This will save you having to create an order every time a delivery is made, for repetitive deliveries. This can be amended if required.

- Select **Stock** / Stock Movements.
- Standing Orders.
- Highlight the Supplier and **Select**.
- Select Create Standing Order.
- In the Order Description Field enter a name that easily identifies the product and supplier, i.e. "Cake Monday".
- Select **OK** to confirm.
- Select **Add Item**, to construct your standing order.
- Once complete **Update**.

Once you have created your Standing Order it is quicker to process / create orders.

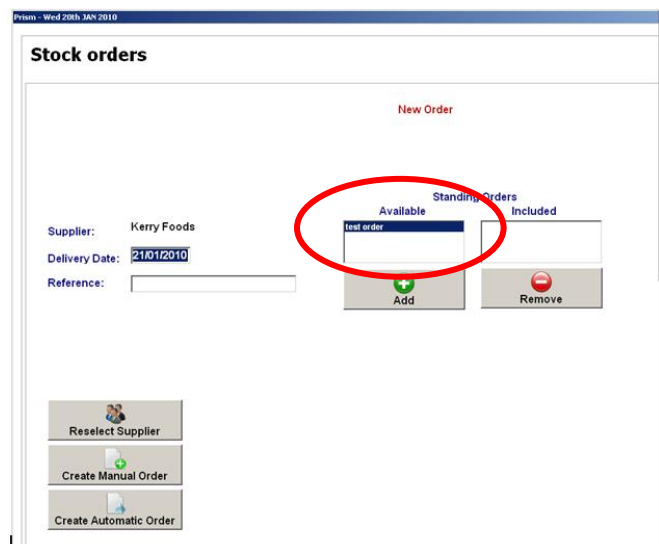
To add standing order to manual order

- Select Stock / Stock Movement / Stock Ordering / Create Order
- Select Supplier
- Enter the following details:- Delivery Date & Reference

Any Standing Orders you have created for the selected supplier will be stored under **Available** to add to your order

To include a Standing Order in you Order:-

- Highlight required Standing Order
- Select **Add**
- The Standing order will now appear under **Included**. You may include more than one Standing Order
- Select Create Manual Order



All the products contained in the standing order will then appear on the screen. The quantities can be altered if needed and items added. Once complete **Update** and **Exit**.

Automatic Ordering

When Prism 2 has sufficient sales history (min 6 weeks) and accurate stock information, (i.e. all EDN's processed stock takes completed and write offs processed), it can begin producing automatic orders.

These can be produced for all of your stock order, or certain stock headings saving you valuable time and greatly improve availability.

Prism 2 will calculate the order based on average daily sales in units, multiplied by the days to stock given for the order, the units calculated will then be rounded up to the nearest whole outer. This produces an order which will cover your sales but leave the shelves very low on stock just before the order is due, so it is recommended that to increase the accuracy of the auto order a minimum stock level is set for each stock item. [\(See end of this section Setting Ordering Parameters\).](#)

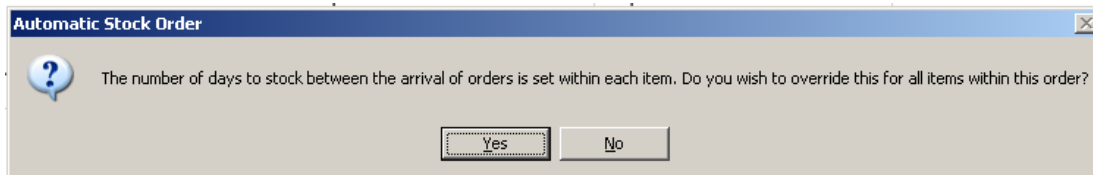
To create an automatic order

- Select Stock / Stock Movement / Stock Ordering / Create Order
- Select Supplier
- Enter the following details:-
 - Delivery Date
 - Reference
- Select Create Automatic Order

Select the product heading or sub-heading for which you want to generate the automatic order. Or leave as default all to select all items detailed as being stocked by the selected supplier.

- Select **OK** to produce the order.

Before the order is generated, you will be prompted with the following message:

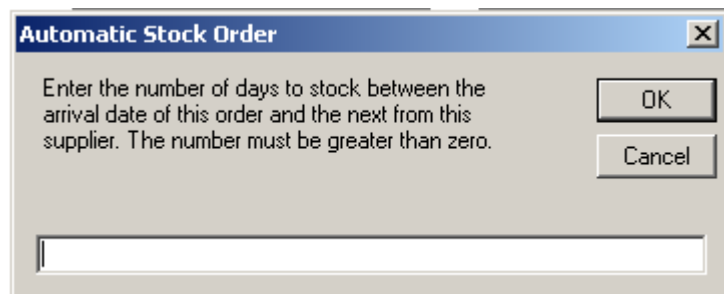


This is the number of days from the current day, until the delivery after this one comes in. Example if today is Monday and you receive a delivery every Tuesday the days to stock will be 8days.

If you answer Yes to this question, you will be presented with an input box in which to specify a new Days to Stock factor for this order:

Enter days to stock

Select OK. You will be prompted to confirm.



The system will then generate an automatic order based on these parameters, and display the details on screen:

The Order must be reviewed carefully, and amended if required, as auto ordering cannot take weather, holidays, or other external factors into consideration. Sales of items that are currently in any promotions however will not be considered in the average sales quantity calculation.

Setting Ordering Parameters

Each item to be ordered by Automatic Ordering will ideally have minimum stock levels set up (i.e. the minimum quantity required on the shelves at all times.) Lead times / days to stock can also be set up at item level but is usually easier done as suggested above at order time.

Description 1		Extra Description 2	
Retail Price	4.07	RRP	3.39
Loyalty Code		Pack Cost	13.19
Unit Cost		Min Stock	24
Age	0	Looks Like Age	0
Days to Stock	4	Stock Level	0
Actual Margin	36.54%		

In the stock card

This can be keyed directly in to the fields shown

OR

- Select **Stock** on the main Prism 2 menu
- Select Stock Movements
- Select Amend Ordering Parameters
- Search for item in usual way, type in the minimum stock level on screen shown

Amend item ordering parameters

Item 040045 CARLING 12PK

Number of days to stock: 4

Minimum stock level: 3

OR

Set up for each Sales Sub-Department. This will then apply the same quantity to each stock card in that Sub-Department.

- Select **Maintenance** from the Main Prism 2 Menu
- Select Headings – Setup Sub-Departments
- Highlight the Sub-Department you wish to amend and **Edit**

Handy Tip

Remember to review your minimum stock levels as seasons change and sales patterns alter.

Deliveries



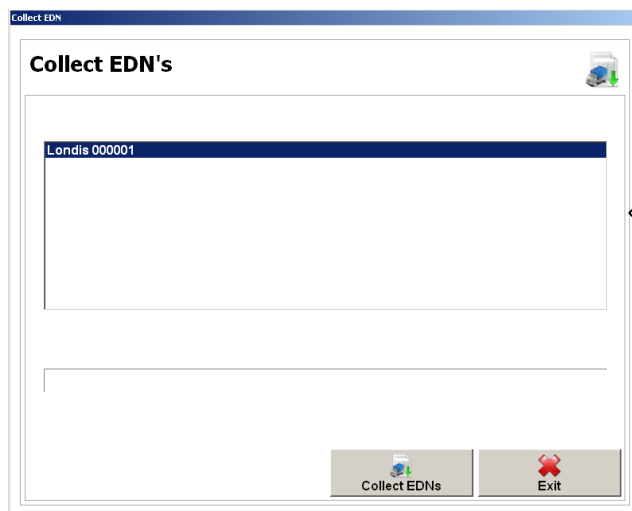
Electronic Delivery Notes (EDN's)

Electronic Delivery Notes (EDN's) are electronic copies of invoices downloaded from suppliers, which Prism 2 uses to update the Purchase system.

The EDN will be the same as the paper invoice received with the delivery, and when matched against the original order Prism 2 will give details of the differences between the order and delivery, for example items ordered and not received or new stock items sent.

In the case of certain suppliers, the EDN is available before the delivery, which means any new stock items can be created and shelf edge labels printed before the stock arrives.

Collecting EDNs



- Select **Purchase Ledger** from Main Prism 2 menu
- Select Purchase Ledger Postings
- Select Collect EDNs From Supplier
- Select Collect EDNs button
- Screen will show EDNs collected


Processing EDNs

After collection the Electronic Delivery Note needs to be processed.


- Select **Purchase Ledger** from Main Prism 2 menu
- Select Purchase Ledger Postings
- Select Electronic Delivery Note Matching.

The screen will then show the EDNs that have been collected and the orders that have been created and sent.


Stored EDNs				Stored Orders			
Date	Reference	Quantity	Amount	Date	Reference	Quantity	Amount
10/04/2010	01706804	11 Cases	91.72	12/04/2010		98 Cases	2,278.12
10/04/2010	01826229	10 Cases	90.46	07/04/2010		10 Cases	90.46
16/04/2010	824789	98 Cases	2,359.33				




Match selected EDN to selected order



Create new delivery from selected EDN



Remove selected EDN from list



Exit

Highlight the EDN received and Stored Order that corresponds to delivery

- Select Match Selected EDN to Selected Order

The screen will then summarize the differences between the two.


Electronic Delivery Note System

EDN - Invoice Creation and Matching


Comparison of selected delivery note and order

The list below shows the results of the comparison between the selected delivery note and the selected order. Using the create option below, it is possible to create any new items necessary within Prism. Once this is complete, the match can be accepted. This will overwrite the details within the Prism order, which can then be processed within Purchase Ledger Postings when the delivery arrives


Number of items where the pack cost has changed: 5
 Number of items where the retail price has changed: 34
 Number of items where the packs quantity has changed: 4
 Number of items within the EDN not found in Prism: 1
 Number of items within the original order not found within the EDN: 2
 Number of items within the EDN not found within the original order: 3




Print comparison of selected delivery note and order



Create new Items from new EDN item records



Accept match and apply EDN changes to order



Cancel

- Select **Print Comparison** –This will preview to screen showing all the items in the delivery that differ from the order e.g. changes in Pack Cost, stock substitutions.
- Select **Create New Items** -To create any new stock items that have been sent. The process is the same as in Extract Products from Background Database [See- Extract Stock Items from Background Database](#).
- Select **Accept Match and Apply EDN Changes to Order** – This is the final step and is used when the report has been printed, if required, and any new stock items have been created.
- Once the EDN has been matched and accepted, the Order in Purchase Ledger Postings will be replaced with a Delivery from the EDN. This then needs to be checked and posted. [See - Posting Supplier invoices](#).

Note: Remove Selected EDN from List button is only used to delete an unwanted EDN. Before the matching process. Usually for non stock items or duplicate notes sent in error.

Creating Deliveries Directly from an EDN

It is possible to process an EDN without matching it to an existing order, for example where some suppliers deliver Allocated Promotional stock that is not ordered through Prism 2.

In the EDN – Invoice Creation and Matching screen there is an option. **Create New Delivery from Selected EDN**, which is accessible only when an EDN is highlighted.

If this option is used it creates a delivery directly into Purchase Ledger Postings from the selected EDN, where it can be posted as normal.

If there are any new items found on the EDN then Prism 2 will display the items and they can be created the same was as Create New Items Received in Download.

Posting Supplier Invoices

After an EDN has been matched and accepted it needs to be posted into the system.

It confirms the latest prices paid for goods, which Prism 2 will then update the stock card with and check if the new Profit Margin differs from the Required Margin set.

- From the main menu Select **Purchase Ledger**
- Select **Purchase Ledger Postings / Purchase Ledger Postings.**

You will see the invoice accepted on the screen, highlight

- Select Amend Entry Details

Check that the value of the invoice matches with the one sent with the goods, if any items were not created during the matching process they can be created and added to invoice now by selecting **Stock Purchases** and adding to invoice detail.

- Select **Post Entry** to post into Prism 2

When you post an invoice you will be asked twice if you are sure you wish to continue.

Once posted a Price review screen may appear: –

Item	Description	Required Margin	Latest Cost	Current Ret Price	Suggested Ret Price	New Retail Price
005734	MARS BAR (18.00	0.19	0.32	0.27	0.32
005734	MARS BAR (18.00	0.19	0.32	0.27	0.32

Item	Description	Barcode	Old Retail	New
005734	MARS BAR (144)	5000199022705	0.32	0.32

The Retail Price Update will suggest a new retail price to meet the required margin, ([See - Setting Margins for Sales Sub-Departments](#)) if any pack costs or sizes have changed.

Exit if you do not wish to make any price changes at this point

OR

If you wish to make retail price changes type in new retail price and update screen.

A report on all posted invoices can be found in **Purchasing / Audit Trails / Purchase Ledger Audit Trail**

Receipting Stock Deliveries using the HHT

The barcode on a box of items (outer barcode) is usually different to the barcode on the stock items; this means that when receipting in items, either the outer barcode needs to have been added to the item stock card (within the barcode section), or the item barcode is used. (This is usually recommended as it also checks item barcode exists in Prism 2 before the stock is put out on the shelf).

The HHT contains a copy of the Prism 2 stock file, which should be downloaded regularly to include any recent changes, usually just before the HHT is used.

The barcode on a box of items (outer barcode) is usually different to the barcode on the stock items; this means that when receipting in items, either the outer barcode needs to have been added to the item stock card or take one of the items from the box and scan item barcode. (This is usually recommended as it also checks item barcode exists in Prism 2 before the stock is put out on the shelf)

Download the stock file onto the HHT [See- The Symbol Hand Held Terminal \(HHT\)](#)

Scan the delivery (see notes above)

- Remove the HHT from the cradle
- Touch the **Scanning** button
- Touch the **Delivery** button, (use **Page Up** or **Page Down** if the **Delivery** button is not an option)
- Pick up the stock item, and press one of the two scan buttons on the side of the HHT, or the yellow button to scan the barcode
- Once scanned enter the quantity of **packs** (outers) delivered
- Touch **Enter** to confirm the number entered
- Pick up the next item and repeat as above

Handy Tip

It is useful to scan the items in the same order as the delivery note / invoice, as the HHT downloads the results in the order that they are scanned, which makes finding any discrepancies with invoice easier later.

When complete, put the HHT firmly back in the cradle

- From main menu select **Purchasing**
- Purchase Ledger Postings / Purchase Ledger Postings
- Click on Add New Entry
- Select the supplier
- Enter the Delivery Note / Invoice number
- Check that the **Date** matches that on the paperwork
- Click on Read HHT File
- Make sure the HHT is switched on and Click **OK**
- If successful answer **Yes** to the “delete the results” question

Check the results.

- Click on Stock Purchases
- Answer **YES** to the “Use the HHT Data?” question
- If any unrecognised barcodes have been scanned a question will appear saying “Do you wish to continue?” answer **YES**
- Check the results and amend if necessary
- Once complete, **Exit** back to the main Purchase Ledger Invoice Entry screen
- If entering a **Delivery Note**, click on **Exit** and **YES** to **Save**
- If entering an **Invoice**, check the **VAT** is correct, and **Post Entry** as usual

Manually Entering Purchase Invoices

Entering Purchase Invoices has several benefits to the system;

It puts any stock items purchased into stock, essential for Stock Control

It confirms expenses paid out by the business, giving an accurate Net Profit on the Profit & Loss report.

It adds to the VAT return any VAT that can be claimed back.

It posts to the Supplier's Purchase Account the balance outstanding, which provides outstanding supplier amount information and therefore effective Creditors Control.

It confirms the latest prices paid for goods, which Prism 2 will then update the stock card with and advise if the new Profit Margin differs from the Required Margin set.

Note: Invoices received from your main wholesaler electronically through EDN's will move automatically into purchase ledger posting after the matching process has been completed.

for details [See - Electronic Delivery Notes \(EDN's\)](#)

Different Types of invoices

The Purchase Ledger is divided into 4 sections for input and one for the VAT.

It is not necessary to fill in all 4 sections for each invoice. Some invoices for example will be all stock so only the stock section will have to be completed

Stock	Stock invoices contain stock items that are resold, i.e. mars bars. Value stock e.g. pick & mix sweets are also entered in this section. This is be used for the majority of stock.
Stock Returns	This is for any stock being credited, on the same invoice as the purchases. This is not frequently used as, normally credit notes are issued separately and would be enter as a separate credit note. See below. This will very rarely if ever be used.
Product cost	The product cost is the cost of all the different components which make up the product. Example: If you make and sell sandwiches, you will buy sandwich ingredients such as ham, bread, butter etc but sell as sandwiches. To get an accurate account of profit the ingredients used to make the sandwiches are entered as a product cost against sandwiches. This will be used for the following, Coffee machine, car wash, etc
Expense	This is an expense to the business and not an item that can be re sold for a profit. An expense can form part of a stock or product cost invoice. Example: Delivery charge is an expense, Carrier bags are an expense. Not all invoices will have any expenses.
VAT	This is the VAT breakdown and is calculated for you by the system.



WARNING: Wherever an invoice contains VAT it is the responsibility of the retailer to check this amount.

Enter Invoice Manually

- Select **Purchase Ledger** on the Main Prism 2 Menu
- Select Purchase Ledger Postings.
- Select Purchase Ledger Postings.
- Select Add New Entry



Highlight the supplier that you are entering the invoice for and click on **select**.

Prism - Wed 1st APR 2009

Purchase ledger invoice entry

Amend Invoice

Account	Reference	Our Ref.	Date	
000002			01/04/2009	<input type="checkbox"/> Direct Debit

Cash & Carry Supplies

Stock	0.00	Stock purchases
Stock Returns	0.00	Stock returns
Product Costs	0.00	Product costs
Expenses	0.00	Expense payments
VAT	0.00	VAT breakdown

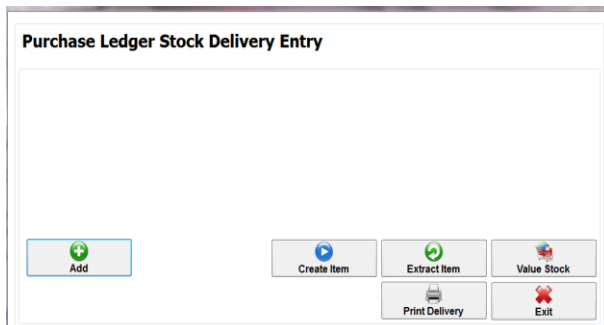
- Enter any reference number for the invoice
- Enter date of invoice (screen will default to today's date)

It is possible to exit a partly entered invoice, to return to complete later. A partially entered invoice will be marked as delivered on the Purchase Ledger entry screen, any stock entered will be included in the stock levels.

To post a saved invoice, Highlighted within the Purchase Ledger Postings screen, click on Amend Entry Details, amend if required and post in the usual way.

Entering Stock Purchased

Select **Stock Purchases** from the Purchase Ledger Invoice Entry screen.



- Select **Add** and search for the stock item in the usual way.

Once the stock item has been selected the screen will display the item along with the supplier code for the selected supplier.

- Enter the details into the yellow highlighted columns.
- Pack Cost Price**, will calculate automatically from, the total cost entered divided by the number of Outers.
- If the **vat rate shown is incorrect** use the amend Item button to correct in the stock card.

Item Code	Suppliers Code	Item Description	Packs sent	Product cost value	Pack Size	Pack Cost Price	Items extra	VAT Rate
006828	49433	WRIGLEYS JUICY FRUIT	0	0.00	20	3.29	0	20

1 Lines Total item purchase 0 0.00

Packs Sent: The number of cases (outers) received

Product Cost Value: This is the total cost of the outers supplied;

Pack size: The number of individual items in each outer

Items Extra: Any free stock needs to be added here, for example 52 items for the price of 48 would be 4 items free per outer

From this screen you can also:

Function	Description
Create Item	New Items received in the delivery can be created.
Amend Item	Amend existing stock cards, supplier detail, sales heading, retail price etc
Extract Item	New stock items can be extracted from the Background Database, Main stock supplier only
Print Delivery	A report listing the items added can be printed here
Value Stock Entry	Used for items such as pick and mix. The invoice is entered as a single cost amount.
Delete	Delete item from the invoice
Exit	Return to the main Purchase Ledger Invoice Entry screen

Stock Returns

Stock Returns is used when a supplier takes back items, for example sale or return stock that is out of date, and rather than supply a separate credit note, credits the stock on the invoice.

Product	Description	Units Return	Product Cost Value	Unit Cost Price
006838	WRIGLEYS EXTRA PEPPERMINT	4	0.68	0.1696

Total item return: 0.68

Buttons: Add, Create Item, Print Returns, Delete, Amend Item, Value stock Returns, Exit

The Stock Return screen is identical to the stock screen.

The key difference is Stock Returns are entered by **UNITS** not by **PACKS**.

Product Costs

The product cost is the cost of all the different components which make up the product.

Example: A store making their own pizzas would enter the cost ingredients such as cheese tomatoes etc.

Product Headings

- CarWash Car Wash
- TRM/Dome TRM Machine
- Lottery Lottery
- Pizza Pizza**
- Bakery Bakery
- Instants Instants
- PrepaidPhonecards prepaid
- NLotteryCommission N Lotte
- ILotteryCommission I Lottery
- PickandMix
- StaffPurchasesVAT Staff Purc

Buttons: Update, Cancel

Amount: 89.50

- Select Add
- Highlight the Product Heading enter the amount of invoice total (excluding vat)
- Update to save.

Expense Invoices

The Expense Heading option allows you to enter expenses incurred. Expense is for Business expenses rather than a product cost or stock. Example Delivery charges, Electricity bill.

The screenshot shows a software interface for entering expense entries. The window is titled "Expense Entries" and contains a section for "Purchase ledger postings - expense entries". On the left, there is an empty box labeled "Expense Transactions". On the right, there is a list of "Expense Headings" with the following items: 01 COUPONS, 02 FOREIGN CURRENCY, 03 LOTTERY PAID OUT, 04 REPAIRS & MAINT., 05 CLEANING, 06 POSTAGE, 07 INSTANTS PAY OUT, 08 MISC., 09 PROMOTIONAL GIFTS, 10 VEGTABLES, 12 Bank Int. Payable, and 13 Station Vehicles. Below the list, there are input fields for "Amount" and "Description". At the bottom of the window, there are four buttons: "Add" (with a plus sign), "Edit" (with a pencil), "Delete" (with a minus sign), and "Exit" (with a red X).

To make an Expense entry:-

- Select **ADD**,
- Highlight the expense heading required
- Enter the **amount** the expense is and a **description**.
- Update to Save.

Note - A description does need to be entered to allow you to update the entry but it also allows for more accurate reporting when looking at historical expense entries.

VAT Breakdown on invoices

A VAT figure is automatically calculated by Prism 2, based on the VAT set for each stock item usually from the sales heading.

Check that the VAT shown on the screen matches the VAT on the invoice, if not there are three possible causes.

1. If there is a large difference between the calculated VAT amount and that on the supplier invoice, check that the items purchased have the correct VAT code. If the code is wrong this needs correcting in the stock card. Select amend item and correct. It is usually the sales heading that needs to be amended.
2. The VAT calculated by the supplier may vary slightly to that calculated by Prism 2 due to the way the figures are rounded up or down. This can be corrected – see below
3. There are certain items where the purchasing VAT rate differs from the selling VAT rate, for example for hot food where items may be bought whilst frozen which has a zero vat rate, but sold hot where the standard VAT rate applies. If this is the case the VAT needs to be corrected - see below.

Correcting VAT

Select VAT Breakdown.

VAT Breakdown

Purchase ledger postings - VAT

VAT Description	Rate	Goods Value	VAT Value
VAT Exempt	0.00	0.00	0.00
VAT Code 0	0.00	35.66	0.00
VAT Code 1	20.00	2323.67	464.73
VAT Code 2	5.00	0.00	0.00
VAT Code 3	0.00	0.00	0.00
VAT Code 4	0.00	0.00	0.00
VAT Outside Scope	0.00	0.00	0.00
EEC VAT	0.00	0.00	0.00

Accept

Highlight the amount shown in the **VAT Value** column, Overwrite this amount with the amount shown on your supplier invoice.

If no VAT, 0.00 must be entered. VAT must be entered even if it is zero.

Click on **Accept** to save changes, the following message will be displayed

VAT Analysis

?

The calculated VAT Breakdown differs from that entered - would you like this to overwrite the entered VAT Breakdown?

Yes No

If you have made any changes answer NO, Selecting YES will return VAT back to the original figure.

Posting an Invoice

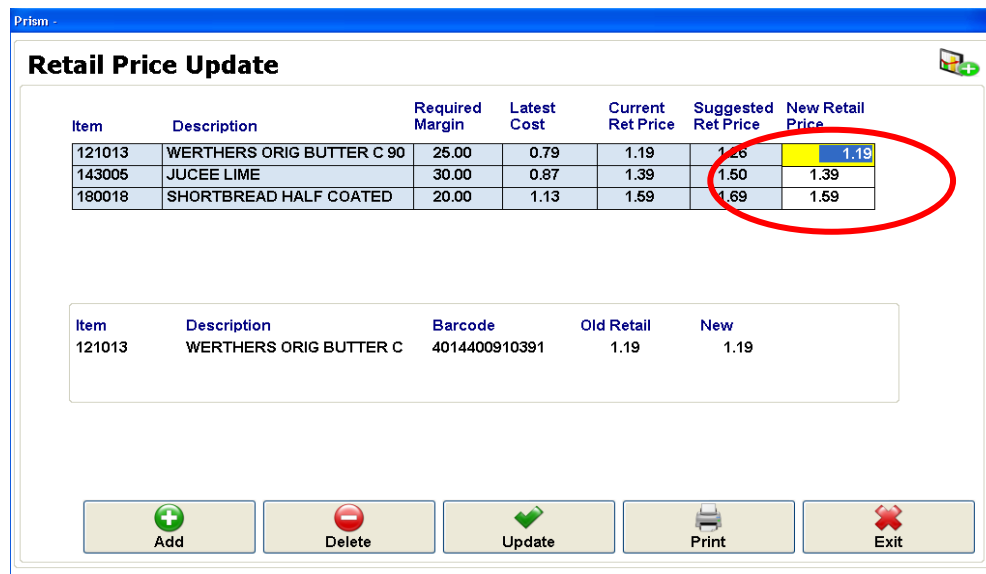
Once an invoice has been entered and all the pack quantities and costs have been checked the invoice must be posted.

Note - That this should only be done when the invoice is correct, as once posted changes cannot be made.



When you post an invoice you will be asked twice if you are sure you wish to continue.

Once posted a Retail Price review screen will appear **if pack costs have changed**: –



Item	Description	Required Margin	Latest Cost	Current Ret Price	Suggested Ret Price	New Retail Price
121013	WERTHERS ORIG BUTTER C 90	25.00	0.79	1.19	1.28	1.19
143005	JUCEE LIME	30.00	0.87	1.39	1.50	1.39
180018	SHORTBREAD HALF COATED	20.00	1.13	1.59	1.69	1.59

Item	Description	Barcode	Old Retail	New
121013	WERTHERS ORIG BUTTER C	4014400910391	1.19	1.19

Buttons: Add, Delete, Update, Print, Exit

The Retail Price Update will suggest a retail price based on the cost price from the invoice being posted, to meet the stores required margin.

[See - Setting Margins for Sales Sub-Departments](#)

If you wish to change the price of an item, key in the new price you wish to charge in the **NEW** retail price column, this can be the suggested price or your own choice.

Once all prices have been reviewed Update the screen and print new shelf edge labels for the items whose prices have been changed.

Send new prices to the POS, from the maintenance menu in the usual way.

A report on all posted invoices can be found in **Purchasing / Audit Trails / Purchase Ledger Audit Trail**.

Credit Notes

Credit Notes are very similar to entering an invoice but work in reverse. For example, instead of adding into stock, they subtract out of stock.

- Select **Purchase Ledger** on the Main Prism 2 Menu.
- Select Purchase Ledger Postings.
- Select Purchase Ledger Postings.
- Select Credit Note from top left.

Purchase ledger postings

Select Entry

Entry

- Invoice
- Credit Note

- Select Add New Entry

Items can be entered onto the credit note in the same way as an invoice, manually or with HHT.

Note: All quantities will be in outers.

When all items have been entered

Either;

- Click **Exit** to save the changes. This will now amend the stock quantity for the item not received, but will not change the valuation. Once the confirmation of the credit is received, return to the credit note, check the value and post the credit note.

OR

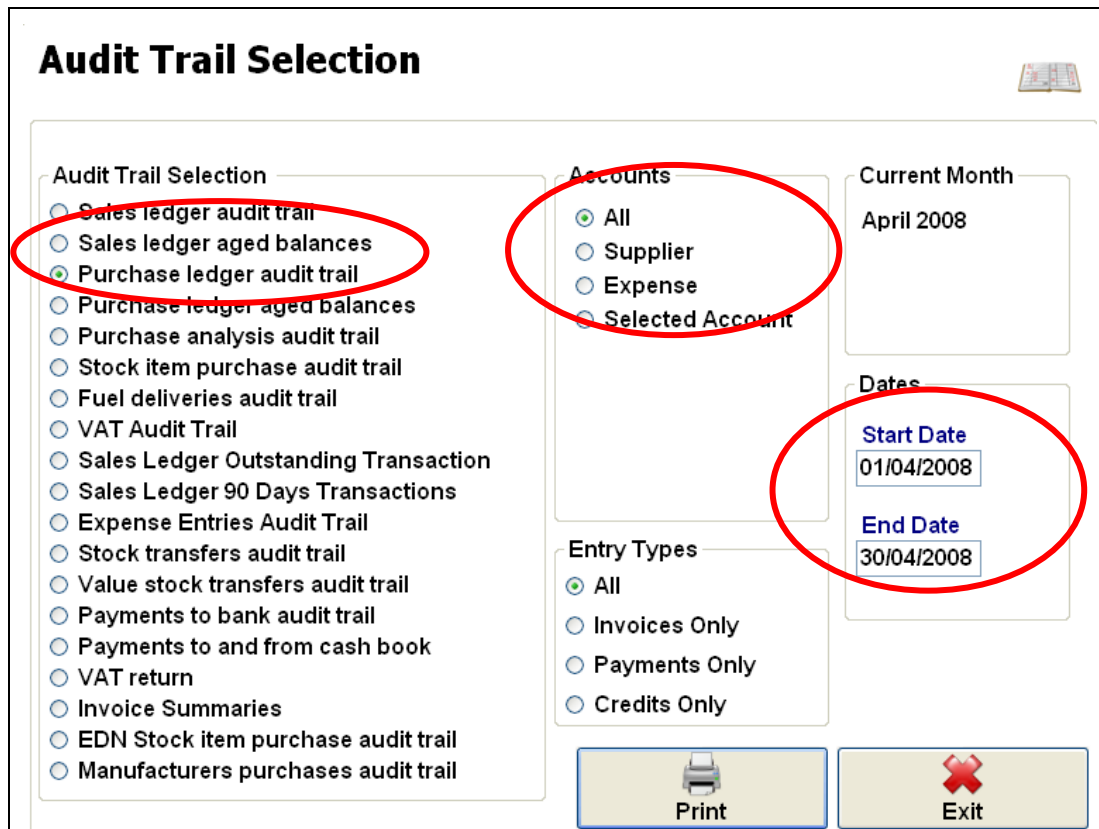
- Click Post Entry.

A report on all posted invoices and credit notes can be found in **Purchasing / Audit Trails / Purchase Ledger Audit Trail**.

Audit Trails / Reports for Purchasing

Details of all posted invoices can be found in **Reports / Audit Trails**

Audit Trail Selection



The screenshot shows the 'Audit Trail Selection' interface. It features a list of audit trail options on the left, a selection of accounts in the middle, and date selection on the right. Red circles highlight the 'Purchase ledger audit trail' option, the 'All' account selection, and the date range from 01/04/2008 to 30/04/2008. At the bottom, there are 'Print' and 'Exit' buttons.

Audit Trail Selection	Accounts	Current Month	Dates
<input type="radio"/> Sales ledger audit trail	<input checked="" type="radio"/> All	April 2008	Start Date 01/04/2008
<input type="radio"/> Sales ledger aged balances	<input type="radio"/> Supplier		End Date 30/04/2008
<input checked="" type="radio"/> Purchase ledger audit trail	<input type="radio"/> Expense		
<input type="radio"/> Purchase ledger aged balances	<input type="radio"/> Selected Account		
<input type="radio"/> Purchase analysis audit trail			
<input type="radio"/> Stock item purchase audit trail			
<input type="radio"/> Fuel deliveries audit trail			
<input type="radio"/> VAT Audit Trail			
<input type="radio"/> Sales Ledger Outstanding Transaction			
<input type="radio"/> Sales Ledger 90 Days Transactions			
<input type="radio"/> Expense Entries Audit Trail			
<input type="radio"/> Stock transfers audit trail			
<input type="radio"/> Value stock transfers audit trail			
<input type="radio"/> Payments to bank audit trail			
<input type="radio"/> Payments to and from cash book			
<input type="radio"/> VAT return			
<input type="radio"/> Invoice Summaries			
<input type="radio"/> EDN Stock item purchase audit trail			
<input type="radio"/> Manufacturers purchases audit trail			

Entry Types

- All
- Invoices Only
- Payments Only
- Credits Only

Buttons: Print, Exit

- **Purchase Ledger Audit Trail** – Will give report showing total values of invoices posted for all (or selected) suppliers for any given time period.
- **Purchase Analysis Audit Trail** – Will give report broken down into sales headings, with a VAT breakdown on final page for all (or selected) suppliers for all invoices posted.
- **Stock item Purchase Audit Trail** – Will show item detail of all invoices posted.

Report can be selected for
All suppliers or a specific supplier
Any date range required.

Stock Control

Manual stock movements will enable you to receive, return sell and write off stock in individual units, as all work in the same way just write offs are detailed here.

Writing off Stock Items

For accurate stock control to be maintained, any items which cannot be sold and are unable to be returned to a supplier for credit should be written off.

This **does not** include items sold at a discount on the pos, as the stock holding quantity is reduced once the item is sold, irrespective of the price charged.

- Select **Stock** from the Main Prism 2 Menu
- Select Stock Movements / Manual Stock Movements
- Select **Write Off Stock** and click **OK**
- Check date

Note: Stock can be written off using the Symbol HHT and the read HHT option selected to transfer the scanned items to the write off screen. [See -The Symbol Hand Held Terminal \(HHT\).](#)

Product	Description	Qty	Cost	Cost Value
008193	PRINCESS MARSHMALLOWS 150G	3	0.5756	1.73
010918	DIET COKE WITH LEMON	14	0.2512	3.52

Total Written Off Items Value: 5.24

Buttons: Add, Create Item, Delete, Written Off Value Stock, Amend Item, Read in HHT, Print, Update, Cancel

- Select Add to **Written Off**.
- The standard Stock Item Search and Select screen will appear.
- Find the stock item to be written of.
- Enter the quantity of stock to be written off **in units**.
- Repeat if more items are required.
- **Update** once complete.
-

A report of all stock written off is available in

Reports / Dry stock / Item movement Report / show selected movements [highlight write offs]

Any single day or range of dates can be selected.

Stock Checking

Stock Check Guide Using HHT

This is a guide to performing a real time stock check whilst the shop is open using the Symbol Hand Held Terminal (HHT).

For the count to be accurate it is recommended that only small areas or individual sub-departments are counted, and during quiet periods in the shop.

Add Range can be used to correct any old negative stock quantities by putting the stock levels of items not counted to zero, but entire headings or sub-departments must be counted with this method.

REMEMBER! A stock check can only be performed successfully if ALL outstanding paperwork is entered before commencing the stock check (invoices, credit notes, delivery notes and stock to write off)

1 Download the stock file onto the HHT

- On the computer, log into Prism 2
- Go into **Stock**
- Item Maintenance
- Prepare Stock File For Download To HHT
- Click on Build And Download Product File
- Click **Yes** to the "Product File Creation" question
- Make sure the HHT is switched on and Click **OK**
- Prism 2 will now create and transfer the stock file
- Once complete click **OK**
- On the HHT, touch **OK** to continue
- The HHT will then be updated with the stock file.

2 Go to the Stock Check screen in Prism 2

- Stock, Stock Movements
- Stock Check
- Answer **YES** to real time.

Note: If your system is real time you will not get this question, and you should not exit / close this stock take screen until the count has finished and stock check posted.

3 Count the stock in the shop.

- Remove the HHT from the cradle
- Touch the **Scanning** button
- Touch the **Stock Check** button, (use **Page Up** or **Page Down** if the **Stock Check** button is not shown)
- Pick up the stock item, and press one of the two scan buttons on the side of the HHT, or the yellow button to scan the barcode
- Once scanned enter the quantity of items counted
- Touch **Enter** to confirm the number entered
- Pick up the next item and repeat as above.

Handy Tip

If the stock is being counted whilst the store is open, the stock that must be counted is that which was in store when yes is selected at point 2

This means that once the count has begun.

- Any item already counted and entered into the HHT can be purchased without any effect on the count.
- Any item purchased before they have been counted must be included in the stock count.

The simplest way of doing this is to scan the item with the HHT and enter a count of 1 as the customer selects the item to buy. The qty left on the shelf can then be counted and entered into the HHT when you reach that point on the shelf. The HHT will add both qty's entered together.

4 Count the store room

- Repeat as for shop stock.
- If the same item is scanned counted the HHT will add the quantities together.

Once the count is complete, put the HHT firmly back in the cradle.

5 In Prism 2 return to stock check screen. [Opened at stage 2]

Note: Stores where Prism 2 is NOT real time* -if stock check screen has been closed a stock check open message will be displayed at the main menu. Reopen but select **no** to real-time question.

Stores that operate Prism 2 in real time* this screen should still be open from stage 2

- Click on **Add Range**, Select the group counted (e.g. Tobacco)
- Click **OK**
- Answer **Yes** to the “zero automatically” question.

[**Add Range** is not required If stock checking a random selection of stock]

6 In Prism 2 stock check screen. Download the HHT

- Click on Add HHT File
- Make sure the HHT is switched on and Click **OK**
- If successful answer **Yes** to the “delete the results” question
- Check the results, re-count / amend if necessary
- Print the report, if required
- Update to save.

Repeat for further groups, if required.

**If you are unsure if your Prism 2 system is real time – Real time stores will NOT have a poll shifts option in the Daily Sales menu, meaning that all the screens and reports will record real time sales when refreshed.*

Stock Checking – No HHT

This is a guide to performing a real time stock check whilst the shop is open using the stock check form.

For the count to be accurate it is recommended that only small areas or individual sub-departments are counted, and during quiet periods in the shop.

Add Range can be used to correct any old negative stock quantities by putting the stock levels of items not counted to zero, but entire sub-departments **must** be counted with this method.

REMEMBER! A stock check can only be performed successfully if ALL outstanding paperwork is entered before commencing the stock check (invoices, credit notes, delivery notes and stock to write off)

Print off stock check form

- Select **Reporting / Dry Stock/ Item Pricing Reports / Stock Check Form**
- Select **Sales heading or sub dept(s)** you wish to count
- Select Print.

Go to the Stock Check screen in Prism 2

- **Stock, Stock Movements**
- **Stock Check**
- Answer **YES** to real time

Count the stock in the shop.

- Count stock
- Record figures on stock check form

Count the store room

- Repeat as for shop stock.
- If the same item is counted twice the quantities will need to be added together manually and the total entered on Back office.

In Prism 2, return to stock check screen.

Note: If stock check screen has been closed a stock check open message will be displayed at the main menu. Reopen but select **no** to real-time question

- Click on **Add Range**
- Select the group counted (e.g. Tobacco)
- Click **OK**
- Answer **Yes** to the “zero automatically” question. [this is not required if stock checking a random selection of stock]

In Prism 2 stock check screen

- Manually type in the figures from the stock check form into the **Physical** column
- Check the results, re-count / amend if necessary
- Print the report, if required
- Update to save
- Repeat for further groups, if required.

Handy Tip

Try using down arrow on keyboard rather than mouse when keying in quantities.

Prism 2 Reports

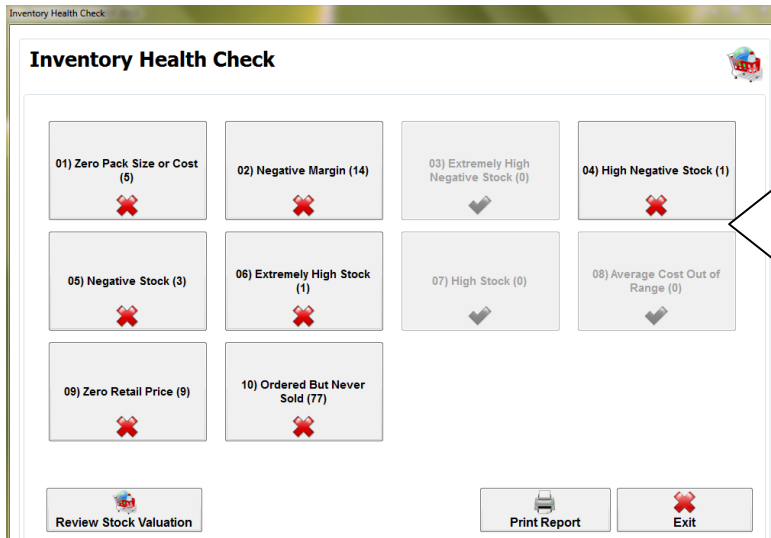
Inventory Health Check


Before doing any detailed margin analysis it is recommended that the Inventory Health Check report be run.


This report identifies errors and irregularity in the stock system that may impact on margin and stock control; it looks at stock levels, cost prices, and pack sizes in monthly periods.

It is recommended that all EDN's and invoices are completed, cash reconciled and all wastage recorded before you run and act on this report.

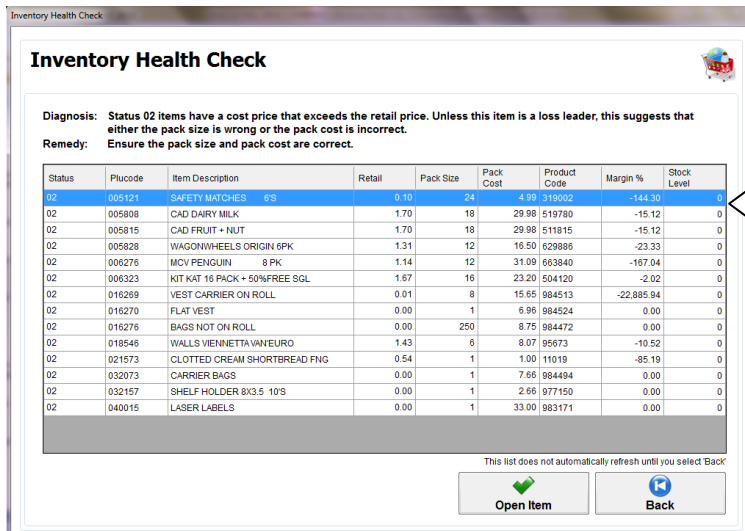
- Select **Reports** from the Main Prism 2 Menu
- Select **Dry Stock / Inventory Health Check Report**



 Indicates that there are issues that need investigating in the section

 Shows that all items are correct in the section.

Once you select an area to investigate the following screen will be displayed showing the stock items for which there are issues.



Corrections to stock card can be made, click to highlight the item to be edited.

This will take you into the stock item screen.

Below is a guide to the different sections and suggestions on how to act upon the information.

Status 01 Zero Pack Size or Cost

Diagnosis: These items cannot be valued correctly because they have either a zero pack size or a zero pack cost.

Remedy: Amend the stock item card to ensure the pack size and pack cost are the relevant amount.

Status 02 Negative Margin

Diagnosis: These items have a cost price that is larger than the item's retail price. Unless this item is a loss leader, this suggests that either the pack size is wrong or the pack cost is incorrect. (Occasionally there can be a timing difference between promotional sale price and cost of the stock)

Remedy: Ensure the pack size and pack cost are correct in the stock card

Status 03 Extremely High Negative Stock

Diagnosis: These items have an extremely high negative stock level. This should be resolved prior to month end. (Month End will remove stock level if items have a stock level less than -9999).

Remedy: Stock count these items. – it is possible that these lines may be selling from this stock item card whilst deliveries are being booked into a different stock card (see no6) In which case stock count both stock cards and merge the information into one single stock card. (Stock / Item Maintenance / Reassign Barcodes).

Status 04 High Negative Stock

Diagnosis: These items have a high negative stock level between -100 and -9999, but not as high as no. 03 items. This could indicate that delivery data has not been entered correctly or that the pack size is incorrect.

Remedy: Ensure the pack size is correct and that all delivery data has been entered correctly. Also see remedy for Status 03 items

Status 05 Negative Stock

Diagnosis: These items have a negative stock level between -1 and -99. This either indicates that delivery data has not been entered correctly or that the pack size is incorrect.

Remedy: Ensure the pack size is correct and that all delivery data has been entered correctly. Also see remedy for Status 03 items

Status 06 Extremely High Stock

Diagnosis: These items have an extremely high stock level greater than 9999. This indicates that the delivery data has not been entered correctly or that the pack size is incorrect.

Remedy: Ensure the item entered in deliveries is the correct one being sold, that the pack size is correct and that all delivery data has been entered correctly. Also see remedy for Status 03 items. If item is a non sales item this should be set in the stock card -bottom left of screen. Stationery lines may appear in this report as they are usually delivered into stock but not sold.

Status 07 High Stock

Diagnosis: These items have a high stock level between 500 and 9999. This either indicates that delivery data has not been entered correctly or that the pack size is incorrect.

Remedy: Ensure the item entered in deliveries is the correct one being sold, that the pack size is correct and that all delivery data has been entered correctly. (see remedy for Status 03 items) if item is a non sales item this should be set in the stock card -bottom left of screen)

Status 08 Average Cost Out Of Range

Diagnosis: These items have an average cost that deviates greatly from the latest cost. Items appear on this report if the average cost price is more than double the latest cost price, or less than half.

Remedy: These items should only be repaired once other items (status 01 -07 above) have been resolved.

Return to Reports / Dry Stock / Inventory Health Check Report and perform a Review Stock Valuation if you answer No to the second question which is "Do you want to revalue all items to the latest cost", then only items with an inaccurate average cost will be re-valued. (This is a process that is recommended to be completed at regular intervals).

Status 09 Zero Retail Price

Diagnosis: These items have a Zero Retail Price on the main stock card screen. Items appear on this report, even if they have a price associated with other barcodes in the barcodes button.

Remedy: Enter the correct retail price in the stock card. Stationery lines will appear in this report as they generally have no retail price.

Status 10 Items ordered but never sold

Diagnosis: These items have been ordered in Prism 2 but not sold.

Remedy: It is possible that these lines may be selling from this stock item card whilst orders are placed on different stock cards. See remedy Status 03. Merge the information into one single stock card. (**Stock / Item maintenance / Reassign barcodes**). Stationery lines e.g. carrier bags, will appear in this report as they are not sold.

Golden Line Reporting

Sales and stock information for the stock items set up as Golden Lines.

See - [Setting up Golden Lines](#) section of this pack.

- From the Prism 2 Main Menu, select **Golden Lines**.
- Select Sales Analysis

Golden Lines - Sales Analysis

Golden Lines

1 **Sales Quantity** **Stock Level** 6

Sorting Options: Item Description Highest Quantity Lowest Quantity

Filtering Options: All Sales Headings Sales Headings and Sub Departments 3

7 Golden Lines

Item	Description	30/10/2012	31/10/2012	01/11/2012	02/11/2012	03/11/2012	04/11/2012	05/11/2012	06/11/2012	07/11/2012	Latest
120084	KIT KAT 4 FINGER	0	0	0	0	0	0	0	0	0	0
120102	MARS BAR STANDARD	0	0	0	0	0	0	0	0	0	0
141007	DIET COKE CONTOUR BTTLE	0	0	0	0	0	0	0	0	0	0
141008	COCA-COLA 500ML BOT	0	0	0	0	0	0	0	0	0	0
220002	SEMI SKIM MILK 2ltr	0	0	0	0	0	0	0	0	0	0
220005	SEMI SKIM MILK 1ltr	0	0	0	0	0	0	0	0	0	0
220007	WHOLE MILK 1 pint	0	0	0	0	0	0	0	0	0	0

4

Golden Lines: Sales Value	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Whole Shop: Sales Value	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Golden Lines Sales %	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

5

Item Dashboard Sales Report Stock Levels Report Exit

- Sales Qty tab** -Displays all Golden Lines on screen with the last 10 days sales quantity.
- Sorting Option** -Will change the order items are displayed by: Item (plu code), Description (A-Z), Highest Qty (sold), Lowest Qty (sold).
- Filter Options:** Can be used to only show selected Sales heading or sub depts.
- Totals** - At the bottom of each days column display: Golden Lines sales value, Shop Sales and the percentage of the shop sales the golden lines represent whole shop.

Note-Whole Shop Sales Value includes All sales headings. [Headings can be set to be excluded in Maintenance / Utilities / Headings / Set up Sub Depts]
- Item Dashboard** – Will give access to more data and a graph for the item selected [highlighted in blue]. B
- Stock level tab**- Displayed on screen with the closing stock figures for the last 10 Days. With the same sort and filter options as the quantity screen.

Further user guide on Golden Lines can be found in Prism 2 / Maintenance Menu / Release notes section.

Promotion Sales Report

This report will give details of promotional (multi buy) sales, distinguishing between the number of products brought as part of a promotion and those brought as a standard non-promotion item; for example, items brought on their own but that are actually part of a 3 for £10 promotion

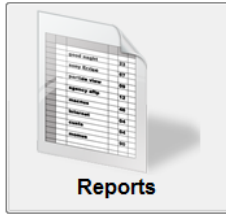
To access this report

- Select **Stock** from the main Prism 2 Menu
- Select Reporting / Item Achievement Reports
- Select **Promotion Sales Report** (scroll to the bottom if list)
- Select **OK**

Promotion Sales Report

Promotion	Start Date	End Date	Offer Qty	Item	Description	Retail Price	Quantity Sold	Promotion Quantity	Non Promotion Quantity	Value Standard Price	Actual Value	Discount Given
Robinsons Squash 2 for £3.00	28/05/2013	27/06/2013	8	016550	ROBS WHOLE ORANGE DRINK	1.79	16	11	5	28.64	25.45	3.19
				016615	ROBS NAS APPLE & BCURRANT	1.79	7	4	3	12.53	11.37	1.16
				016788	ROBS APPLE&BCURRANT	1.79	4	1	3	7.16	6.87	0.29
				Promotion Totals			27	16.00	11.00	48.33	43.69	4.64
CRISPS 2 FOR 90p	28/05/2013	27/06/2013	11	014521	WALKERS CHEESE & ONION	0.49	7	5	2	3.43	3.23	0.20
				014522	WALKERS SALT & VINEGAR	0.49	12	8	4	5.88	5.56	0.32
				014523	WALKERS SMKY BACON	0.49	9	8	1	4.41	4.09	0.32
				014524	WALKERS PRAWN COCKTAIL	0.49	2	1	1	0.98	0.94	0.04
				Promotion Totals			30	22.00	8.00	14.70	13.82	0.88
Freetonic with Gordons Gin	28/05/2013	27/06/2013	2	016725	SCHWEPPES TONIC WATER	1.79	7	2	5	12.53	8.95	3.58
				042009	GORDONS GIN 70CL	15.99	4	0	4	63.96	63.96	0.00
				Promotion Totals			11	2.00	9.00	76.49	72.91	3.58

Summary of Reports



There are over 200 different report options in Prism 2 this is a list of where to find some of the most frequently used ones.

All the reports will preview to the screen before printing, and most can be exported and saved if required.

Inventory Health Check

Purpose – Identifies errors and irregularity in the stock system that may impact on margin and stock control

Where to find - Reports / Dry Stock / Inventory Health Check Report, this may take a few minutes to produce – individual pages can be printed if required

Period Margin Report

Purpose – Show Margin achieved over selected period by sub dept or at individual item level.

Where to find – Reports / Dry Stock / Item Sales Analysis Reports / Period Sales Margin Analysis Report / select start & end date (select heading or item level) / Print / select sales heading as required.

Gross Profit Report

Purpose – Provides details of sales, profit and margin by heading level (and item if required.) Comparing previous day, current week to date, and year to date in one screen, enabling quick comparisons.

Where to find – Reports / Sales Summary Reporting / Sales Summary Reports / Gross Profit Report / Select Heading Level (or Item) / Display report. – *this may take a while to generate.*

Item Movement Report

Purpose – Identifies Stock Movements (in particular Stock Loss and Wastage) useful in identifying issues with margins.

Where to find – Reports / Dry Stock / Item Movement Report / show selected movements (Highlight all you wish to see) / enter date range / select sales headings required.

Product Heading Analysis Report

Purpose – Provides a detailed breakdown of the Gross Profit section of the Profit and Loss report. Includes opening and closing stock valuation by sub department.

Where to find – Reports / Product Heading Analysis Report Retail / select month required / select to view and print.

Sales Summary Report

Purpose – Provides Product heading sales breakdown for any selected period.

Where to find - Reports / Sales Summary Reporting / Sales Summary Reports / Sales Summary / select historical / select period / select dates / display reports.

Note: Selecting range will allow you to select more than one date by holding down the shift key whilst highlighting.

Sales Exception Report

Purpose – Identifies any sales figures adjusted via product sales in Daily Sales.

Where to find – Reports / Sales Summary Reporting / Sales Summary Reports / select historical / select period / select dates / display reports.

Handy Tip

Selecting range will allow you to select more than one date by holding down the shift key whilst highlighting.

Sales Comparison report

Purpose – To compare selected sales over 2 selected periods eg. Christmas this/last year can be done at item level or just heading level.

Where to find – Reports / Dry Stock / Item Sales Analysis Reports / Select Period Sales Comparison report / Select Period 1 start & end dates / Select Period 2 start & end dates / Print / Select item range / select item heading required or All.

Top/Low Sales Quantity Report

Purpose – Identifies best /worst selling lines by volume. There are also reports in this section for Best/ worst selling lines by value and Best/ worst selling lines by profit.

Where to find – Reports / Dry Stock / Item Achievement Report / Top Sales Quantity Report / select product heading required / select month required.

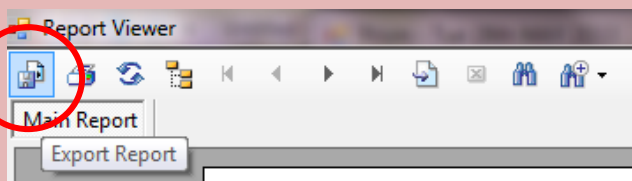
Stock Item Valuation Report

Purpose – Gives cost and retail valuation of stock at the end of a month (or current value if mid month) at item level or summarised for product heading sub dept.

Where to find – Reports / Dry Stock / Item Achievement Report / Stock Item Valuations (cost or retail)/ select heading(s) required / select Month required.

Handy Tip

Most Prism 2 reports can be exported and saved as a document.



Month End Procedure

It is necessary to perform a month end in Prism 2. When Daily Sales has been processed for the last day of a month the Month End Processing option appears in Maintenance. The Month End MUST to be performed before the end of the following month. Until the Month End is performed you will see messages throughout Prism 2 warning you that you are working ahead of the current system month, this is not a problem as long as you are aware of what needs to be done. Before Month Ending please make sure that you have done all of the following, if required.

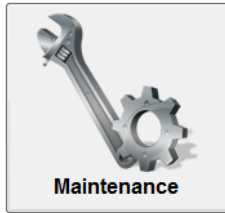
Task	What?	Where?	Required (Y/N)
Print VAT return	A report detailing in & out VAT.	Reports/ Audit Trails / VAT return	
Run the import into sage.			
Enter & Post all supplier invoices & credit notes for the month	Invoices or EDNs for the month must be processed and posted.	Purchase Ledger/Purchase ledger Postings/ Purchase ledger postings	
Sales Ledger Invoice run	Create invoices for all account customers	Sales Ledger/ Sales Ledger postings / Sales ledger invoice run	
Sales Ledger Statement Run	Create Statements for all account customer	Sales Ledger/ Reporting / Statement Run	
Sales Ledger Debtor Analysis report	Debtors list for all local accounts	Sales Ledger/ Audit Trails/ Sales Ledger Aged Balances	
Stock Valuation Reports >Stock Item Retail Valuation >Stock Item Cost Valuation	Report listing valuation of all stock	Stock/Reporting/Item Achievement Reports	
Purchase Ledger Creditor Analysis Report	Creditors list for all suppliers	Purchase Ledger/ Audit Trails/ Purchase Ledger Aged Balances	

WARNING  Once the Month End has started it is not possible to stop it, so make sure you have done all that you require before starting.

When you are happy that you have completed all of the above, you should perform the Month End

- Select **Maintenance** from the Main Prism 2 Menu
- Select Month End Processing
- Read and answer all the warnings
- Click on **Start Month End**, and click

Maintenance and Configuration Settings



Back Office Password Configuration

It is possible to set individual user passwords for the Back Office, and there are different levels of access that can be set.

To change or set a new user name and password for the back office;

- Select **Maintenance** from the Main Prism 2 Menu
- Select Configuration
- Password Configuration

Setup and Amend System Passwords 👤

User Names

OPERATOR

SUPERVISOR

MANAGER

Name

Password

Password Access Level

Level 1 - Operations

Level 2 - Reporting

Level 3 - Ledgers

Select

+
Add

✎
Amend

-
Delete

✖
Exit

There are three levels of access in Prism 2;

Level	Details
Level 1 – Operations	Allows access to certain tasks in the Stock system and Maintenance and can allow access to Daily Sales if configured to do so.
Level 2 – Reporting	Allows access to most of the system except parts of the Stock system, some reports and Utilities. Can allow access Daily Sales if configured to do so
Level 3 – Ledgers	Allows full access to the system

Once created it is possible to Amend and Delete users and passwords. All changes are immediate.

The System Use Log records the users that have logged into Prism 2 and the parts of the system that have been accessed.

This is available in **Maintenance / Utilities / System Use Log**.

Set up Discount Rates

Discounts can be set within each sales heading to make it easy at the pos and to prevent miss use giving you control. Within each sales heading there is the ability to set discounts for different reasons e.g. 10% - damaged stock, 15% - Out of date, 25% for staff discount; these can also be different % per sales heading.

- This can be found in **Maintenance / Pos Configuration / Sales Discount Rates**.

Amending VAT Rates

When the government amends the VAT it is necessary to make the changes on the system to reflect this immediately. Amending the VAT setup will amend VAT at sales headings level and in doing so at item level ensuring that the correct VAT is then calculated and is reported for VAT purposes and for reporting issues.

- This can be found in **Maintenance / Headings / Amend VAT Setup**.

Change Pack Warning Limits

Certain items within your business may be ordered in larger amounts i.e. 10 cases, to prevent over ordering when creating an order it is possible to set up or amend if required Pack Warning Limits which if it is exceeded intentionally or by error a warning message will appear giving you the opportunity to amend before sending.

- This can be found in **Maintenance / Utilities / Change Pack Warning Limit**.

Change Description Case

Information may have been inputted on a stock item in a different case, i.e. Upper Case, Lower Case or Title Case which is different from the rest of the system. To unify all the information it is possible to convert text.

- This can be found in **Maintenance / Utilities / Change Description Case**.

For changes to POS settings a restart on the POS may be necessary. [See Restarting POS](#)

Restarting POS

For both types of POS in order to shutdown and restart the POS the operator must have the authorisation to do so
[See User Templates](#)

Iridium

- Select Functions
- Shutdown
- Shutdown
- 'Are you sure you wish to shutdown the POS?' – **Yes**

You will then see a screen with 4 buttons displayed on it, select the last one, which says Iridium POS will then return to the normal sign on screen.

IR2

For a change to POS users to take effect on the IR2 POS, the current user only needs to log off POS and then a user log back on.

Should a full shutdown be required?

- **Sign Off** from IR2 POS

When you are then signed off from the POS, the **Sign On** window appears.

- Press the **Cancel** button:
- Press the **POS exit** button
- To exit the POS, enter your operator ID number and your password.
- Now press **OK**

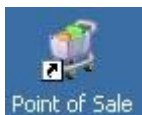
POS application is exited to the Lucas 6 button screen

Note: If you are not authorised to exit the POS or if you entered incorrect details, a corresponding error message appears. In this case, enter correct details or cancel the process of exiting the POS.

- Select the shutdown and restart button

POS will restart automatically

If required to restart the POS manually double click on the **Point of Sale** icon.



Backing up

It is essential to maintain an up to date back up of the sites data. If the unexpected did happen to your system it may result in the loss of weeks, months or possibly even years of your valuable business information.

It is the responsibility of each store to check that you have adequate back up of data

Acronis True Image™ software is pre loaded on your back office pc and set to back up your data to a separate hard drive within the PC automatically at a specified time each day [usually during the night]. This backup must be allowed to run. It should not be interrupted. If you are working on the PC wait for the back up to finish.

Email alerts may have been set up to alert you to any back up failure but it is your responsibility to check the backup has completed.

Note: If you have any concerns that your system data is not backed up, please contact your support team for more information.

To check Acronis Backup has completed successfully

- Double click on the Acronis True Image Icon on your desktop.
- Check details on the screen.



The screenshot displays the Acronis Backup software interface. On the left is a dark blue sidebar with navigation options: BACKUP, ARCHIVE, DASHBOARD, SYNC, TOOLS, ACCOUNT, and HELP. The main area shows backup details for a profile named 'BOM1234'. It includes a table with columns for 'Last backup', 'Next backup', and 'Total size'. Below the table are two cards: 'Disks and partitions' (4.1 GB) and 'Custom destination' (51.1 GB of 222.6 GB free). A green checkmark is visible between the cards. At the bottom right, there is a green 'Back up now' button. A red arrow points from a callout box to the 'Back up now' button. Another red arrow points from the callout box to the 'Last backup' date and time.

Last backup	Next backup	Total size
26/02/2016 06:45	at 23:00	4.1 GB

Disks and partitions
4.1 GB
Disks: SanDisk Ultra Fit 1.00

Custom destination
51.1 GB of 222.6 GB free
D:\My Backup\


Back up now

Check Date and time of last back up (should always be within last 24 hours).
A manual back up can be done at any time by selecting **Back up now**.

Manual Back up

If you do not have Acronis True Image™ automated backup or you wish to take a back up off site.

We recommend you use 7 USB pen drives, one for each day of the week.

WARNING  The use of memory drives or pen sticks is one of the most common methods of virus infection. Please ensure that only designated pen drives are used and all antivirus software is checked and kept up to date at all times.

- Put the correct days pen drive into a USB port (any can be used, there is usually one on the front of the pc).
- Main Prism 2 Menu, Select **Maintenance**

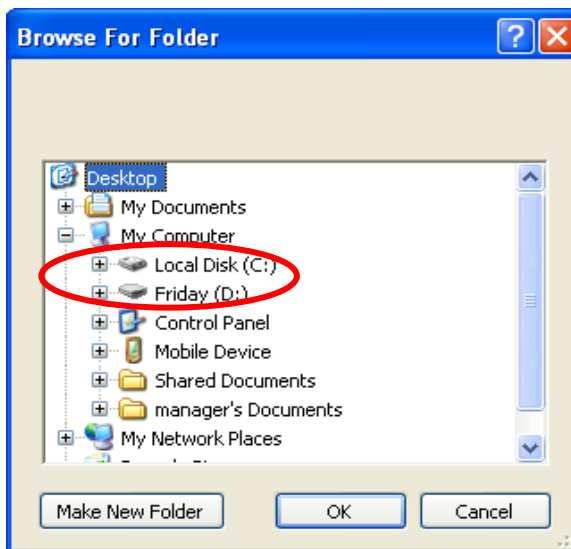
- Select **backup**



- Select **Browse**



- Browse in My Computer
- Highlight USB drive, EG Friday
- Select **OK**



- Select **Back Up**
- You will see a blue progress bar running at the bottom of screen. When back up is completed successfully a message will be displayed on the screen.
- Select **Exit**

The USB pen can now be safely removed and stored preferably removed from the premises overnight, or stored in a fireproof location.

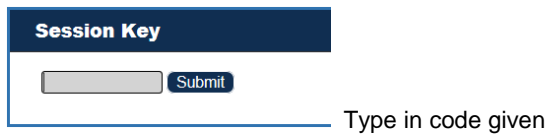
Connecting to Customer Services

It may be necessary from time to time for a customer service analyst to connect to your Prism 2 system.

When customer service analyst takes control of your back office; please do not attempt to complete any other tasks at the back office whilst the analyst is working on the system.

Remote Connect

The first time you use this you will either be sent an email where you will need to click on the link, or directed to a website **where** the analyst will give you a session key code.



The image shows a web form titled "Session Key" in a dark blue header. Below the header is a light gray input field with a "Submit" button to its right. A blue line points from the text "Type in code given" to the input field.

You may then need to

- **Run/Open** the client software that will be downloaded.
- You will be prompted to "Start a Support Session with Exeter analyst"
- You may need to approve a security prompt by clicking **Run**.
- You will see the background colour change on the desktop whilst the analyst is working on your system.