

# User Guide

RetailBasics v3

Serial number

Technical support

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# Contents

<b>1</b>	<b>Installation and Setup</b>	<b>9</b>
	Fast Start	10
	Check your system requirements	10
	Connect point-of-sale hardware, if any	10
	Install RetailBasics	11
	Set up RetailBasics using the setup assistants	11
	Register RetailBasics	11
	Find out about your support options	11
	Installing RetailBasics	11
	Setting up RetailBasics	13
	Specify your regional settings	13
	Run the setup assistants	14
	Setup assistants in detail	16
	The Shop Assistant	16
	The Hardware Assistant	23
	The Stock Assistant	25
	The Staff Assistant	26
	The Accounting Export Assistant	28
	Where to from here?	32
	Registering RetailBasics	32
	Information you need for registration	32
	How to register	33
	Activating your RetailBasics data file	33
	How do I activate my file?	34
	Frequently asked questions about registration and activation	39
	Confirming an activated data file	40
<b>2</b>	<b>Getting to know RetailBasics</b>	<b>45</b>
	Starting RetailBasics	46
	Main RetailBasics windows	48
	Make a Sale window	48
	Admin window	49
	Navigating in RetailBasics	51

<b>3 Sales.....</b>	<b>53</b>
Sales setup tasks .....	54
Setting up sales prompts .....	54
Setting up surcharges for credit card payments .....	56
Sales windows .....	57
Stock Search window .....	58
Customer Search window.....	59
Making a sale .....	60
Managing lay-bys .....	65
Creating a lay-by.....	66
Making a lay-by payment.....	70
Cancelling a lay-by.....	73
Recording refunds .....	76
Sales security .....	80
Sales reports .....	80
Sales Period report .....	81
What's Selling report.....	82
Lay-by report.....	83
Refunds report .....	84
Tax Collected report.....	85
Discounts report.....	86
<b>4 End-of-day procedures.....</b>	<b>87</b>
Counting the day's takings .....	88
Reviewing your sales .....	90
Viewing your sales for the day.....	90
Viewing transactions .....	91
Exporting the day's transactions .....	92
End-of-day reports .....	94
Count Takings Summary report.....	95
Count Takings Session report.....	96
<b>5 Stock.....</b>	<b>97</b>
The Stock window .....	98
Basic stock functions .....	99
Adding stock items.....	99
Editing stock items .....	102
Deleting stock items.....	104
Printing labels for stock items.....	105
Stock Reports .....	108
Stock List report .....	109
Price List report .....	110
Departments .....	111
Tax codes .....	112
Editing tax codes.....	113
Units of measure .....	115
Adding a unit of measure.....	116
Editing a unit of measure.....	117
Deleting a unit of measure .....	117

<b>6 Administration.....</b>	<b>119</b>
The Admin window .....	120
Staff .....	123
Staff List report.....	128
Viewing transactions performed by staff members.....	129
Security.....	129
Customers .....	136
Customer List report.....	140
Printing labels with customer details.....	141
Viewing customer transactions .....	144
Payment types and foreign currency .....	145
Managing payment types.....	145
Setting up foreign currency .....	150
Customising RetailBasics .....	156
Customising the sales and refund windows (Point of Sale window) .....	156
Setting up receipt printing options.....	158
Setting the default window and float amount.....	160
Setting up lay-by terms .....	162
Setting export and backup prompts .....	164
Shop Information .....	166
Modifying receipts .....	168
Backing up and restoring data .....	170
Backing up data .....	170
Restoring data .....	171
Setting up accounting export .....	172
<b>7 Hardware .....</b>	<b>175</b>
Cash drawer .....	176
Scales .....	179
Docket Printer .....	182
Pole display .....	185
Barcode scanner .....	188
Document printer .....	190
<b>A Import and Export.....</b>	<b>193</b>
Importing data .....	193
Preparing your data for import .....	193
Troubleshooting imports .....	198
Exporting data .....	198
<b>B Technical Support.....</b>	<b>201</b>
Contacting Technical Support .....	201
Before you call Technical Support.....	201
Support plans .....	202
Face-to-face assistance.....	203
<b>Index.....</b>	<b>205</b>





# 1 Installation and Setup

**About RetailBasics** MYOB RetailBasics is point-of-sale software that helps you manage all the common tasks that you undertake in your retail business.

You can use RetailBasics to make sales, process refunds and manage lay-bys. RetailBasics keeps a record of these transactions so you can look up their details or view reports about them. At the end of the business day, you can count the day's takings and balance the cash drawer against the expected amounts recorded for each payment type. You can also export sales data to MYOB accounting software.

**Setting up RetailBasics** RetailBasics is easy to set up and customise because of the setup assistants that guide you through the setup process. In order to get started, you need to enter information and set preferences in these assistants. You can change these settings or add more information later on using the administration function.

**Connecting point-of-sale hardware** RetailBasics works with point-of-sale hardware like barcode scanners, docket printers, cash drawers, weighing scales and pole displays. You must connect the hardware you want to use before you can set it up in RetailBasics.

**Setting up RetailReady** MYOB RetailReady is a point-of-sale solution that includes both hardware (a barcode scanner, a docket printer and a cash drawer) and software (RetailBasics). If you have purchased RetailReady, connect the hardware according to the instructions in the *MYOB RetailReady Getting Started Guide*.

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# Fast Start

The following checklist lists the steps you should follow to install RetailBasics.

## Step 1: Check your system requirements

Check that your computer meets these requirements:

Operating system	<ul style="list-style-type: none"><li>• Windows® XP Professional (Service Pack 3)</li><li>• Windows Vista® Business and Windows Vista Ultimate (Service Pack 2)</li><li>• Windows 7</li></ul>
Processor	<ul style="list-style-type: none"><li>• 500MHz processor (for Windows XP Professional SP3)</li><li>• 1 GHz processor (for Windows Vista Business and Ultimate SP2)</li><li>• 1 GHz processor (for Windows 7)</li></ul>
Memory	<ul style="list-style-type: none"><li>• 128MB RAM (for Windows XP Professional SP3)</li><li>• 1 GB RAM (for Windows Vista Business and Ultimate SP2)</li><li>• 2 GB RAM (for Windows 7)</li></ul>
Hard disk	1 GB or more of free hard disk space
Display	16-bit colour, 1024x768 screen resolution
Backup	Backup solution such as CD writer, a DVD writer or a USB storage device
Ports	USB or serial ports for Point of Sale peripherals (barcode scanners, cash drawers, etc). If using RetailReady, 2 USB ports are required for the barcode scanner and receipt printer.
Printer	A local or network printer to print dockets, reports, etc. If you will be printing bar code labels, a high-quality laser printer is recommended for best results.
Mouse and keyboard	Windows-compatible mouse and keyboard

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## Step 2: Connect point-of-sale hardware, if any

Connect any point-of-sale hardware that you want to use with RetailBasics.

If you have purchased the RetailReady hardware package, you will have a cash drawer, a docket printer and a barcode scanner to connect.

To connect the hardware included with RetailReady, follow the instructions in the *MYOB RetailReady Getting Started* guide included with RetailReady.

## Step 3: Install RetailBasics

Install RetailBasics on the computer you will use to run your point-of-sale system.

Go to [‘Installing RetailBasics’ below](#).

## Step 4: Set up RetailBasics using the setup assistants

When you start RetailBasics for the first time, the setup assistants guide you in configuring the software and hardware, and in entering necessary details.

Go to [‘Setting up RetailBasics’ on page 13](#).

## Step 5: Register RetailBasics

You can use RetailBasics for an evaluation period of 45 days. To retain use of all the features of RetailBasics after this period, you must first register the software and then activate your shop data file.

Go to [‘Registering RetailBasics’ on page 32](#).

## Step 6: Find out about your support options

Find out about the support plans and support phone numbers for RetailBasics.

Go to [Appendix B: ‘Technical Support’ on page 201](#).

---

# Installing RetailBasics

Install RetailBasics on the computer you will use to run your point-of-sale system.

- 1 If your computer only allows users with Administrator rights to install software, log in as an Administrator.
- 2 Close all open applications. When the installation process is complete, your computer will restart automatically.
- 3 Insert the RetailBasics CD. A welcome window appears.

-----  
**NOTE: Windows 7 users** If you are using Windows 7, an **AutoPlay** window will appear instead of a welcome window. Click **Run autorun.exe** to open the welcome window.  
-----

If a welcome window does *not* appear, do the following:

If you are using...	do this...
Windows 7	<ol style="list-style-type: none"><li>1 Go to the <b>Start</b> menu and click <b>Computer</b>.</li><li>2 Double-click your CD drive icon (usually labelled D: \) in the right pane of the <b>Computer</b> window.</li></ol>
Windows Vista	<ol style="list-style-type: none"><li>1 Go to the <b>Start</b> menu and click <b>Computer</b>.</li><li>2 Double-click your CD drive icon (usually labelled D: \) in the right pane of the <b>Computer</b> window.</li><li>3 Double-click the <code>autorun.exe</code> file.</li></ol>
Windows XP	<ol style="list-style-type: none"><li>1 Go to the <b>Desktop</b> and double-click <b>My Computer</b>.</li><li>2 Double-click your CD drive icon (usually labelled D: \).</li><li>3 Double-click the <code>autorun.exe</code> file.</li></ol>

The welcome window appears.

- 4 Click **Install Now**. The **Welcome to MYOB RetailBasics v3 Setup** window appears.
- 5 Follow the onscreen instructions.

---

**NOTE: Warnings** If any warnings appear during the installation, see [‘Troubleshooting your installation’](#) below.

---

- 6 When the **Installation Complete** window appears, click **Finish**.  
Your computer will restart automatically. If your computer does not restart automatically, you should restart it manually.  
A MYOB RetailBasics shortcut appears on your desktop.

**Troubleshooting your installation** Warning messages may appear during the installation of MYOB RetailBasics v3.

If the following warning message appears...	do this...
Read Only File Detected	Select the <b>Don’t display this message again</b> option and click <b>Yes</b> . The application will continue to install.
Locked File Detected	Select the <b>Don’t display this message again</b> option and click <b>Reboot</b> . The application will continue to install.
Files Failing to Self-Register	Click <b>OK</b> . This warning does not affect the installation of the software.

These warnings typically relate to how software is installed and uninstalled on the Windows operating system. To reduce the likelihood of these warning messages:

- Log on as Administrator when you install new software.
- Run Disk Cleanup regularly on your computer.

If you experience any other problems, contact MYOB Technical Support. For more information see [‘Contacting Technical Support’](#) on page 201.

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# Setting up RetailBasics

Setting up RetailBasics involves the following steps:

- Specify your regional settings—see [‘Step 1: Specify your regional settings’](#) below.
- Run the setup assistants—see [‘Step 2: Run the setup assistants’](#) on page 14.

## Step 1: Specify your regional settings

Before you start setting up RetailBasics, you should specify the correct regional settings on your computer. This will allow RetailBasics to display the correct currency symbol and date format for your location.

- If you are using Windows XP, see [‘To specify regional settings in Windows XP’](#) below.
- If you are using Windows Vista, see [‘To specify regional settings in Windows Vista’](#) below.
- If you are using Windows 7, see [‘To specify regional settings in Windows 7’](#) on page 14.

### To specify regional settings in Windows XP

- 1 Go to the **Start** menu and click **Control Panel**.
- 2 Click **Regional and Language Options**. The **Regional and Language Options** window appears.
- 3 From the first drop-down list, choose **English (Australia)**.
- 4 Click **Apply**.
- 5 Click **OK** to save your changes.

### To specify regional settings in Windows Vista

- 1 Go to the **Start** menu and click **Control Panel**.
- 2 Click **Clock, Language, and Region**.
- 3 In the **Regional and Language Options** section, click **Change the date, time or number format**. The **Regional or Language Options** window appears with the **Formats** tab open.
- 4 Set your current format to **English (Australia)**.
- 5 Click the **Location** tab and set your current location to **Australia**.
- 6 Click **Apply**.
- 7 Click **OK** to save your changes.

## To specify regional settings in Windows 7

- 1 Go to the **Start** menu and click **Control Panel**.
- 2 Click **Clock, Language, and Region**.
- 3 In the **Region and Language** section, click **Change the date, time, or number format**. The **Region and Language** window appears with the **Formats** tab open.
- 4 Set your format to **English (Australia)**.
- 5 Click the **Location** tab and set your current location to **Australia**.
- 6 Click **Apply**.
- 7 Click **OK** to save your changes.

## Step 2: Run the setup assistants

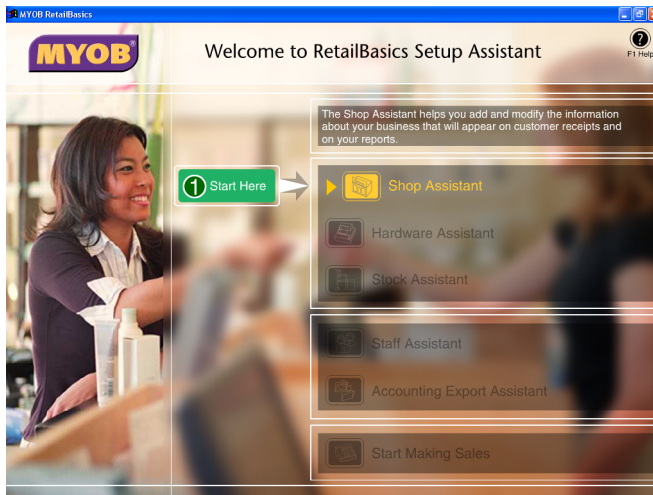
When you run RetailBasics for the first time, the **Welcome to RetailBasics Setup Assistant** window appears. You can use this window to access the five *setup assistants* that will help you configure RetailBasics.

Use this assistant...	To do this...
Shop Assistant	Enter details of your shop and set RetailBasics preferences. For details, see <a href="#">‘The Shop Assistant’ on page 16</a> .
Hardware Assistant	Configure your hardware for use with RetailBasics. For details, see <a href="#">‘The Hardware Assistant’ on page 23</a> .
Stock Assistant	Add details of stock items. For details, see <a href="#">‘The Stock Assistant’ on page 25</a> .
[Optional] Staff Assistant	Add details of staff members who will use RetailBasics. For details, see <a href="#">‘The Staff Assistant’ on page 26</a> .
[Optional] Accounting Export Assistant	Set up how RetailBasics should export data to MYOB accounting software. For details, see <a href="#">‘The Accounting Export Assistant’ on page 28</a> .

In order to get started with RetailBasics, you need to enter information and set preferences in the first three assistants.

## To set up RetailBasics using the setup assistants

- 1 Start RetailBasics. You can do this by double-clicking the **MYOB RetailBasics** icon on your desktop. After the initial animation, the **Welcome to RetailBasics Setup Assistant** window appears.



- 2 Run each of the following assistants:
  - a **Shop Assistant**—for more details, see [‘The Shop Assistant’ on page 16](#).
  - b **Hardware Assistant**—for more details, see [‘The Hardware Assistant’ on page 23](#).
  - c **Stock Assistant**—for more details, see [‘The Stock Assistant’ on page 25](#).
  - d [Optional] **Staff Assistant**—for more details, see [‘The Staff Assistant’ on page 26](#).
  - e [Optional] **Accounting Export Assistant**—for more details, see [‘The Accounting Export Assistant’ on page 28](#).

Each assistant has a number of steps at which you will need to enter or select information. Click the **Next** button to proceed to the next step, or click the **Back** button to go back a step. When you reach the end of an assistant, click **Finish** to return to the main setup window.

---

**NOTE:** You need not have all the information at hand when you are working through an assistant. You only need to enter data in the mandatory fields. Similarly, if you are unsure about a setting that you are asked to choose, accept the default. Once you start using RetailBasics, you can add more information or change what you entered.

---

- 3 When you finish running the assistants, click **Start Making Sales**. Depending on the preference you selected in the **Shop Assistant**, the **Make a Sale** or **Admin** window appears.

You can now start using RetailBasics. Refer to the other chapters in this user guide for details on how to use the software. You can also consult the online help, which is available from every RetailBasics window.

Remember to register within 45 days of installing RetailBasics (see [‘Registering RetailBasics’ on page 32](#)).

# Setup assistants in detail

## The Shop Assistant

The information you provide in the Shop Assistant windows will appear on customer receipts and internal reports. It will also be used when activating and confirming your software.

- 1 In the RetailBasics setup window, click **Shop Assistant**. The **Welcome to the Shop Assistant** welcome window appears.
- 2 Click **Next**. The **Shop Information** window appears.

### Shop information window

- 3 In the **Serial Number** field, enter your RetailBasics serial number. You can find your serial number on the RetailBasics CD sleeve and at the base of the box.

When you enter your serial number, you will notice that additional fields appear in the **Shop Information** window.

**MYOB RetailBasics** F1 Help

### Shop Information

Enter the details of your shop or business (mandatory fields are marked with an asterisk \*). This information will be used when registering the software.

\* Fields with an asterisk are mandatory

\* Serial Number   
*(Your serial number is located on the back of your CD sleeve.)*

\* Administrator First Name  \* Last Name   
*(Designated administrator for the system)*

\* Business Name   
*(This is the legal name of your registered business)*

\* Trading Name   
*(This is the business name your customers are familiar with. The name will appear on customer receipts and internal reports.)*

A.B.N.  A.C.N.

Business Address

Suburb/City

State/Territory  Postcode

Phone  Mobile  Fax

Website Address

Email Address

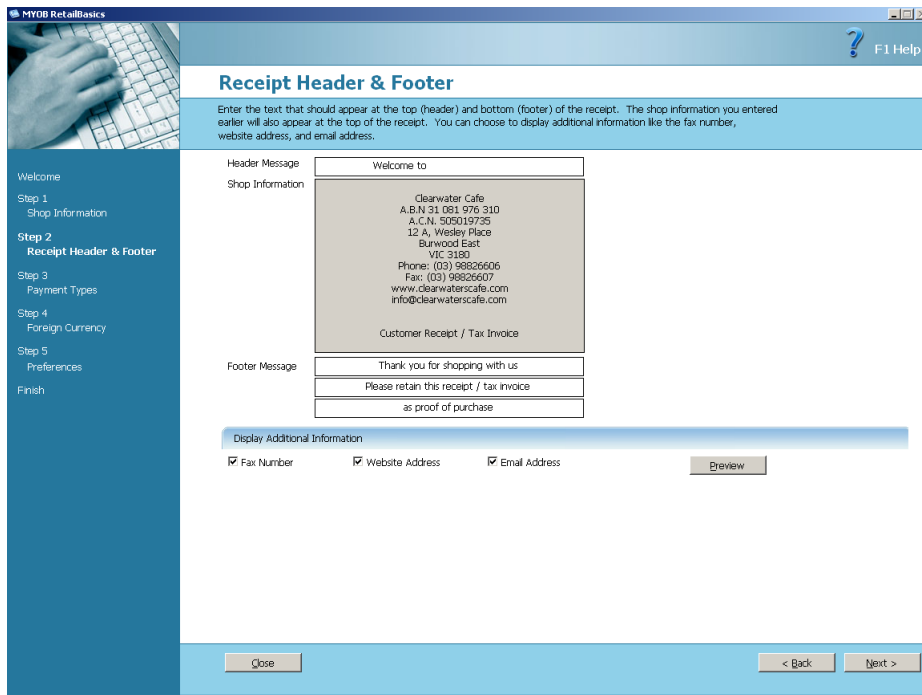
Close < Back Next >



4 Enter the following additional details:

In this field...	Do this...
<b>Administrator First Name</b>	Enter the first name of the person who will be the administrator of the software. The administrator has access to all features of the software and usually controls the access rights of other staff and the settings of the software.
<b>Administrator Last Name</b>	Enter the last name of the administrator.
<b>Business Name</b>	Enter the legal name of your business.
<b>Trading Name</b>	Enter the name of your business that is familiar to customers. This name will appear on your sales receipts and on internal reports. It may be the same as the business name.
<b>A.B.N.</b>	Enter the Australian Business Number of your business.
<b>A.C.N.</b>	Enter the Australian Company Number of your business.
<b>Business Address</b>	Enter the address of your business.
<b>Suburb/City</b>	Enter the suburb or city where your business is located.
<b>State/Territory</b>	From the list, select the state or territory where your business is located.
<b>Postcode</b>	Enter the postcode for your area.
<b>Phone</b>	Enter the phone number of your business.
<b>Fax</b>	Enter the fax number of your business.
<b>Website Address</b>	Enter the website address of your business.
<b>Email Address</b>	Enter the email address of your business.

- 5 Click **Next**. The **Receipt Header & Footer** window appears.

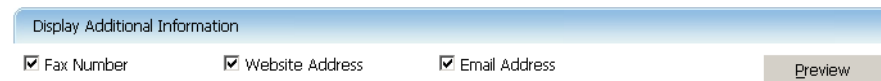


### Receipt header & footer window

- 6 In the **Receipt Header & Footer** window, enter the following details:

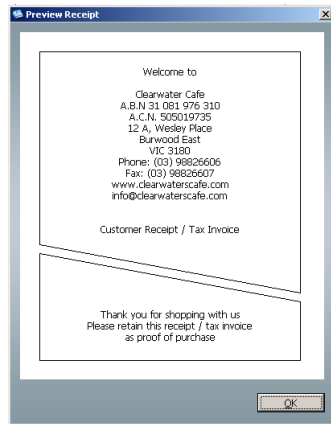
Field	Description
Header Message	The text that will appear at the top of your receipts before your trading name. Change the default text if necessary.
Footer Message	The text that will appear at the end of your receipts. Change the default text if necessary—you can enter up to three lines of information.

- 7 By default, the fax number, website address and email address appear on your receipts. If you do **not** want these details to appear on your receipts, deselect the **Fax number**, **Website Address** or **Email Address** options.



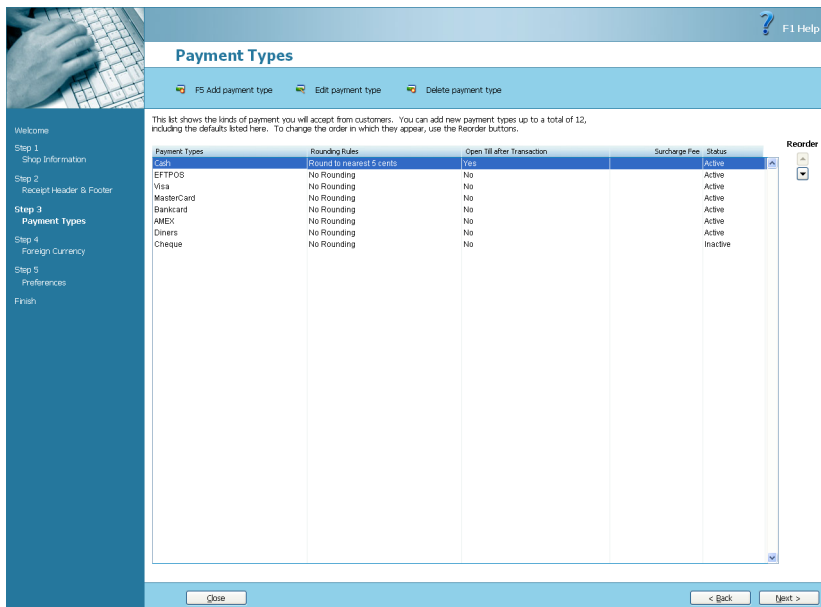
- 8 The contact details in the shaded section of the window are taken from the information you entered in the **Shop Information** window. If you want to change this information, click **Back** to go back to the **Shop Information** window.

- 9 To see how the receipt will look:
  - a In the **Display additional information** section, click **Preview**. The **Preview Receipt** window appears.



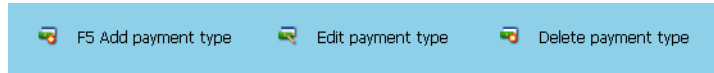
The diagonal lines indicate where the receipt details (the list of items sold and their price) will appear.

- b Click **OK** to close the **Preview Receipt** window.
- 10 In the **Receipt Header & Footer** window, click **Next**. The **Payment Types** window appears, showing a default list of payment types.



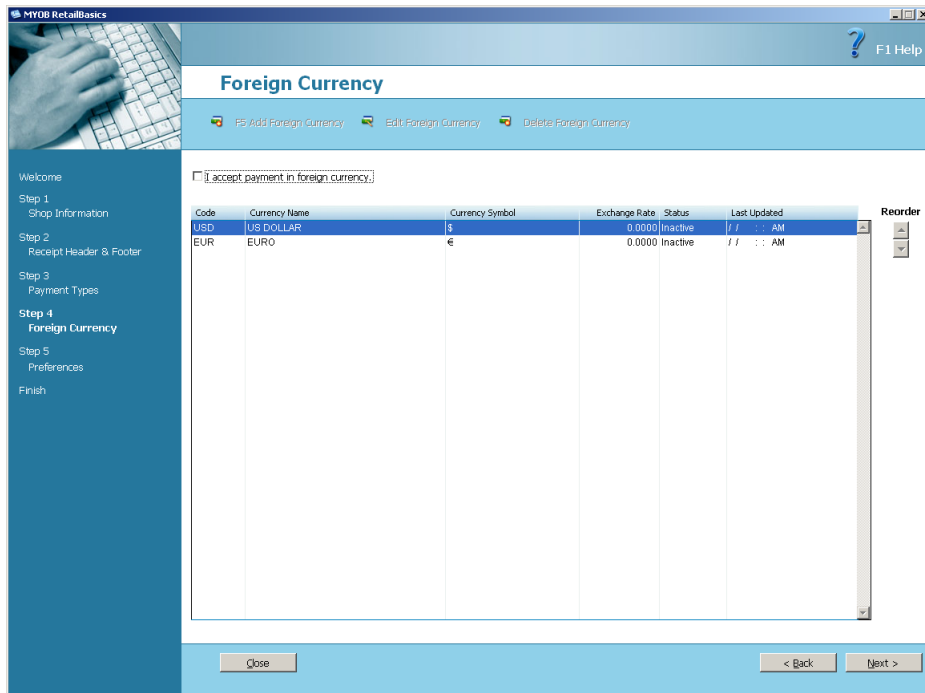
## Payment types window

- 11 Add, edit or delete the payment types by using the **F5 Add payment type**, **Edit payment type** or **Delete payment type** options. For example, if you accept Cirrus credit cards, you can create *Cirrus Card* as a payment type.



**NOTE:** For details on how to add, edit and delete payment types, see 'Managing payment types' on page 145.

- 12 To change the order in which the payment types will appear in the lists on sales windows, select the payment type you want to change the position of and click the appropriate **Reorder** button.
- 13 After you have finished adding or modifying the payment types, click **Next**. The **Foreign Currency** window appears.



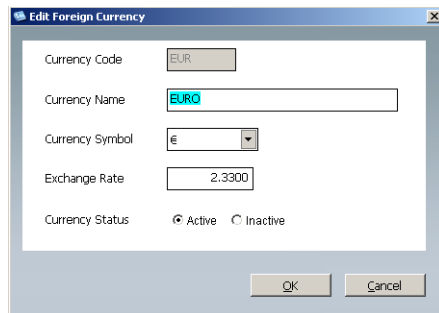
## Foreign currency window

- 14 If you accept payment in foreign currencies and want to set up currencies and exchange rates, select the **I accept payment in foreign currency** checkbox.
- 15 Add, edit or delete foreign currencies by using the **F5 Add foreign currency**, **Edit foreign currency** or **Delete foreign currency** options.

 F5 Add Foreign Currency  Edit Foreign Currency  Delete Foreign Currency

**NOTE:** For more details on how to add, edit and delete foreign currencies, see [‘Setting up foreign currency’ on page 150](#).

- 16 To use one of the default currencies (*US Dollar* or *Euro*):
  - a Select the currency and click **Edit Foreign Currency**. The **Edit Foreign Currency** window appears.

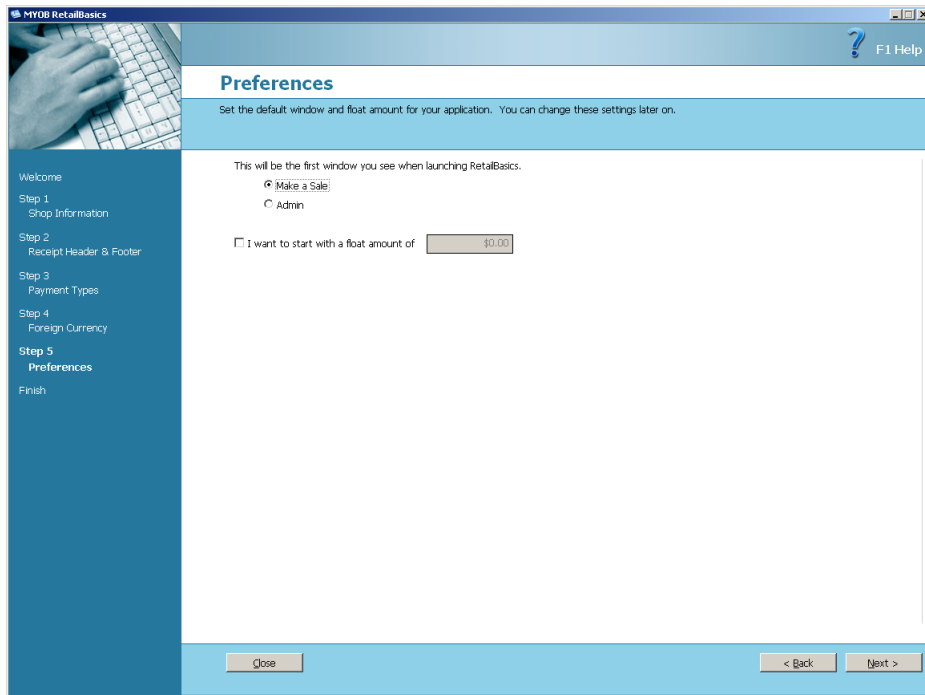


- b In the **Exchange Rate** field, enter the exchange rate for this currency. The exchange rate is the number of units of your local currency that one unit of the foreign currency is equal to. For example, if 1 US Dollar equals \$1.33 of your local currency, the exchange rate will be 1.33.

**NOTE: Changing exchange rates** You can manually update the exchange rate when required. For more details, see [‘To update the exchange rate for a currency’ on page 154](#).

- c Set the **Currency Status** to **Active**.
      - d Click **OK**.

- 17 Click **Next**. The **Preferences** window appears.



### Preferences window

- 18 Select the window that you want to see first every time you start RetailBasics:
- a **Make a sale**—the main sales window from which you can make sales, access lay-bys, make refunds, and count the day's takings. You should select this window if you will mainly use RetailBasics at the shopfront.
  - b **Admin**—the main administration window from which you can manage records of stock, staff and customers, change RetailBasics settings, and set up hardware. You should select this window if you will mainly use RetailBasics at your back-office or warehouse.

If you are unsure of which window to select, accept the default (the **Make a sale** window). You can change this setting later.

- 19 If you want to set a default float amount, select the float amount checkbox and enter the amount.

I want to start with a float amount of

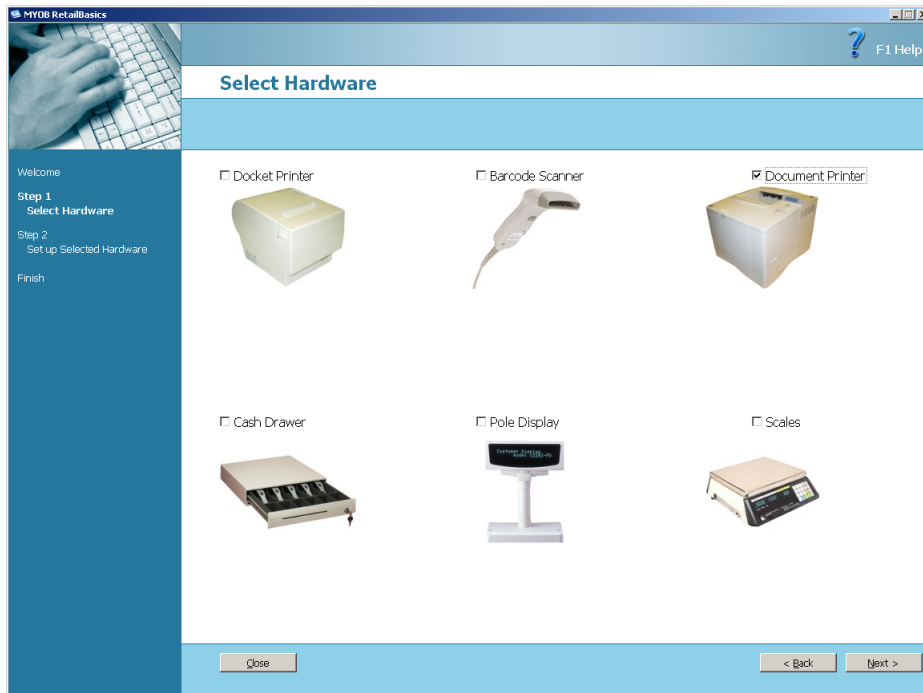
- 20 Click **Next**. The **Finish** window appears.

- 21 Click **Finish** to close the **Shop Assistant**.

# The Hardware Assistant

**NOTE:** Before you use the hardware assistant, you must connect and switch on the hardware you want to use. If you have purchased the RetailReady hardware package, see the *MYOB RetailReady Getting Started Guide* for details on how to connect the devices in the package.

- 1 Click **Hardware Assistant**. The **Welcome to the Hardware Assistant** window appears.
- 2 Click **Next**. A message appears asking you if you are using the RetailReady hardware package.
- 3 Click **Yes** or **No**, depending on what hardware you are setting up. The **Select Hardware** window appears.



### Select Hardware window

- 4 Select the point-of-sale hardware devices that are connected to your computer:
  - Docket Printer
  - Barcode Scanner
  - Document Printer—the document printer is selected by default because you cannot use RetailBasics unless you have a document printer installed.
  - Cash Drawer
  - Pole Display
  - Scales

---

**NOTE: RetailReady users** If you clicked 'Yes' to the RetailReady message, the Docket Printer, Barcode Scanner and Cash drawer will already be selected.

---

- 5 Click **Next**. The settings window appears for the first hardware device you selected.

### Device Settings window


---

**NOTE: RetailReady users** If you have purchased RetailReady, choose the settings detailed in the *MYOB RetailReady Getting Started Guide*. Some of these settings may already be selected if you clicked 'Yes' to the RetailReady message.

---

- 6 Enter the appropriate settings—this will depend on the device selected—and then test the device by clicking the **Test...** button.

For example, if you choose a docket printer, you will need to do the following:

- a Select the model.
- b Select the port that it is connected to.
- c Click (  ) to display the Advanced Settings and enter or set any advanced settings.
- d Click the **Test Docket Printer** button to test the device.

---

**NOTE: For more details on the settings for each device, see [Chapter 7, Hardware](#), on page 175.**

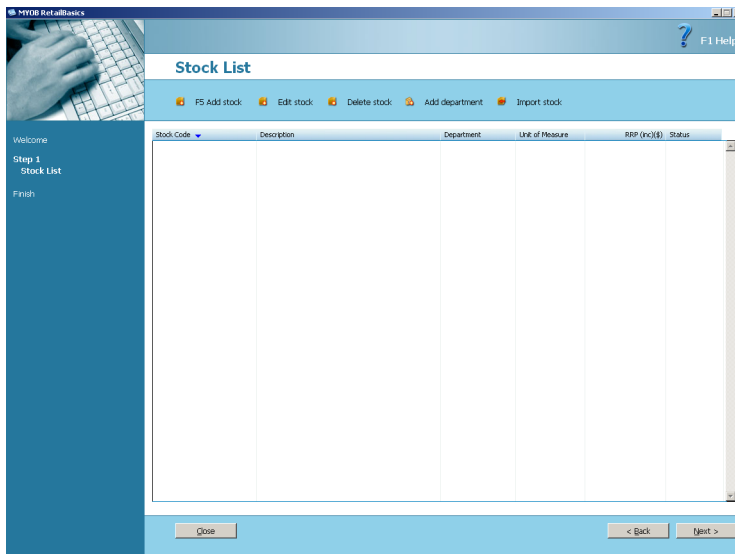
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- 7 Click **Next** to continue. Depending on the devices you selected, similar settings windows will appear. In each window, select or enter the details as you did in [step 6 above](#), and click **Next** to continue.
- 8 When the **Finish** window appears, click **Finish** to close the **Hardware Assistant**.



## The Stock Assistant

- 1 Click **Stock Assistant**. The **Welcome to the Stock Assistant** window appears.
- 2 Click **Next**. The **Stock List** window appears.



### Stock List window

The Stock List window is where you add your stock items. You must add at least one stock item. RetailBasics lets you add a generic stock item if you do not want to record item details at this stage.

- 3 To add a generic item:
  - a Click **Next**. A message appears stating that you need to add at least one item.
  - b Click **Use generic stock item**. The **Add Stock** window appears.
  - c If necessary, make changes to the details.
  - d Click **OK**. The **Finish** window appears.
  - e Click **Finish** to close the **Stock Assistant**.
  - f Ignore the rest of this procedure and go to [‘The Staff Assistant’ on page 26](#).
- 4 Add, edit or delete stock by using the **F5 Add stock**, **Edit stock** or **Delete stock** options. For details on how to add, edit and delete stock, see [‘Basic stock functions’ on page 99](#).



You can also import a list of stock from a *comma separated file* or a *tab delimited file*. For more details, see [Appendix A: ‘Import and Export’ on page 193](#).

- 5 You can organise stock items into departments just like you do in your shop. Departments are also useful as filters in reports and when printing labels for stock items.  
To add a department:
  - a Click **Add department** and enter the department name in the window that appears.
  - b Click **OK** to close the **Add Department** window.
- 6 When you have finished adding your stock and departments, click **Next** in the **Stock List** window. The **Finish** window appears.
- 7 Click **Finish** to close the **Stock Assistant**.

## The Staff Assistant

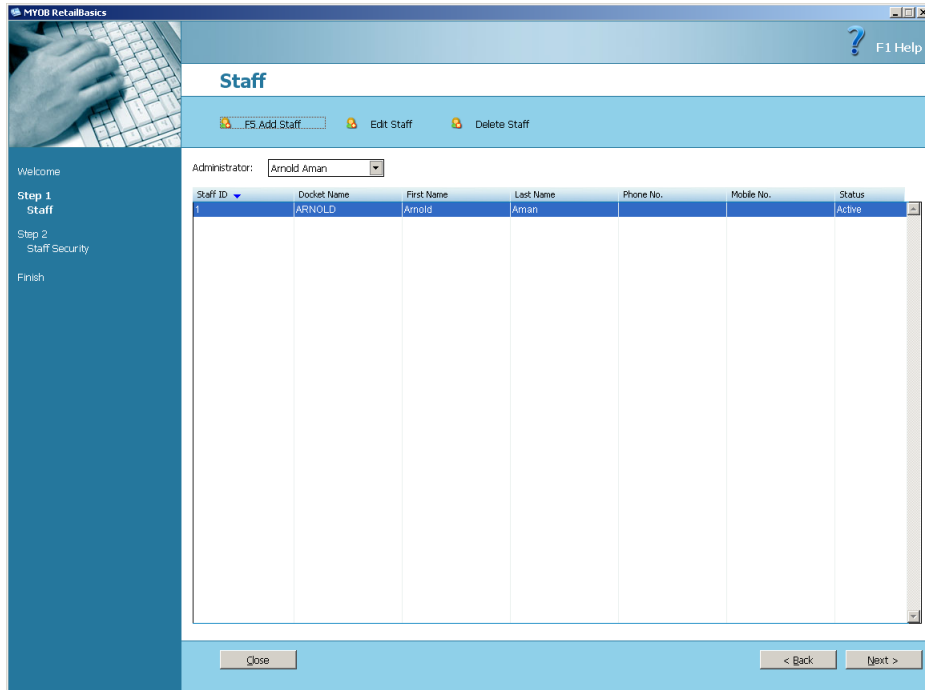
If more than one person will use RetailBasics and you want to either restrict access (using a staff ID and password) or keep a record of who makes each sale, you need to set up a record for each user.

This assistant is optional—if you do not need to restrict access or record sales against staff, you can go to the ‘[The Accounting Export Assistant](#)’ on page 28.

- 1 Click **Staff Assistant**. The **Welcome to the Staff Assistant** window appears.

### Staff window

- 2 Click **Next**. The **Staff** window appears. At this stage, there will only be one staff member, the administrator.



- 3 Add, edit or delete staff by using the **F5 Add Staff**, **Edit Staff** or **Delete Staff** options.



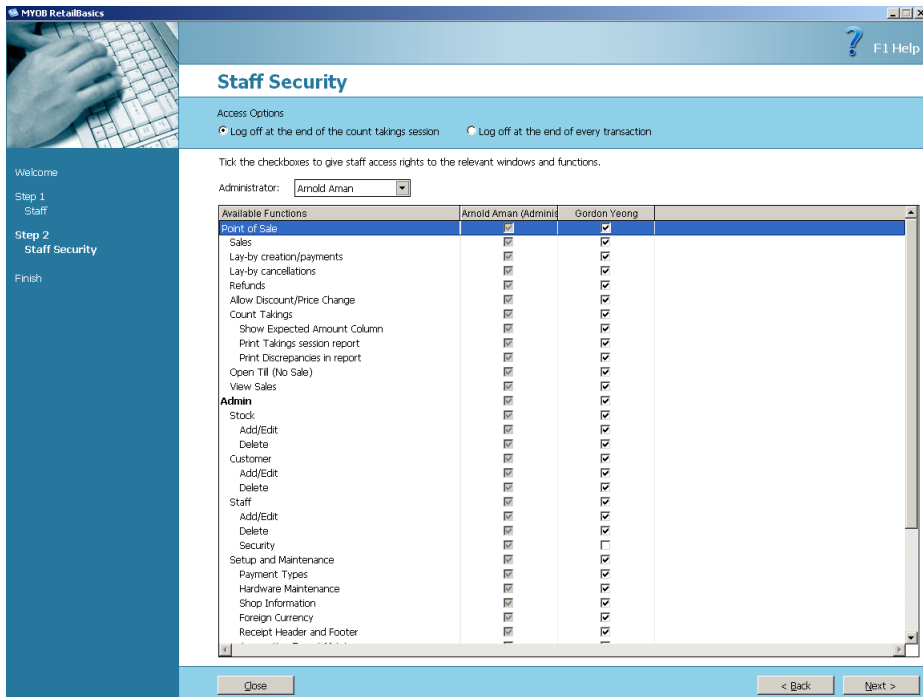
For more details on how to add, edit and delete staff, see [‘Staff’ on page 123](#).

**NOTE: Make a note of the staff ID assigned to staff members** If you add a staff member in addition to the administrator, every staff member (including the administrator) will need their ID to log on to RetailBasics.

- 4 If you want to change the administrator of the software, select the new administrator from the **Administrator** list. The name that you entered in the Shop Assistant is the default.

Administrator:

- 5 When you have finished modifying the staff list, click **Next**. The **Staff Security** window appears.



### Staff security window

- 6 Select one of the following **Access Options**:
  - **Log off at the end of the count takings session**—if you want staff to be logged out at the end of a count takings session.
  - **Log off at the end of every transaction**—if you want staff to be logged out every time they record a transaction.



- 7 For each staff member, select the access rights you want to assign:
  - a Locate the staff name in the grid (use the horizontal scroll bar if required).
  - b Select or clear the checkbox against each function to allow or restrict access respectively. If you select or clear the checkbox against a main function, all subfunctions are also selected or cleared.

The administrator has access to all functions by default.
- 8 When you have set the access rights for all staff members, click **Next**. The **Finish** window appears.
- 9 Click **Finish** to close the Staff Assistant.

## The Accounting Export Assistant

If you use an MYOB accounting software package, you can export your transaction data—such as sales, surcharges, tax collected and liabilities accrued by lay-bys—from RetailBasics in a format that enables it to be imported into that package. This saves you from having to manually enter your data into the accounting software.

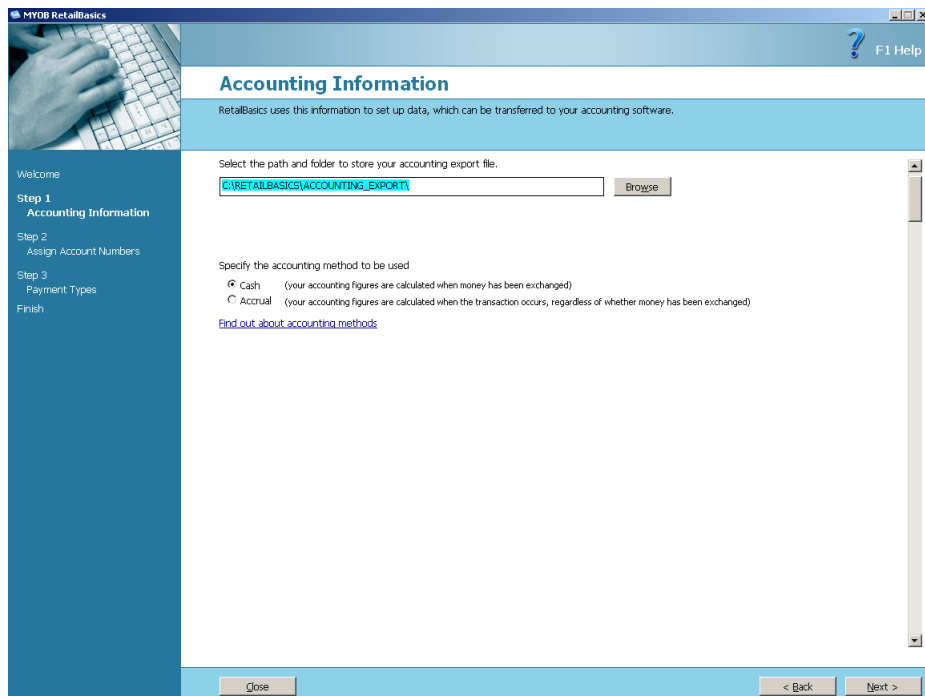
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**NOTE: Exporting foreign currency transactions** Any payments made in a foreign currency will be exported as local currency amounts. The local currency amount will be calculated using the same exchange rate used in the original transaction.

---

If you do not use an MYOB accounting software package, you have finished setting up RetailBasics. Go to [‘Where to from here?’](#) on page 32.

- 1 Click **Accounting Export Assistant**. The **Welcome to the Accounting Export Assistant** window appears.
- 2 Click **Next**. The **Accounting Information** window appears.



### Accounting Information window

- 3 In the **Select the path and folder to store your accounting export file** field, enter the location where you want the accounting data to be exported. This is usually the folder where your MYOB Accounting company file is located (for example `c:\myob15`). To select a location:
  - a Click **Browse**. The **Select Directory** window appears.
  - b Locate the folder you want the data exported to and click **Select**.
- 4 Select the accounting method you use in your business:
  - If you want your accounting transactions to be calculated on the basis of when money changes hands, select **Cash**.
  - If you want your accounting transactions to be calculated on the basis of when they are incurred, select **Accrual**.

**NOTE:** If you are unsure about which method to use, consult your accountant.

- 5 Click Next. The Assign Account Numbers window appears.

MYOB RetailBasics F1 Help

### Assign Account Numbers

RetailBasics uses this information to set up data, which will be transferred to your accounting software. Assign account numbers to the following accounts. These account numbers must also exist in your accounting software.

*\* Fields with an asterisk are mandatory*

Chart of Accounts	Account Number
* Enter the sales account number used to record sales income	* <input type="text"/>
* Enter the bank account number used to record your daily takings	* <input type="text"/>
* Enter the tax account number used to record the tax amount collected	* <input type="text"/>
Enter the account number used to record cash drawer discrepancies	<input type="text"/>
Enter the lay-by account number used to record lay-by payments received	<input type="text"/>
Enter the account number used to record credit card surcharge	<input type="text"/>

Close < Back Next >

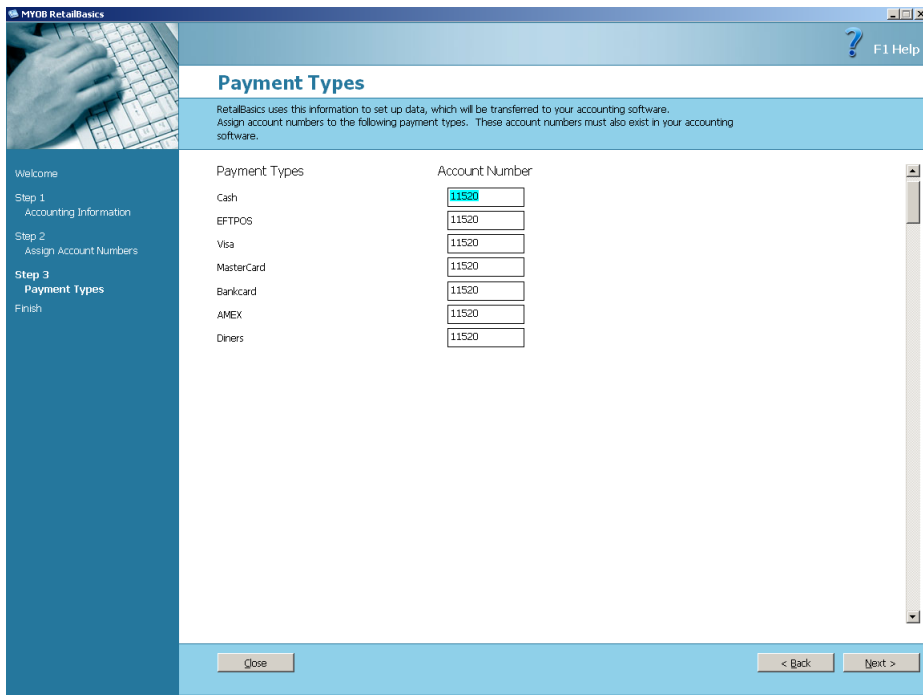
### Assign Account Numbers Window

- 6 Enter the account numbers that you use in your accounting software for each of the following account types:

**NOTE: Enter the account numbers as 5 digits without the usual hyphen** In MYOB accounting software, accounts are comprised of an account type indicator, a hyphen and a unique number (for example, 2-1030). In MYOB RetailBasics, enter the account numbers without including the hyphen (for example, 21030).

- Sales account to record sales income (an income account)
- Bank account to record your daily takings (an asset account)
- Tax account number to record tax amount collected (a liability account)
- Account number to record cash drawer discrepancies (an expense account)
- Lay-by account to record lay-by payments (a liability account)
- Credit card surcharge account to record fees collected (an income account).

- 7 Click **Next**. The **Payment Types** window appears.



### Payment types window

- 8 If required, change the account numbers for each active payment type. The default account number that appears is the bank account number for your daily takings that you entered in the previous step.

**NOTE:** All these accounts should be asset accounts and should match the accounts already set up in your MYOB accounting software.

The payment types are those you accepted or set up while running the **Shop Assistant**.

- 9 Click **Next**. The **Finish** window appears.
- 10 Click **Finish** to close the Accounting Export Assistant.

## Where to from here?

When you have finished running the setup assistants, you can either:

- **Start using RetailBasics**—in the main setup window, click **Start Making Sales**. Depending on the preference you selected in the **Shop Assistant**, the **Make a Sale** or **Admin** window appears.  
Refer to the other chapters in this user guide for details on how to use the software. You can also consult the online help, which is available from every RetailBasics window.
- **Register RetailBasics**—you must register within 45 days of installing RetailBasics. See [‘Registering RetailBasics’ below](#).

---

## Registering RetailBasics

You need to register RetailBasics to:

- activate your shop data file. MYOB RetailBasics allows you to enter data for a trial period of 45 days. To retain use of all the features of RetailBasics after this period, you must first register the software and then *activate* your shop data file (the file where your information is stored).  
Activating your file confirms that you have a legal installation of MYOB RetailBasics and allows you to continue entering transactions into the shop data file. For more details about activation, see [‘Activating your RetailBasics data file’ on page 33](#).
- obtain access to the 30-day introductory support included with your purchase. You can use telephone, email or Internet support.
- receive information about product upgrades, new products, special offers and other services from MYOB.

## Information you need for registration

**Your contact details** You need to have the following contact details:

- contact name—given name (first name), and family name (last name or surname)
- business name or trading name
- telephone numbers
- email address
- postal address (including PO boxes) where mail is normally delivered—if applicable, unit or apartment number, street number, street, town and postcode
- business type, for example, service, manufacturing, wholesale, retail, etc.



**Details about your software and your computer** Gather the following information:

Information you need...	Where you can find it...
Information about your copy of RetailBasics:	
The serial number	<ul style="list-style-type: none"><li>• At the base of the box</li><li>• On the CD sleeve.</li><li>• In the software—open the RetailBasics <b>Admin</b> window, go to <b>Help</b> and choose <b>About RetailBasics</b>.</li></ul>
The version of the software	<ul style="list-style-type: none"><li>• On the box.</li><li>• In the software—open the RetailBasics <b>Admin</b> window, go to <b>Help</b> and choose <b>About RetailBasics</b>.</li></ul>
The date of purchase of your software	On your RetailBasics purchase receipt.
Information about your computer:	
The computer type, model and processor	Right-click the <b>My Computer</b> icon on your desktop and choose <b>Properties</b> . The last section (after the <b>System</b> and <b>Registered to</b> sections) will have these details.
The version of the operating system	Right-click the <b>My Computer</b> icon on your desktop and choose <b>Properties</b> . The version of your operating system will be displayed under the <b>System</b> section.

## How to register

**Register by telephone** Call 1300 555 115 between 9.00 am and 7.00 pm (AEST) Monday to Wednesday, 9.00 am and 9.00 pm (AEST) Thursday to Friday, or 9.00 am and 5.00 pm (AEST) Saturday to Sunday. We will mail you confirmation of your registration, with your registration number.

**Register online** Go to [my.myob.com.au](http://my.myob.com.au) and follow the on-screen instructions to register your MYOB RetailBasics software.

## Activating your RetailBasics data file

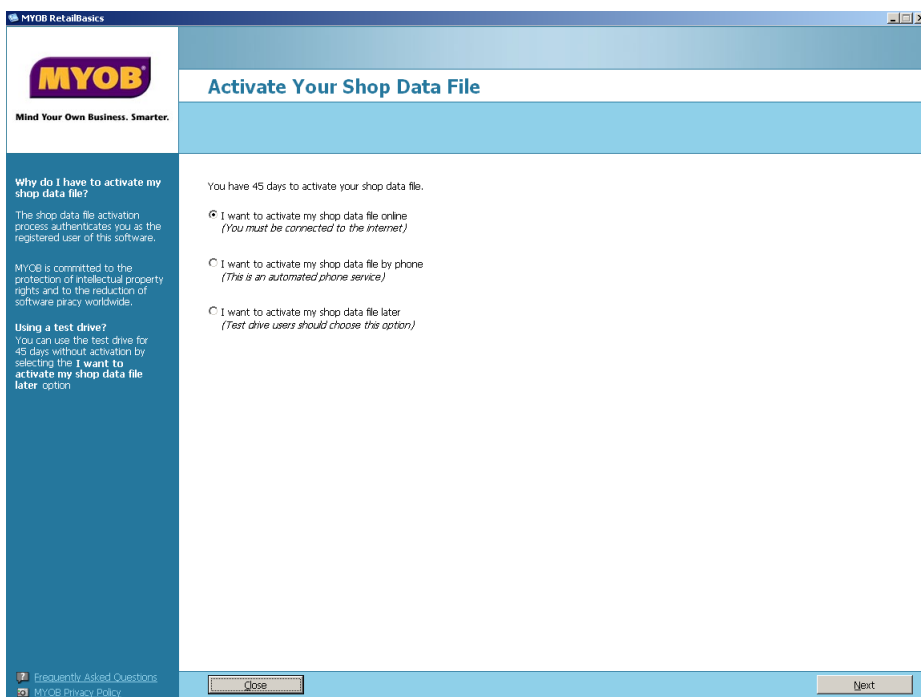
MYOB RetailBasics has a trial period of 45 days, starting from the date of installation. Before this period ends, you must *activate* your data file (the file where your information is stored). Activation authenticates you as the registered user of the software and allows you to continue using RetailBasics.

If you do **not** activate your file, you will not be able to enter data or process transactions in RetailBasics. The file will become *read-only*, meaning that you will only be able to view transactions, print reports and export data.

**Confirmation** After you have activated your file, you will be prompted once or twice a year to *confirm* it—that is, extend its activation. For more details, see '[Confirming an activated data file](#)' on page 40.

## How do I activate my file?

During your evaluation period, the **Activate Your Shop Data File** window will appear every time you start RetailBasics.



You can activate your shop data file either online (via the Internet) or over the phone.

- To activate your file online, see [‘To activate a shop data file online’](#) on page 35.
- To activate your file over the phone, see [‘To activate a shop data file by telephone’](#) on page 37.

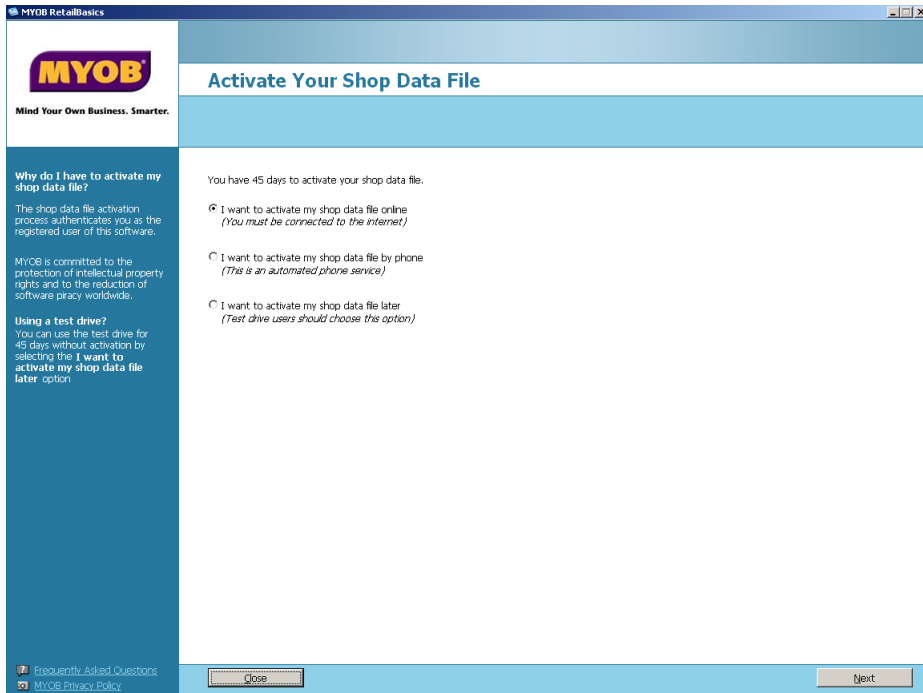
**Activating at a later time** If you do **not** want to activate immediately, select the **I want to activate my shop data file later** option and click **Next**.

- If your trial period has not yet ended, a message appears telling you how many days you have left. Click **OK**.
- If your trial period has ended, a message appears asking you to either activate your file or make it read-only. Click **Activate** to return to the window and start activation or click **Read-Only** if you do not need to use this file any longer.

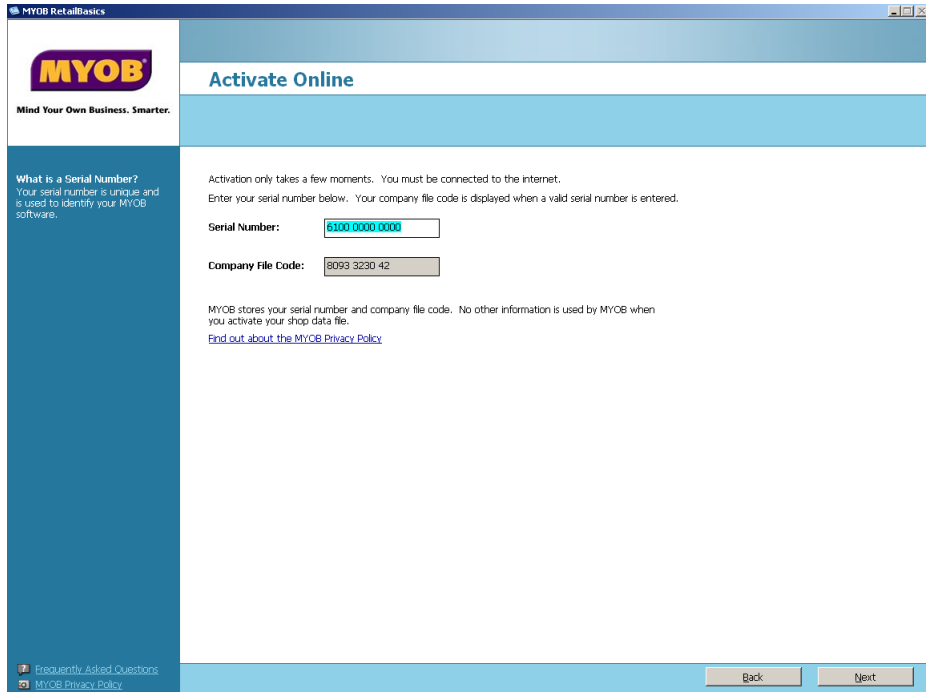
## To activate a shop data file online

**NOTE: Not registered yet?** You need to register your software before you can activate your shop data file. See 'Registering RetailBasics' on page 32.

- 1 Ensure you are connected to the Internet.
- 2 Start MYOB RetailBasics. The **Activate Your Shop Data File** window appears.



- 3 Select **I want to activate my shop data file online** and click **Next**. The **Activate Online** window appears. The serial number and the company file code are displayed.



- 4 Click **Next**. The serial number and the shop data file code are sent to the MYOB activation server, which activates the file.

When the activation is successfully completed, the **Your Shop Data File is Activated** window appears.

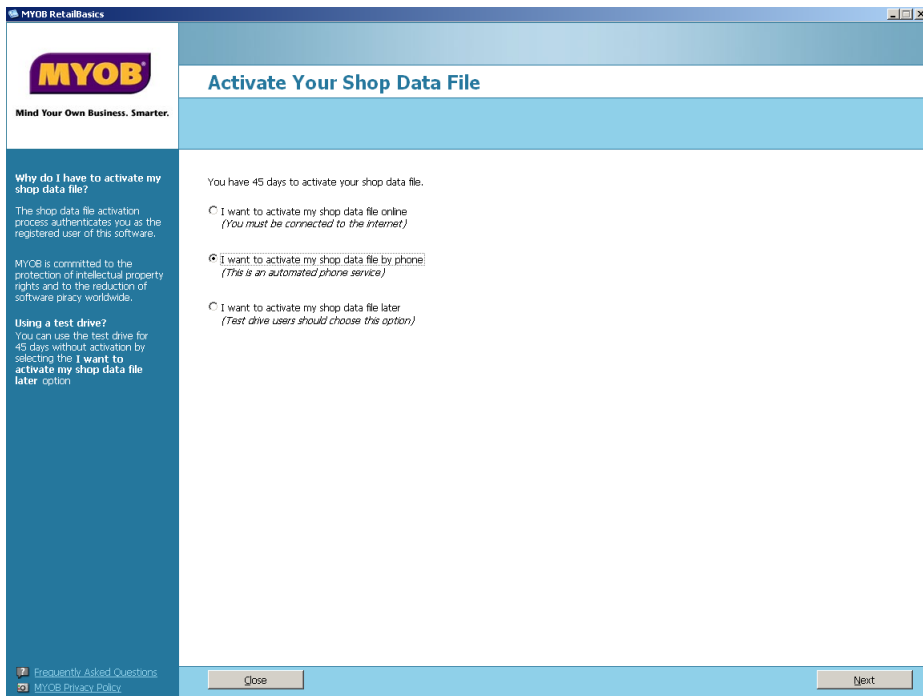
- 5 In the **Your Shop Data File is Activated** window, click **Finish**. The MYOB RetailBasics **Admin** or **Make a Sale** window appears.

## To activate a shop data file by telephone

**NOTE: Not registered yet?** You need to register your software before you can activate your shop data file. See 'Registering RetailBasics' on page 32.

**Before you start** Have a pen and paper ready to note down the confirmation code that you will receive over the telephone.

- 1 Start MYOB RetailBasics. The **Activate Your Shop Data File** window appears.



- 2 Select **I want to activate my shop data file by phone** and click **Next**. The **Activate By Phone** window appears. The serial number and company file code are displayed.

MYOB RetailBasics

**MYOB**  
Mind Your Own Business. Smarter.

## Activate By Phone

Enter your serial number below. Your company file code is displayed when a valid serial number is entered.

Serial Number:

Company File Code:

Call 1300 664 585 any time, 24 hours a day, 7 days a week.

This is an automated phone service. Follow the instructions to receive your confirmation code. Enter your confirmation code below.

Confirmation Code:

*(You will not need this code again)*

[Frequently Asked Questions](#)  
[MYOB Privacy Policy](#)

- 3 Call MYOB on the telephone number displayed under the **Company File Code** field and follow the instructions. You will be asked to provide the serial number and company file code displayed on-screen.  
A confirmation code will be provided to you.
- 4 Once you receive the confirmation code, enter it in the **Confirmation Code** field and click **Next**. When the activation is successfully completed, the **Your Shop Data File is Activated** window appears.

---

**NOTE: Confirmation code used only once** After you activate your shop data file, the confirmation code cannot be used to activate or confirm this or any other shop data file again. You must get a new confirmation code from MYOB each time MYOB RetailBasics requests confirmation.

---

- 5 In the **Your Shop Data File is Activated** window, click **Finish**. The MYOB RetailBasics **Admin** or **Make a Sale** window appears.

## Frequently asked questions about registration and activation

### **Can I use all the features of RetailBasics during the evaluation period?**

Yes, but once the 45-day evaluation period is over, you must first register and then activate RetailBasics. Otherwise, you will not be able to enter data or process transactions.

### **What is the difference between registration and activation?**

Registration enables you to obtain support and product updates. Activation authenticates you as the registered user of the software, and allows you to use the full features of the software after the evaluation period is over.

### **What happens if I register but do not activate?**

If you do not activate your software before the 45-day evaluation period has ended, you will only be able to use RetailBasics in read-only mode. You will not be able to enter data or process transactions.

### **What is a shop data file?**

When you enter data or process transactions in MYOB RetailBasics, that information is stored in a file called a **shop data file**.

### **How do I go back to the activation or confirmation window?**

The **Activate Your Shop Data File** and **Confirm Your Shop Data File** windows only appear when you start RetailBasics. If you have gone past these windows, you will need to restart RetailBasics to access these windows.

### **What is confirmation?**

After activation, MYOB RetailBasics reminds you once or twice a year to confirm the shop data file—that is, extend its activation. For more details, see [‘Confirming an activated data file’ on page 40](#).

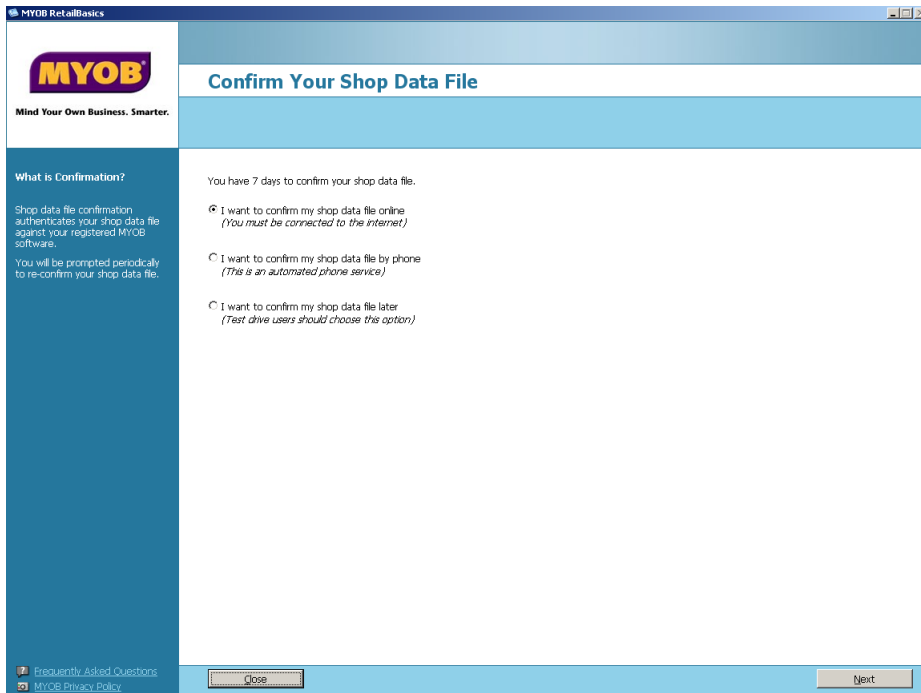
### **What do I do if I want to uninstall RetailBasics on one computer and reinstall it on another computer?**

After you move RetailBasics from one computer to another, you will have to activate it again.

# Confirming an activated data file

You will be prompted once or twice a year to *confirm* your activated file. Confirmation verifies to MYOB that you are running a legal installation of MYOB RetailBasics.

When confirmation is due, the **Confirm Your Shop Data File** window will appear when you start RetailBasics.



The window indicates the period (for example, 7 days) within which you must confirm the file.

**NOTE: Frequent requests to confirm** Under normal circumstances, confirmation occurs once or twice a year. If you are asked to confirm more frequently than that, contact Technical Support (see [Appendix B: 'Technical Support' on page 201](#)).

You can confirm your shop data file either online (via the Internet) or over the phone.

- To confirm your file online, see ['To activate a shop data file online' on page 35](#).
- To confirm your file over the phone, see ['To activate a shop data file by telephone' on page 37](#).

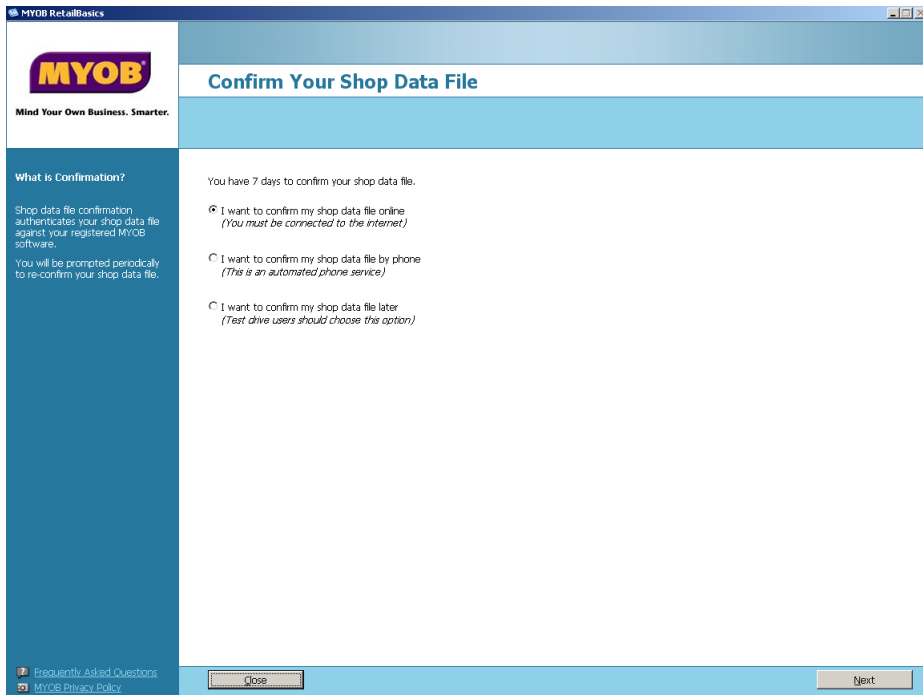


**Confirming at a later time** If you do **not** want to confirm immediately, select the **I want to confirm my shop data file later** option and click **Next**.

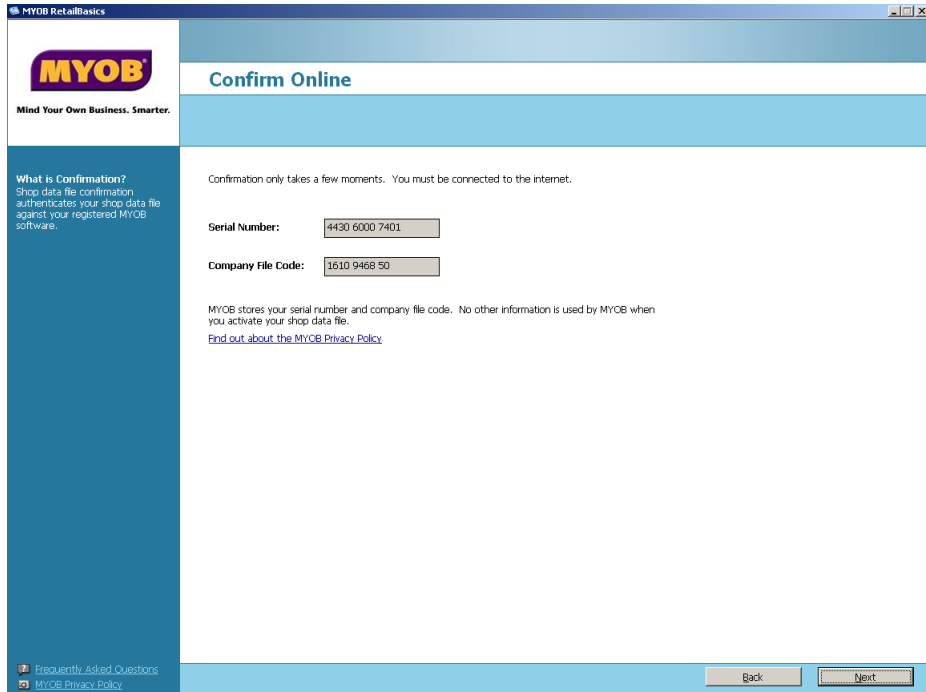
- If your confirmation period has not yet ended, a message appears telling you how many days you have left. Click **OK**.
- If your confirmation period has ended, a message appears asking you to either confirm your file or make it read-only. Click **Confirm** to return to the window and start confirmation or click **Read-Only** if you do not need to use this file any longer.

## To confirm a shop data file online

- 1 Ensure you are connected to the Internet.
- 2 Start MYOB RetailBasics. The **Confirm Your Shop Data File** window appears.



- 3 Select **I want to confirm my shop data file online** and click **Next**. The **Confirm Online** window appears, displaying your serial number and company file code.

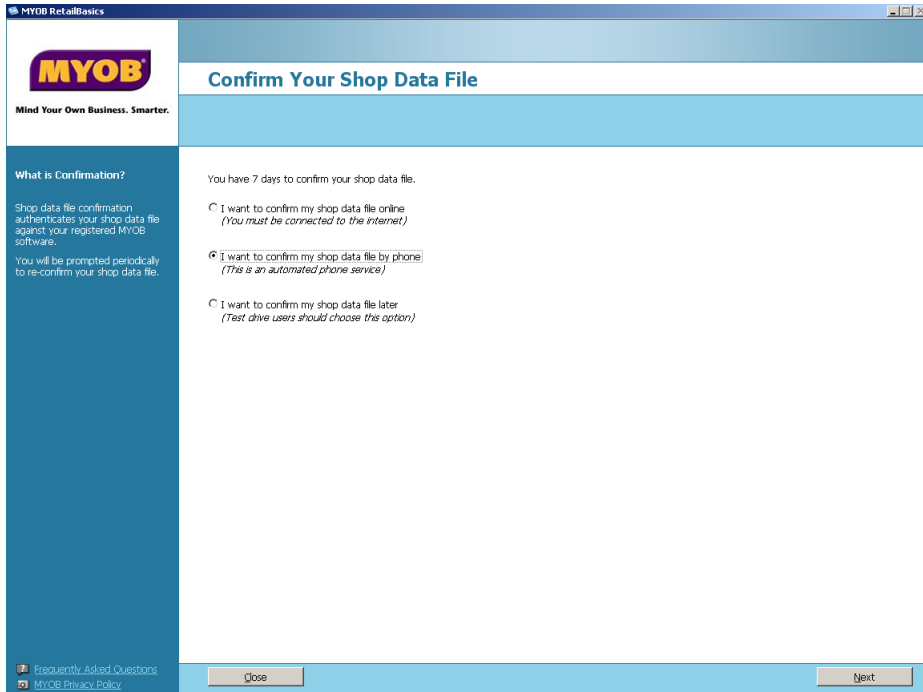


- 4 Click **Next**. The serial number and the shop data file code are sent to the MYOB confirmation server, which confirms the file.  
When the confirmation is successfully completed, the **Your Shop Data File is Confirmed** window appears.
- 5 Click **Finish**. The MYOB RetailBasics **Admin** or **Make a Sale** window appears.

## To confirm a shop data file by telephone

**Before you start** Have a pen and paper ready to note down the confirmation code that you will receive over the telephone.

- 1 Start MYOB RetailBasics. The **Confirm Your Shop Data File** window appears.



- 2 Select **I want to confirm my shop data file by phone** and click **Next**. The **Confirm By Phone** window appears, displaying your serial number and company file code.

**MYOB** RetailBasics

**Confirm By Phone**

Mind Your Own Business. Smarter.

**What is Confirmation?**  
Shop data file confirmation authenticates your shop data file against your registered MYOB software.  
You will be prompted periodically to re-confirm your shop data file.

To confirm your shop data file by phone, you need your serial number and company file code when you call MYOB.

**Serial Number:**

**Company File Code:**

Call 0845 130 3975 any time, 24 hours a day, 7 days a week.

This is an automated phone service. Follow the instructions to receive your confirmation code. Enter your confirmation code below.

**Confirmation Code:**

*(You will not need this code again)*

[Frequently Asked Questions](#)  
[MYOB Privacy Policy](#)

- 3 Call MYOB on the telephone number displayed under the **Company File Code** field and follow the instructions. You will be asked to provide the serial number and company file code displayed on-screen.  
A confirmation code will be provided to you.
- 4 Once you receive the confirmation code, enter it in the **Confirmation Code** field and click **Next**.  
When the confirmation is successfully completed, the **Your Shop Data File is Confirmed** window appears.

---

**NOTE: Confirmation code used only once** After you activate your shop data file, the confirmation code cannot be used to activate or confirm this or any other shop data file again. You must get a new confirmation code from MYOB each time MYOB RetailBasics requests confirmation.

---

- 5 Click **Finish**. The MYOB RetailBasics **Admin** or **Make a Sale** window appears.

# 2 Getting to know RetailBasics

**The RetailBasics interface** RetailBasics is designed so you can access all the functions from just two main windows—the **Make a Sale** window and the **Admin** window. As with most software, you can use your mouse to select functions and navigate through the software. Many windows in RetailBasics also have keyboard shortcuts for commonly-used functions.

This chapter explains how to start RetailBasics and navigate the interface.

---

# Starting RetailBasics

During the setup of RetailBasics, one staff member is set as the administrator of the software. If you ran the optional **Staff Assistant** during setup, you may have added other staff members or changed the administrator. If you did not run the **Staff Assistant** during setup, the person whose name you entered in the **Shop Information** window is set as the administrator.

Whether or not you need to log on to use RetailBasics depends on how many staff members are set up:

- If the administrator is the only staff member set up, the administrator can use RetailBasics without logging on. Further, any person who has full access to the computer on which RetailBasics is installed will also be able to use RetailBasics without logging on.
- If more than one staff member is set up, everyone—including the administrator—will have to log on with a staff ID and password.

For more details about staff records, see [‘Staff’ on page 123](#).

## To start RetailBasics

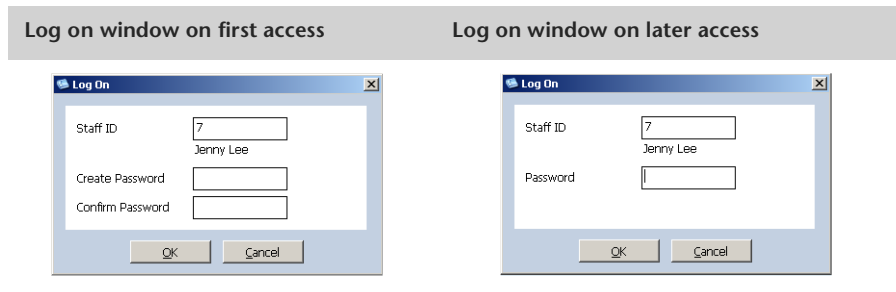
- 1 Start RetailBasics by double-clicking the **MYOB RetailBasics** icon on your desktop.
- 2 If the **Log On** window appears, enter your Staff ID in the **Staff ID** field and press TAB. Your name appears below the **Staff ID** field.

---

**NOTE:** If you do not know your Staff ID, contact the administrator of RetailBasics.

---

If this is the first time you are logging on, the **Create Password** and **Confirm Password** fields appear.



- 3 If this is the first time you are logging on, create your password:
  - a In the **Create Password** field, enter the password you want to use.  
Enter a password that is easy for you to remember but difficult for others to guess. You can use both alphabetical characters and numbers, and a combination of upper and lower case.
  - b In the **Confirm Password** field, re-enter the password and click **OK**. The **Make a Sale** or **Admin** window appears.
- 4 If you have logged on to RetailBasics before, enter your password in the **Password** field and click **OK**. The RetailBasics **Make a Sale** or **Admin** window appears.


---

**NOTE:** If an Invalid Login error message appears, check and re-enter your ID and password.

---

## To close RetailBasics

You can close RetailBasics using any of the following methods:

- ❖ If you are in the **Admin** window or any of the sales windows, click the exit icon () at the top right of the window or press ALT+X.

---

**NOTE:** From the **Admin** window, you can also go to the **File** menu and choose **Exit**.

---

- ❖ If you are in any other window, go to the **Admin** or **Make a Sale** window to exit. Alternatively, press ALT+F4.

**Unsaved data** If you are in the middle of a task, such as processing a sale or adding an item, a warning message may appear indicating that any unsaved data will be lost. If you want to complete the task or return to the RetailBasics window that you were in, click **No**. Or, if you want to be sure you want to close RetailBasics, click **Yes**.

**Backing up** RetailBasics can be set up to display a backup message whenever you close the software. If a backup message appears:

- 1 Click **OK**. The **Save As** window appears.
  - If you want to back up, continue with [step 2 below](#).
  - If you do not want to back up, click **Cancel**. Ignore the rest of this procedure.
- 2 If necessary, change the default location for the file.
- 3 Click **Save**. A confirmation message appears stating that your shop data has been backed up.
- 4 Click **OK** to close the message.

---

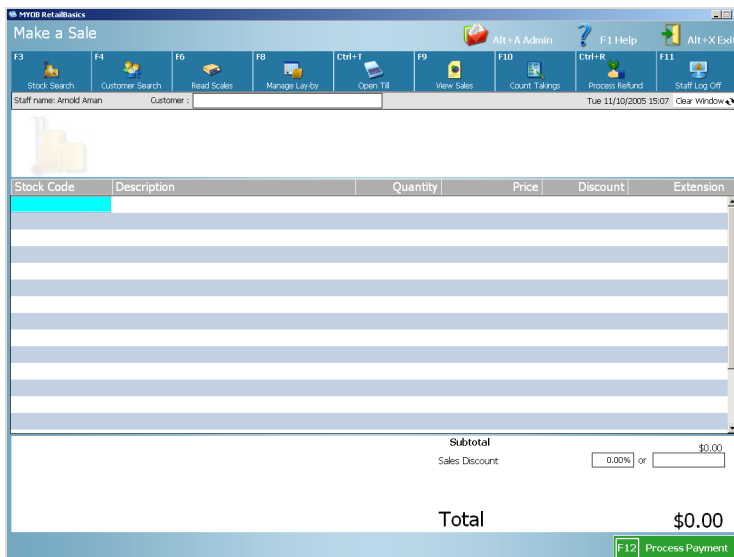
# Main RetailBasics windows

RetailBasics opens with either the **Make a Sale** or the **Admin** window, depending on the preference you set in the **Shop Assistant**. All RetailBasics functions are accessible from either of these windows.

## Make a Sale window

The **Make a Sale** window is used to enter the details of a sale. It also provides access to the lay-by and refund windows, and to the count takings function. The **Make a Sale** window is laid out with a grid for entering items and a panel of buttons for accessing sales-related windows or tasks.

For more details about the **Make a Sale** window, see [Chapter 3, Sales](#), on page 53.

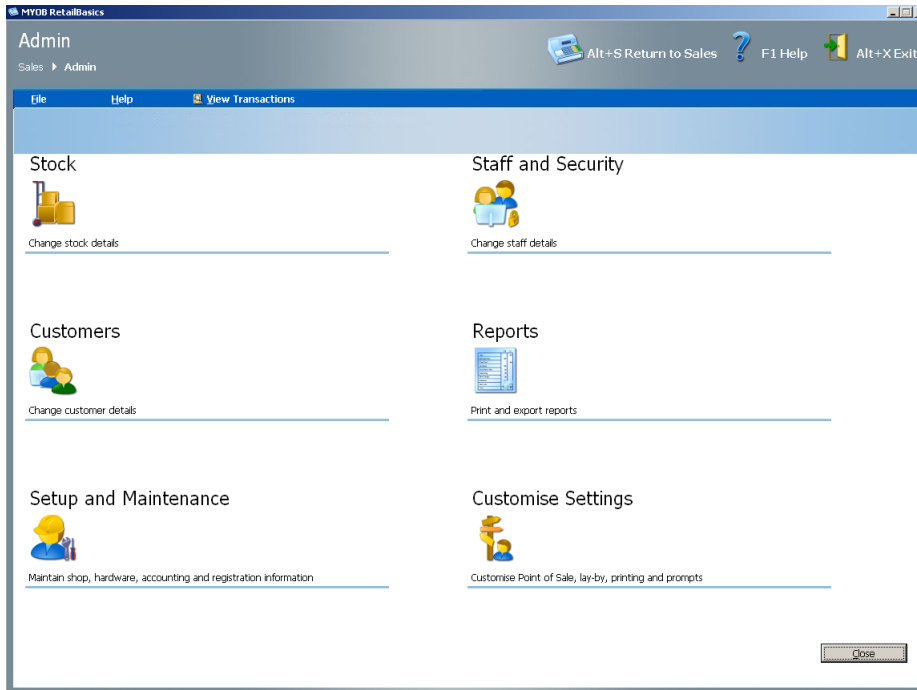


**Shortcuts for the Make a Sale window** Most functions in the **Make a Sale** window have keyboard shortcuts that you can use—look at the top of a button to see the shortcut.



## Admin window

The **Admin** window is used to manage stock, staff and customer records, set up hardware, view reports and customise RetailBasics. The window has six icons that link to these main administration areas.

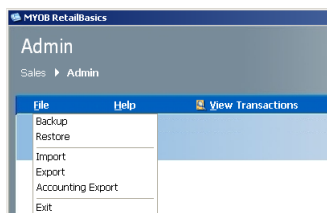


**Shortcuts for Admin functions** Most of the windows within Admin use the F5 keyboard shortcut for adding items such as stock items, staff members and customers.

## Menus in the Admin window

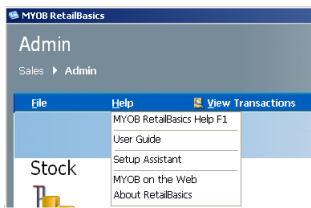
The **Admin** window has the **File**, **Help** and **View Transactions** menus.

**File menu** Use the **File** menu to back up and restore your shop data file, import and export shop data, and export accounting data.



Select this option...	To do this...	See this section for details...
<b>Backup</b>	Back up your shop data file.	'Backing up and restoring data' on page 170
<b>Restore</b>	Restore your shop data from the backup file.	'Backing up and restoring data' on page 170
<b>Import</b>	Import records of stock, customers and staff.	Appendix A: 'Import and Export' on page 193
<b>Export</b>	Export records of stock, customers and staff.	Appendix A: 'Import and Export' on page 193
<b>Accounting Export</b>	Export accounting data.	'Exporting the day's transactions' on page 92
<b>Exit</b>	Close RetailBasics.	

**Help menu** Use the **Help** menu to access an electronic version of this user guide, the online help, the setup assistants and the MYOB website. You can also view information about the version of RetailBasics you are using.




Select this option...	To do this...
<b>MYOB RetailBasics Help F1</b>	Open the RetailBasics online help The help provided will be relevant to the window you have displayed at the time.
<b>User Guide</b>	Open a PDF version of this user guide To open the PDF file, you will need a PDF viewer such as Adobe Reader. Adobe Reader can be installed from your RetailBasics installation CD.
<b>Setup Assistant</b>	Open the setup window to use the setup assistants (see ' <a href="#">Setting up RetailBasics</a> ' on page 13 for more details)
<b>MYOB on the Web</b>	Open the MYOB website You will need to be connected to the Internet to open the website.
<b>About RetailBasics</b>	View information about the version of RetailBasics you are using

**View Transactions menu** Clicking on the **View Transactions** menu displays the audit trail of all the transactions made. For more details about **View Transactions**, see '[Viewing transactions](#)' on page 91.

# Navigating in RetailBasics

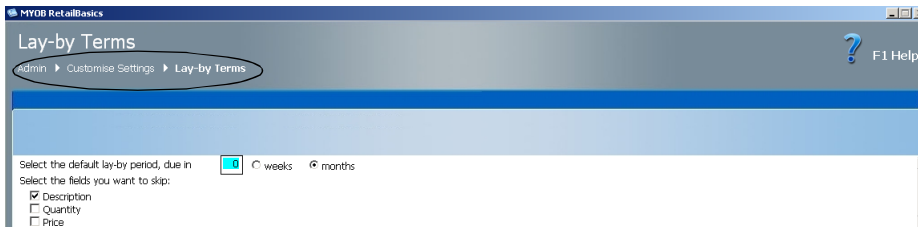
The [RetailBasics screen map on page 52](#) illustrates how the windows in RetailBasics are organised. You can use the following navigation features to navigate through the RetailBasics windows:

**The Admin and Sales icons** Click the **Admin** icon () to open the **Admin** window, and the **Sales** icon () to open the **Make a Sale** window. These icons appear in the top panel of the transaction windows (**Make a Sale**, **Process Refund**, and lay-by windows) and in the **Admin** window.

You can also use keyboard shortcuts to open these windows: press ALT+A to open the **Admin** window and press ALT+S to open the **Make a Sale** window.

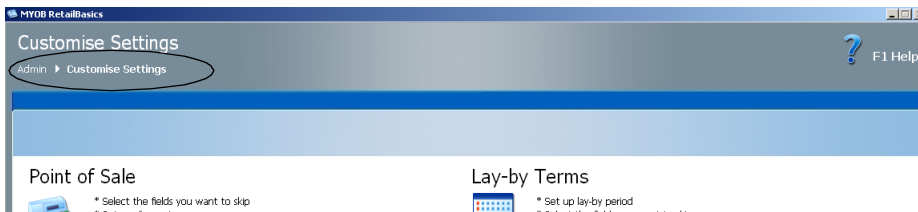
**Breadcrumb trail** Some RetailBasics windows display a breadcrumb trail that shows the path you took to arrive at the current window. You can click on any link in the trail—which is usually the name of a window—to return to that window.

For example, if you started in the **Admin** window, clicked **Customise Settings**, and then **Lay-by Terms**, you would see the following breadcrumb trail:

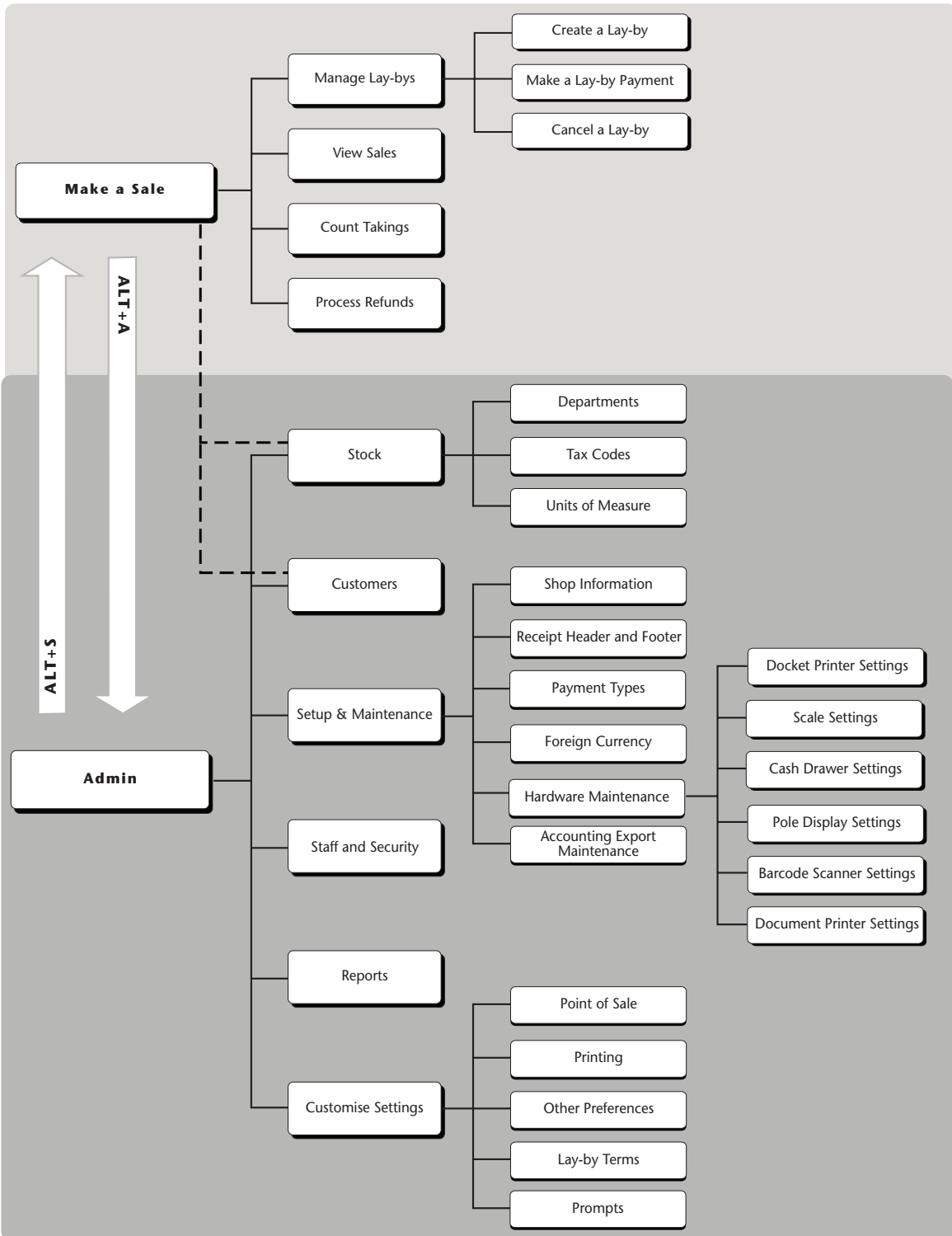


You could now return to the **Customise Settings** window or the **Admin** window by clicking on the appropriate name in the breadcrumb trail.

If you clicked **Customise Settings**, the breadcrumb trail would change to the following:



# MYOB RetailBasics screen map



# 3 Sales

With MYOB RetailBasics you can record both fully-paid sales and sales made on lay-by. Both allow for multi-item transactions—any number of items can be recorded in the one sales transaction.

If you have recorded the items you sell (which you do via the stock functions) the details of each item you are about to sell are displayed automatically when you scan the item, enter its code or select it from your stock list. You can alter any of these details—such as the description or price—for a particular sale. You can also offer discounts, either on a particular item or on the entire sale.

You can print a customisable receipt for each sale, lay-by, lay-by payment and refund, and choose to print it on a docket printer or a standard A4 document printer. The sales, lay-by and refund windows are also customisable. You can minimise keystrokes by automatically skipping unused fields, display pictures of items being sold and display a sales prompt to encourage sales staff to offer related products to customers.

**Keeping track of a customer's sales history** A sale can be recorded against a particular customer. This enables you to keep a record of a customer's sales history, which might be useful to you in determining the size of any discount you might offer that customer.

**Multiple Tendering** MYOB RetailBasics allows for multiple tendering. For example, part of a sale could be paid for with cash, another part by credit card and another by EFTPOS. At the end of a trading day, you can reconcile the takings in the till with the running totals MYOB RetailBasics keeps for each of those payment types.

**Foreign currencies** RetailBasics also lets you accept payment in foreign currencies. For example, if your shop is located at an airport or if you have customers from other countries, you can specify the currencies you will receive and the exchange rates for them. RetailBasics also lets you accept just one part of the payment in a different currency. For example, the customer may want to use local currency for part of the payment, and pay the balance in US dollars.

---

## Sales setup tasks

Before entering sales transactions there are several setup tasks you should have completed. You may have completed some of these tasks when you used the setup assistants.

- **Set up stock items**—set up the stock items you will sell, along with details such as price and tax. See [‘Adding stock items’ on page 99](#).

You can also set up sales prompts for items. See [‘Setting up sales prompts’ below](#).

---

**NOTE: Using RetailBasics with only one stock item** You can choose to only use the default stock item that you added during setup. However, this means that every time you record a sale, you will need to change the details of the item. You will also be unable to view reports about which items are selling the most.

---

- **Enter information about your shop**—ensure that you have entered your shop details. See [‘To edit the information about your shop’ on page 166](#).
- **Decide how you will handle payments:**
  - Set up payment types. See [‘Managing payment types’ on page 145](#).
  - If you accept payment in foreign currencies, set them up with the appropriate exchange rates. See [‘Setting up foreign currency’ on page 150](#).
  - If you are charging a surcharge for payments by credit card, set up surcharges. See [‘Setting up surcharges for credit card payments’ on page 56](#).
- **Customise the sales and refund windows**—see [‘Customising the sales and refund windows \(Point of Sale window\)’ on page 156](#).
- **Set up terms for lay-bys**—see [‘Setting up lay-by terms’ on page 162](#).
- **Set up your docket printing preferences**—see [‘To set receipt printing options’ on page 158](#).

## Setting up sales prompts

To assist users with up-selling, you can set up stock-specific sales prompts to appear for certain stock item entered in the **Make a Sale** and **Create a Lay-by** windows.

For example, whenever a customer buys acrylic paints, the prompt *“Would you also like to buy a paintbrush?”* should appear. So, the manager of the shop assigns this prompt to the stock item.

## To set up a sales prompt for a stock item

- 1 Go to the **Admin** window and click **Stock**. The **Stock** window appears.
- 2 Double-click the stock item. The **Edit Stock** window appears.

In the **Up-sell Prompt** field, enter the sales prompt you want appearing for this item.

MYOB RetailBasics

### Edit Stock

Admin > Stock > Edit Stock

**Stock Information**

Stock Code: 08-CP-A  
Description: Paints Acrylic  
Department: Craft  
Unit of Measure: ea  
Tax Code: GST RRP (inc): 2.7500 RRP (ex): 2.5000

Up-sell Prompt: Would you also like to buy a paintbrush?  
(Example: "Would you like fries with your order?")

Stock Status:  Active  Inactive  
Date Last Sold: 11/10/2005

- 3 Click **OK** to return to the **Stock** window. When you enter the item in a transaction, the prompt will appear.

MYOB RetailBasics

### Make a Sale

Staff name: Arnold Aman Customer: Thu 13/10

08-CP-A Paints Acrylic  
Would you also like to buy a paintbrush?

Stock Code	Description	Quantity	Price	Discount
08-CP-A	Paints Acrylic	1	\$2.75	

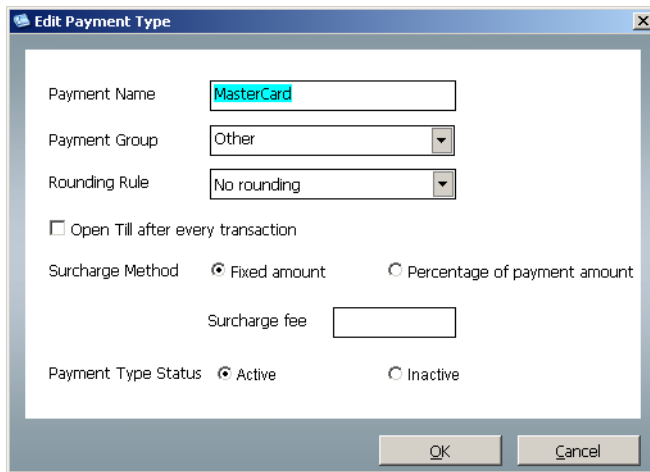
## Setting up surcharges for credit card payments

When you take a payment by credit card you can also include a credit card surcharge, which is added to the total transaction amount. The surcharge amount can vary according to the credit card being used.

### To set up credit card surcharge fees

- 1 Go to the **Admin** window and click the **Setup and Maintenance**. The **Setup and Maintenance** window appears.
- 2 Click **Payment Types**. The **Payment Types** window appears.
- 3 Double-click a credit card payment type. (If the credit card payment type does not exist, you will need to add it. See [‘To add a payment type’ on page 145.](#))

The **Edit Payment Type** window appears.



The screenshot shows the 'Edit Payment Type' dialog box. The 'Payment Name' field is set to 'MasterCard'. The 'Payment Group' is set to 'Other'. The 'Rounding Rule' is set to 'No rounding'. The 'Open Till after every transaction' checkbox is unchecked. The 'Surcharge Method' is set to 'Fixed amount'. The 'Surcharge fee' field is empty. The 'Payment Type Status' is set to 'Active'. The 'OK' and 'Cancel' buttons are at the bottom.

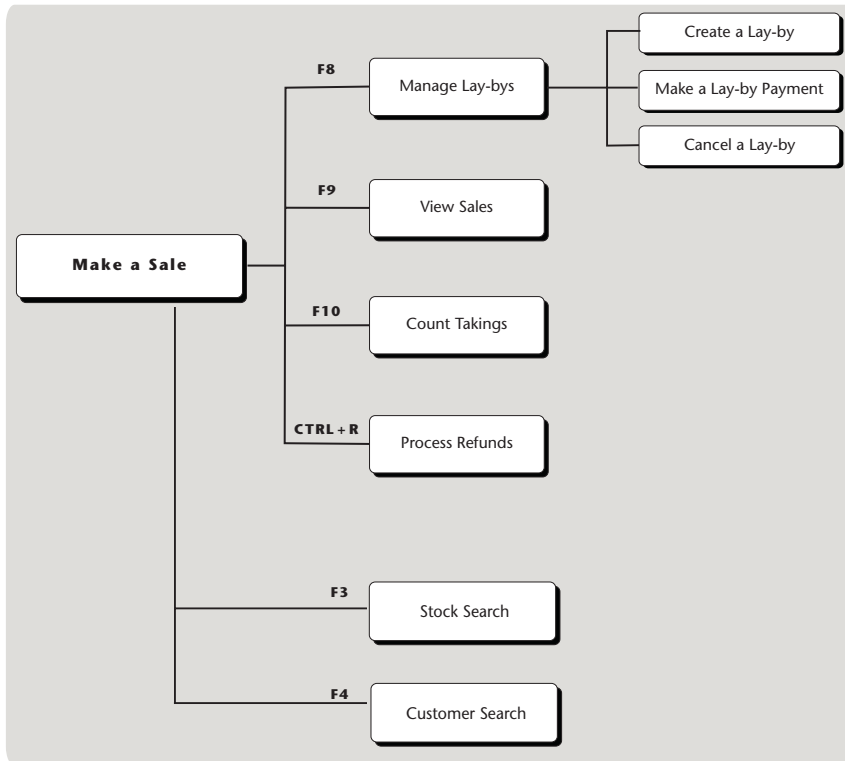
- 4 To apply a surcharge:
  - a Select either **Fixed amount** (where the surcharge is a fixed amount each time) or **Percentage of payment amount** (where the surcharge is a percentage of the total transaction).
  - b Enter the amount or percentage in the **Surcharge fee** field.
- 5 Click **OK**.



# Sales windows

The **Make a Sale** window is the main window from where you complete transactions. You can set this to be the default window that opens when you start MYOB RetailBasics.

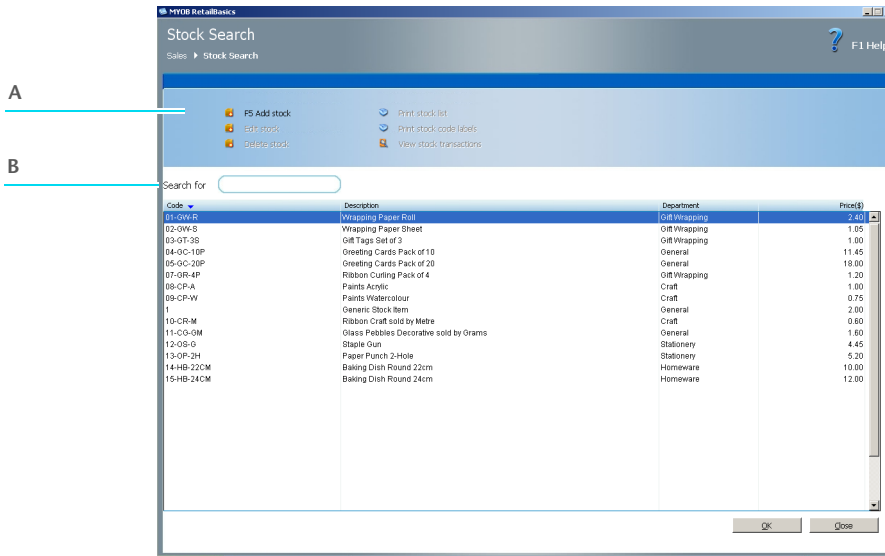
Every transaction you record in response to a direct interaction with a customer is made on, or from, the **Make a Sale** window: every sale, lay-by, lay-by payment, lay-by cancellation and refund. You can also quickly access your stock and customer records from the **Make a Sale** window. You can return to the **Make a Sale** window from any other window with just a single click (or press of the shortcut key).



For details about this window...	See this section...
<b>Make a Sale</b>	<a href="#">‘Making a sale’ on page 60</a>
<b>Create a Lay-by</b>	<a href="#">‘Create a Lay-by window’ on page 66</a>
<b>Make a Lay-by payment</b>	<a href="#">‘Make a Lay-by Payment window’ on page 70</a>
<b>Cancel a Lay-by</b>	<a href="#">‘Cancel a Lay-by window’ on page 73</a>
<b>Process Refund</b>	<a href="#">‘Process Refund window’ on page 76</a>
<b>Stock Search</b>	<a href="#">‘Stock Search window’ on page 58</a>
<b>Customer Search</b>	<a href="#">‘Customer Search window’ on page 59</a>

## Stock Search window

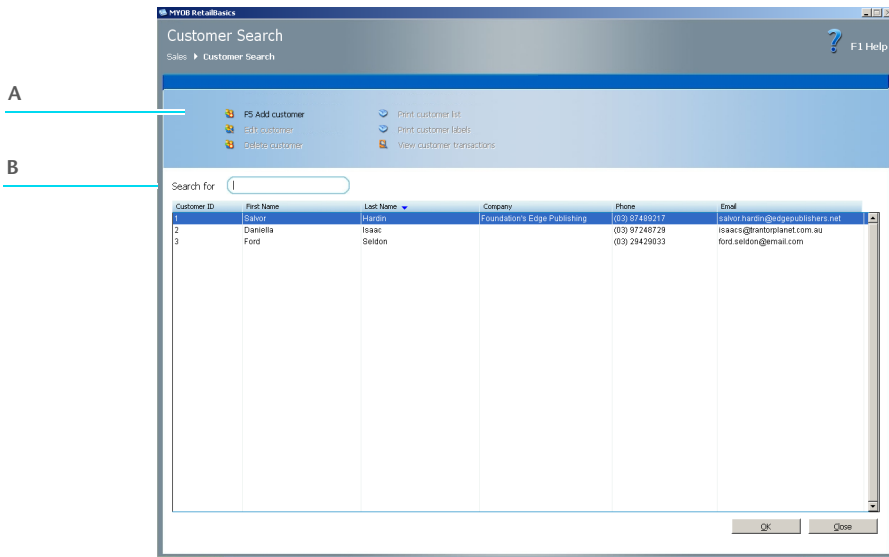
The **Stock Search** window lets you search for stock items and add new ones. You can open this window from any of the sales windows by clicking **Stock Search** or pressing F3.



- A** **F5 Add stock**—click this to add a stock item. For more details, see [‘To add a stock item’ on page 100](#).
- B** **Search for**—to search for an item, enter all or part of the stock code or description in this field. For example, if you were searching for an item named *Acrylic Paints* with a stock code of *PN-076* you could enter *acr*, *paint* or *07*. As you enter the text, the stock list changes to match what you have entered.
- When you have located your item, select it and click **OK**. The **Make a Sale** window appears with your selected item.

# Customer Search window

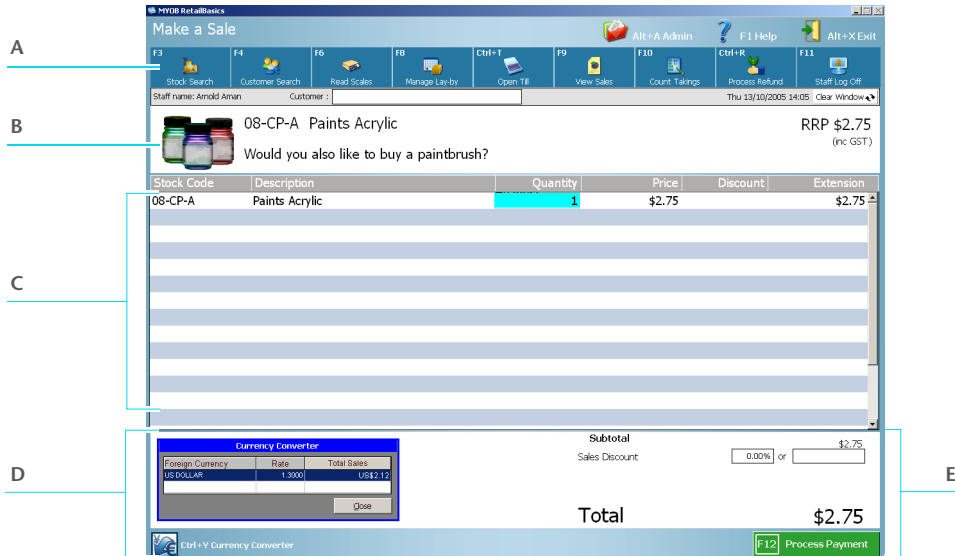
The **Customer Search** window lets you search for customers and add new ones. You can open this window from any of the sales windows by clicking **Customer Search** or pressing F4.



- A **F5 Add customer**—click this to add a customer record. For more details, see [‘To add a customer record’ on page 136](#).
- B **Search for**—to search for a customer, enter all or part of the customer ID, first name, last name or company name. For example, if you were searching for a customer named *Ford Seldon* with a customer ID of 3, you could enter *ford, sel, don* or 3. As you enter the text, the customer list changes to match what you have entered.  
When you have located your customer, select the customer and click **OK**. The **Make a Sale** window appears with your selected customer.

# Making a sale

Sales are entered in the **Make a Sale** window. Discounts can be assigned to individual items and to the total sales transaction amount. Entering the customer's name when making a sale enables you to keep track of the sales volume of that customer.



- A
- **Stock Search**—click this button to display the **Stock Search** window. In this window, you can search for the stock item you want to sell. You can also add a new item.
  - **Customer Search**—click this button to display the **Customer Search** window. In this window, you can search for the customer to whom you are making the sale. You can also add a new customer.
  - **Read Scales**—click this button to read the weight of the stock item being sold.
  - **Manage Lay-by**—click this button to display a menu of lay-by options.
  - **Open Till**—click this button to open the cash drawer without recording a transaction.
  - **View Sales**—click this button to display the **View Sales** window. In this window, you can view the sales transactions for the current day.
  - **Count Takings**—click this button to display the **Count Takings** window. In this window, you can record the shop takings for the day.
  - **Process Refund**—click this button to display the **Process Refund** window. In this window, you can process a refund payment to a customer.
  - **Lock RetailBasics** or **Staff Log Off**—you can click the **Lock RetailBasics** or **Staff Log Off** button to secure RetailBasics. For more details, see '[Sales security](#)' on page 80.

B The stock item's picture and description appear here, along with the recommended retail price and up-sell prompt (if specified).

C Details of the stock items you are selling are entered in this section of the window: the stock item code, the stock item's description, the quantity of the item to be sold, the price of the item and any discounts that apply to the item.

If you want, you can customise this section to skip certain fields when entering a sales transaction. This reduces the number of keystrokes required, which speeds up the time required to process a sales transaction. See '[Customising the sales and refund windows \(Point of Sale window\)](#)' on [page 156](#).

D The **Currency Converter** only appears if you have set up foreign currencies. The converter shows the name of each active currency, the exchange rate specified, and the total sale amount in each currency.

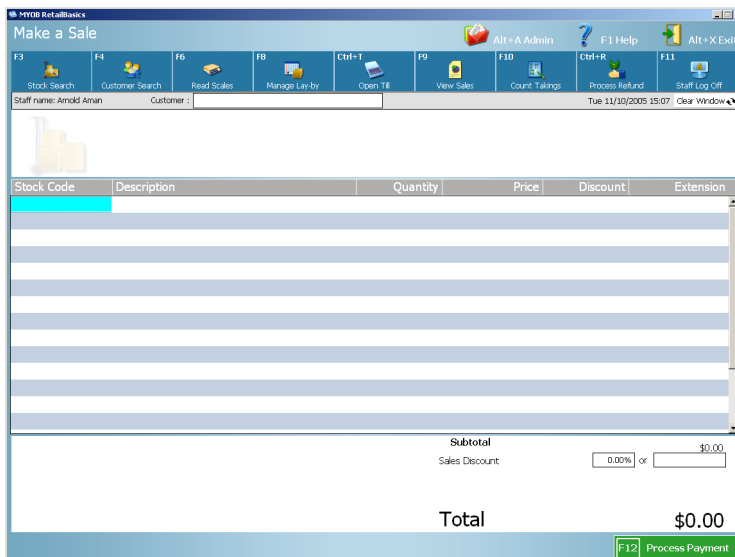
- To display the **Currency Converter**, click the **Ctrl +Y Currency Converter** button or press CTRL+Y.
- To close the **Currency Converter**, click the **Close** button.

E The total amount of the sale is displayed in this section of the window. You can also enter a sales discount here, either as a percentage or an amount.

You complete the sale by clicking the **Process Payment** button and entering payment details in the window that appears.

## To make a sale

- 1 Go to the **Make a Sale** window.



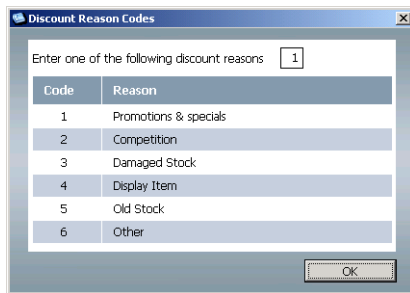
- 2 If required, enter the customer's name or the customer number in the **Customer** field, or press the F4 key and select the customer from the **Customer Search** window.
- 3 Enter the code for an item you are selling. You can do this using one of the following methods:
  - typing the code in the **Stock Code** field
  - pressing the F3 key and selecting the item from your stock list
  - scanning the item's barcode.

- 4 If the price of the item is determined by its weight:
  - a Place the item on the scales.
  - b Click the **Read Scales** button. The weight of the item (in kilograms) appears in the **Quantity** field.
- 5 Tab through the remaining fields of the window, making any necessary adjustments in the **Description**, **Quantity**, **Price** and **Discount** fields.

If you have customised the settings for this window so that some fields will be skipped and you now need to edit such a field, click in the field and enter the changes.

**NOTE: Customising the sales window** For more details about how to customise the sales window so some fields will be skipped, see '[Customising the sales and refund windows \(Point of Sale window\)](#)' on page 156.

- 6 If you want to offer a discount off the price of the item:
  - a Tab to the **Discount** field and enter the discount as a percentage. If RetailBasics has been set up to enforce the specification of a discount reason code, the **Discount Reason Codes** window appears.



- b If the **Discount Reason Codes** window appears, enter the code that matches the reason for the discount and click **OK**.
- 7 Repeat [Step 3](#) to [Step 6](#) for each item you are selling to the customer.
- 8 If you want to offer the customer a discount on the full sale, tab to one of the **Sales Discount** fields and enter a percentage or an amount.
- 9 When you are ready to complete the sale, click the **Process Payment** button or press the F12 key. The **Payment** window appears.
  - If the customer is paying part or all of the amount in a foreign currency, proceed to [Step 10](#).
  - If the customer is paying the amount in your local currency, proceed to [Step 11](#).

### Foreign currency payments

- 10 If the customer is paying part or all of the amount in a foreign currency:
  - a From the **Foreign cash** list, select the currency.
  - b Enter the foreign currency amount and press TAB. The foreign currency amount is converted to your local currency and displayed.

Total Sale		\$52.25
Foreign cash	USD	\$ 25.00
Payment Types		Amount
US DOLLAR converted		\$32.50
Cash		\$19.75
EFTPOS		
Visa		
MasterCard		
Bankcard		
AMEX		
Diners		

Comments: \_\_\_\_\_

OK Cancel

- c If the balance of the payment is in your local currency, enter the amount received against the appropriate payment type.
    - d Proceed to [Step 12](#).

### Local currency payments

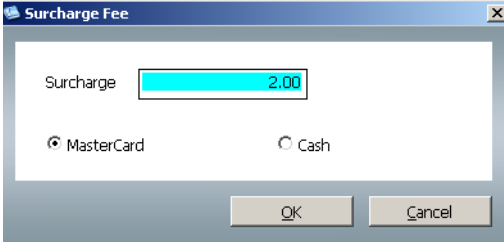
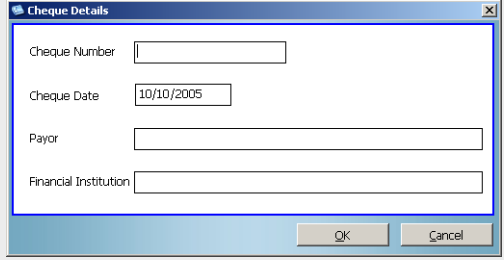
- 11 If the customer is paying the amount in your local currency, enter the amount received from the customer for each payment type. RetailBasics will automatically fill in the expected amount—you can change this if necessary.

Total Sale		\$52.25
Foreign cash	USD	\$ 0.00
Payment Types		Amount
Cash		\$52.25
EFTPOS		
Visa		
MasterCard		
Bankcard		
AMEX		
Diners		

Comments: \_\_\_\_\_

OK Cancel

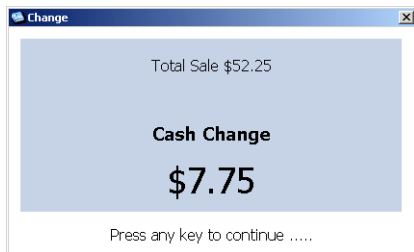
- 12 If you enter an amount against a credit card or cheque payment type, additional windows appear. Use the following table as a guide to entering information in these windows.

If the payment type is...	This window appears...	Follow these steps...
Credit card, and you have set up a surcharge	<p>The <b>Surcharge Fee</b> window</p> 	<p>If you want to apply a surcharge fee:</p> <ul style="list-style-type: none"> <li>• If required, change the preset surcharge amount.</li> <li>• Specify how the customer is paying the surcharge. If the customer is paying by the same credit card select the card name (for example, <b>MasterCard</b>). If the customer is paying by cash, select <b>Cash</b>.</li> <li>• Click <b>OK</b>.</li> </ul> <p>If you do not want to apply a surcharge fee, click <b>Cancel</b>.</p>
Cheque	<p>The <b>Cheque Details</b> window</p> 	<p>Complete the fields in the window and click <b>OK</b>. Or, if you do not want to record the cheque details, click <b>Cancel</b>.</p>



- 13 When you have entered the amounts received for each payment type, click **OK**.

The **Change** window appears, displaying the amount of change you owe the customer. Click any key to return to the **Make a Sale** window.



Depending on your MYOB RetailBasics print settings, you may be prompted to print a receipt (see '[To set receipt printing options](#)' on page 158 for details). If you are prompted and want to print a docket, click **Yes**.

If this is a cash payment, the cash drawer opens automatically. If it does not open, click the **Open Till** button at the top of the window or press the CTRL + T keys.

---

## Managing lay-bys

In RetailBasics, a *lay-by* is a transaction where the customer makes a deposit on an item and pays the remaining amount in instalments. A lay-by usually has a *due date*, which is the date by which the total amount has to be paid.

In a lay-by, the customer only receives the item when the full amount has been paid. You can charge a service fee on a lay-by.

RetailBasics lets you set up the following terms for a lay-by:

- the default lay-by period (which determines the due date)
- service fees
- cancellation fees
- the terms and conditions that you want printed on the initial lay-by receipt.

For more details about setting up lay-by terms, see '[Setting up lay-by terms](#)' on page 162.

**How is creating a lay-by different from creating a sale?** In RetailBasics, creating a lay-by is similar to creating a fully paid sale except that:

- a customer must be selected
- the transaction can be processed with only a part-payment.

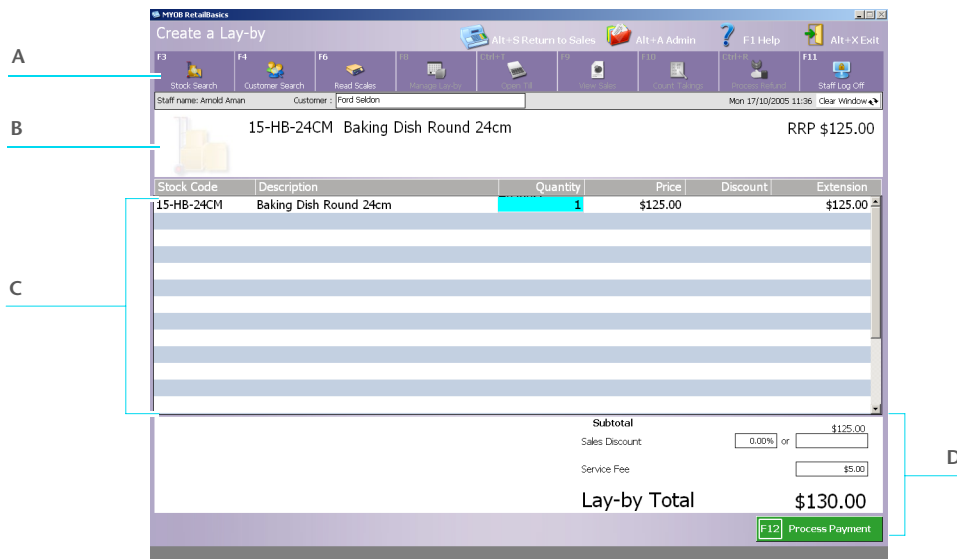
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**NOTE:** You cannot accept foreign currency payments on lay-bys.

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# Creating a lay-by

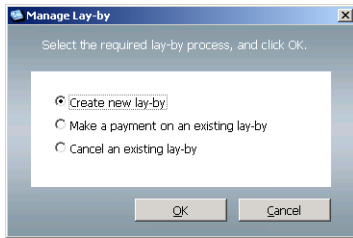
## Create a Lay-by window



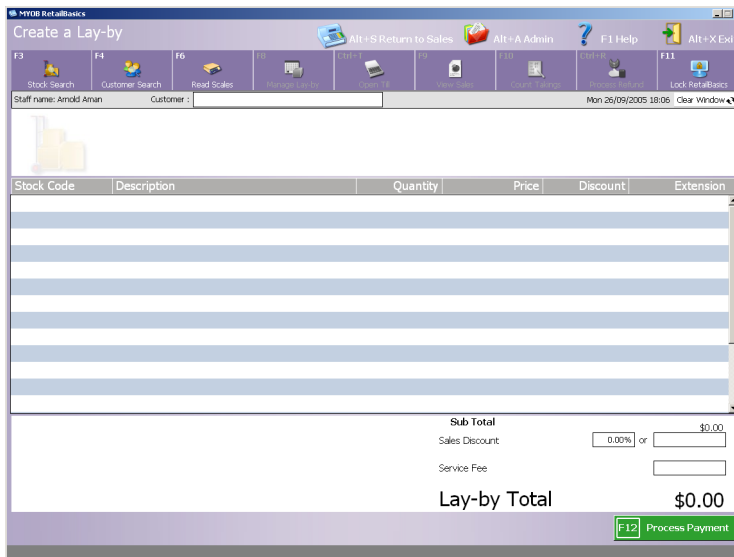
- A
- **Stock Search**—click this button to display the **Stock Search** window. In this window, you can search for the stock item you want to sell. You can also add a new item.
  - **Customer Search**—click this button to display the **Customer Search** window. In this window, you can search for the customer to whom you are making the lay-by sale. You can also add a new customer.  
You **must** specify a customer when entering a lay-by sale. The customer name must be the name of the individual who is purchasing the item, not an organisation's name.
  - **Read Scales**—click this button to read the weight of the stock item being sold.
  - **Lock RetailBasics** or **Staff Log Off**—you can click the **Lock RetailBasics** or **Staff Log Off** button to secure RetailBasics. For more details, see '[Sales security](#)' on page 80.
- B
- The stock item's picture and description appear here, along with the recommended retail price and up-sell prompt (if specified).
- C
- Details of the stock items you are selling on lay-by are entered in this section of the window: the stock item code, the stock item's description, the quantity of the item to be sold, the price of the item and any discounts that apply to the item.
- If you want, you can customise this section of the window so that certain fields are skipped when entering a lay-by transaction. This reduces the number of keystrokes required, which speeds up the time required to process a lay-by. See '[Setting up lay-by terms](#)' on page 162.
- D
- The total amount of the lay-by is displayed in this section of the window. You can also enter a sales discount here, either as a percentage or an amount.
- You complete the lay-by by clicking the **Process Payment** button and entering payment details in the window that appears.

## To make a lay-by sale

- 1 Go to the **Make a Sale** window.
- 2 Click the **Manage Lay-by** button at the top of the window or press the F8 key. The **Manage Lay-by** window appears.



- 3 Click **Create new lay-by** and click **OK**. The **Create a Lay-by** window appears.



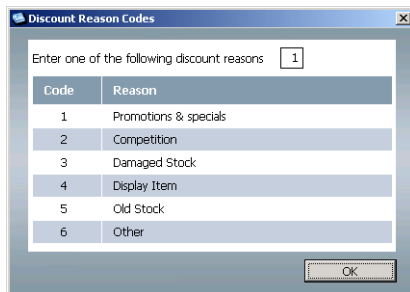
- 4 Enter the customer's name or customer number in the **Customer** field, or press the F4 key and select the customer from the **Customer Search** window. The customer name must be the name of the individual who is purchasing the item, not an organisation's name.
- 5 Enter the code for an item you are selling. You can do this using one of the following methods:
  - typing the code in the **Stock Code** field
  - pressing the F3 key and selecting the item from your stock list
  - scanning the item's barcode.

- 6 If the price of the item is determined by its weight:
  - a Place the item on the scales.
  - b Click the **Read Scales** button. The weight of the item (in kilograms) appears in the **Quantity** field.
- 7 Tab through the remaining fields of the window, making any necessary adjustments in the **Description, Quantity, Price** and **Discount** fields.

If you have customised the settings for this window so that some fields will be skipped and you now need to edit such a field, click in the field and enter the changes.

**NOTE: Customising the lay-by window** For more details about how to customise the lay-by window so some fields will be skipped, see 'Setting up lay-by terms' on page 162.

- 8 If you want to offer a discount off the price of the item:
  - a Tab to the **Discount** field and enter the discount as a percentage. If RetailBasics has been set up to enforce the specification of a discount reason code, the **Discount Reason Codes** window appears.



- b If the **Discount Reason Codes** window appears, enter the code that matches the reason for the discount and click **OK**.
- 9 Repeat [Step 5](#) to [Step 8](#) for each item required for the lay-by.
- 10 If you want to offer the customer a discount on the full sale, tab to a **Sales Discount** field and enter a percentage or an amount.
 

The service fee you specified when setting up your lay-bys appears by default in the **Service Fee** field.
- 11 If necessary, change the **Service Fee** applicable to this lay-by.

- 12 Click the **Process Payment** button or press the F12 key. The **Payment** window appears.

Payment Types	Amount
Cash	
EFTPOS	
Visa	
MasterCard	
Bankcard	
AMEX	
Diners	

- 13 Enter the lay-by deposit amount received and assign the amount to one or more payment types.
- 14 Click **OK**.

**NOTE: Credit card surcharge fee** If the customer pays by credit card and you apply a surcharge to such payments, the **Surcharge Fee** window appears. Either accept the preset surcharge or enter another amount, and then click **OK**. If you do not want to apply the surcharge, click **Cancel**.

- 15 The **Change** window appears. Click any key to return to the **Make a Sale** window.

Lay-by Balance \$120.00

**Cash Change**

**\$0.00**

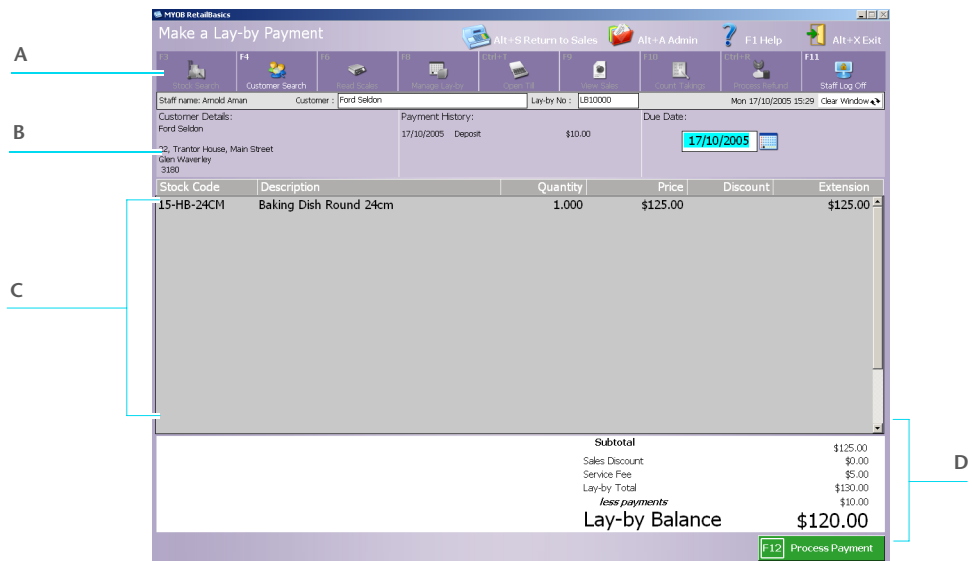
Press any key to continue .....

Depending on your MYOB RetailBasics print settings, you may be prompted to print a receipt (see ['To set receipt printing options' on page 158](#)). If you are prompted and want to print a docket, click **Yes**.

If this is a cash lay-by, the cash drawer opens automatically. If it does not open, click the **Open Till** button at the top of the window or press the CTRL + T keys.

# Making a lay-by payment

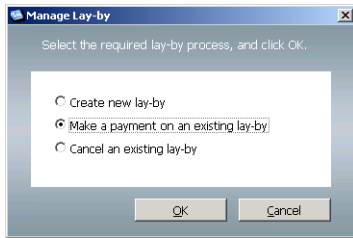
## Make a Lay-by Payment window



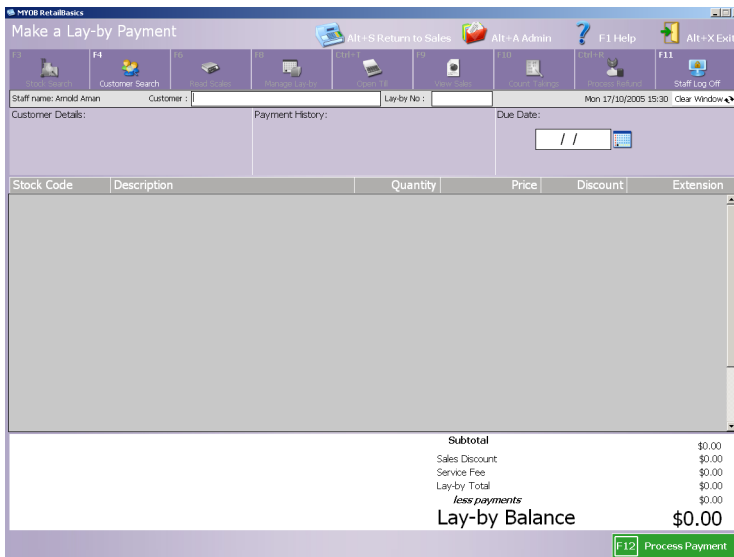
- A
- **Customer Search**—click this button to display the **Customer Search** window. In this window, you can search for the customer who is making the lay-by payment. The customer must be the one who originally purchased the item on lay-by.
  - **Lock RetailBasics** or **Staff Log Off**—you can click the **Lock RetailBasics** or **Staff Log Off** button to secure RetailBasics. For more details, see '[Sales security](#)' on page 80.
- B
- The customer details, history of previous lay-by payments made for this item and the due date for the final payment appear here.
- C
- The stock items sold on lay-by appear in this section of the window automatically.
- D
- The total amount of the lay-by sale, as well as the balance owing, are displayed in this section of the window.
- You complete the payment by clicking the **Process Payment** button and entering payment details in the window that appears.

## To make a payment on a lay-by

- 1 Go to the **Make a Sale** window.
- 2 Click the **Manage Lay-by** button at the top of the window or press the F8 key. The **Manage Lay-by** window appears.

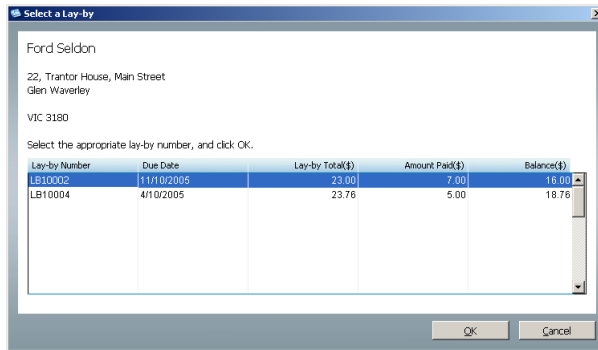


- 3 Click **Make a payment on an existing lay-by** and click **OK**. The **Make a Lay-by Payment** window appears.

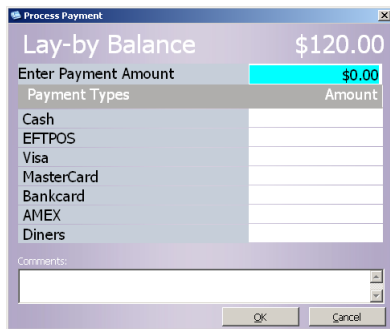


- 4 Enter the customer's name or customer number in the **Customer** field, or press the F4 key and select the customer from the **Customer Search** window.

- If the customer has more than one current or overdue lay-by, the **Select a Lay-by** window appears. Select the lay-by for which payment is being made and click **OK**.



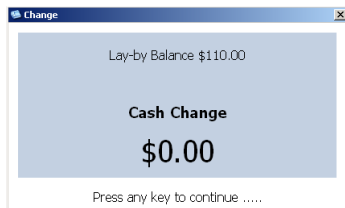
- Click the **Process Payment** button or press the F12 key. The **Payment** window appears.



- Enter the lay-by amount received, assign the amount to one or more payment types and click **OK**.

**NOTE: Credit card surcharge fee** If the customer pays by credit card and you apply a surcharge to such payments, the **Surcharge Fee** window appears. Either accept the preset surcharge or enter another amount, and then click **OK**.

The **Change** window appears.



- Click any key to return to the **Make a Sale** window.

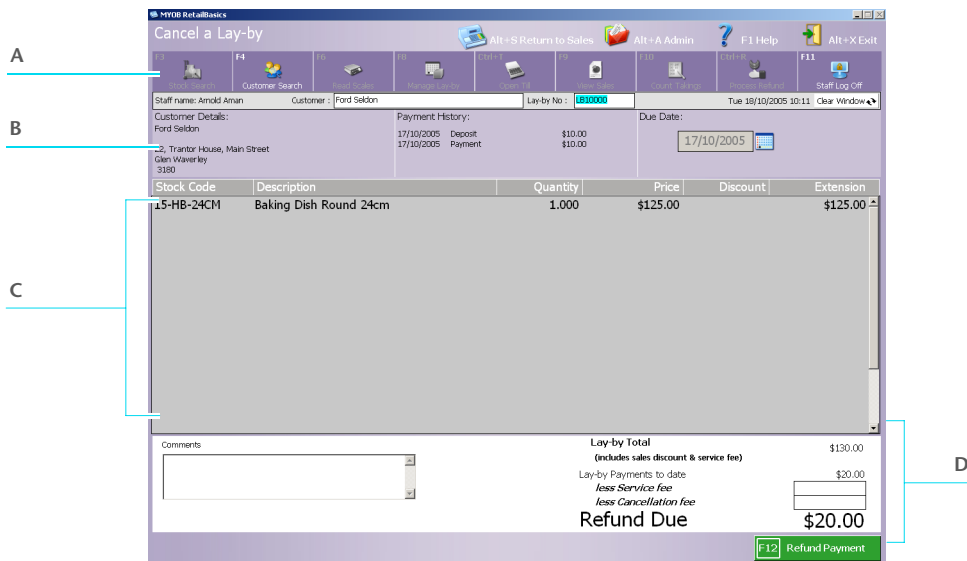
Depending on your MYOB RetailBasics print settings, you may be prompted to print a receipt (see [‘To set receipt printing options’ on page 158](#)). If you are prompted and want to print a docket, click **Yes**.

If this is a cash lay-by, the cash drawer opens automatically. If it does not open, click the **Open Till** button at the top of the window or press the CTRL + T keys.



# Cancelling a lay-by

## Cancel a Lay-by window



- A
- **Customer Search**—click this button to display the **Customer Search** window. In this window, you can search for the customer whose lay-by you want to cancel.
  - **Lock RetailBasics** or **Staff Log Off**—you can click the **Lock RetailBasics** or **Staff Log Off** button to secure RetailBasics. For more details, see **'Sales security'** on page 80.

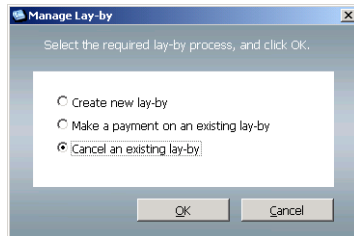
B The customer details, history of previous lay-by payments made for this item and the due date for the final payment appear here.

C The stock items sold on lay-by appear in this section of the window automatically.

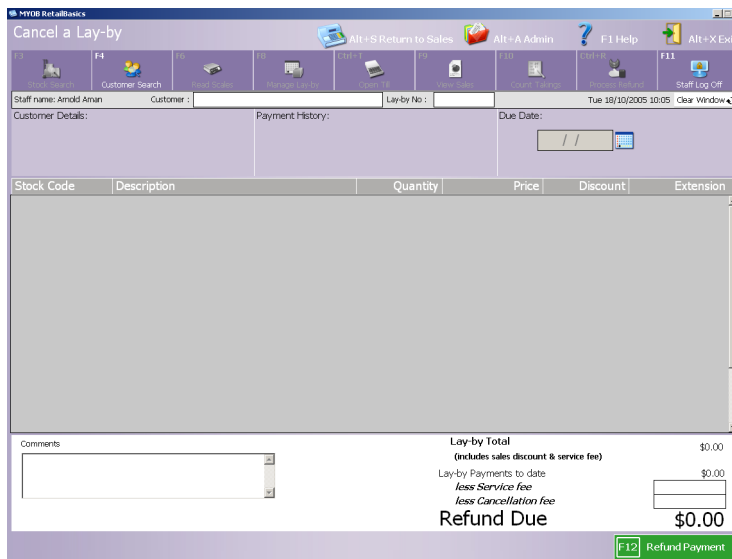
D The total amount of the lay-by sale, lay-by payments made to date, service and cancellation fees and the refund amount due are displayed in this section of the window. You can enter a reason for the lay-by cancellation in the **Comments** field.  
You complete the cancellation by clicking the **Refund Payment** and entering payment details in the window that appears.

## To cancel a lay-by

- 1 Go to the **Make a Sale** window.
- 2 Click the **Manage Lay-by** button at the top of the window or press the F8 key. The **Manage Lay-by** window appears.

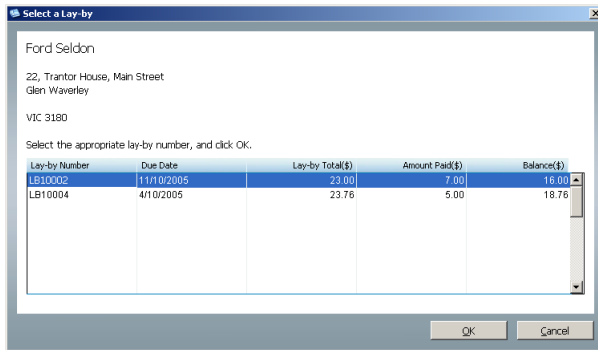


- 3 Click **Cancel an existing lay-by** and click **OK**. The **Cancel a Lay-by** window appears.



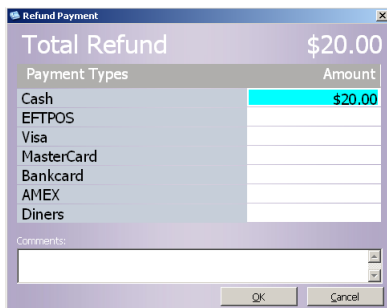
- 4 Enter the customer's name or customer number in the **Customer** field, or press the F4 key and select the customer from the **Customer Search** window.

- If the customer has more than one current or overdue lay-by, the **Select a Lay-by** window appears. Select the lay-by you want to cancel and click **OK**.

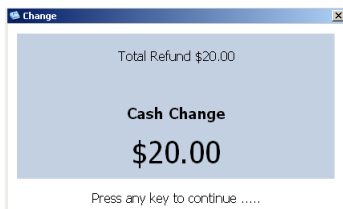


The **Cancel a Lay-by** window appears, showing the details of the lay-by.

- To record the reason for the lay-by cancellation, enter a note in the **Comments** field.
- Click the **Refund Payment** button or press the F12 key. The **Payment** window appears.



- Enter the amount to be refunded against the payment type that will be used to pay the refund.
- Click **OK**. The **Change** window appears.



- Click any key to return to the **Make a Sale** window.

Depending on your MYOB RetailBasics print settings, you may be prompted to print a receipt (see ['To set receipt printing options' on page 158](#)). If you are prompted and want to print a docket, click **Yes**.

If this is a cash transaction, the cash drawer opens automatically. If it does not open, click the **Open Till** button at the top of the window or press the CTRL + T keys.

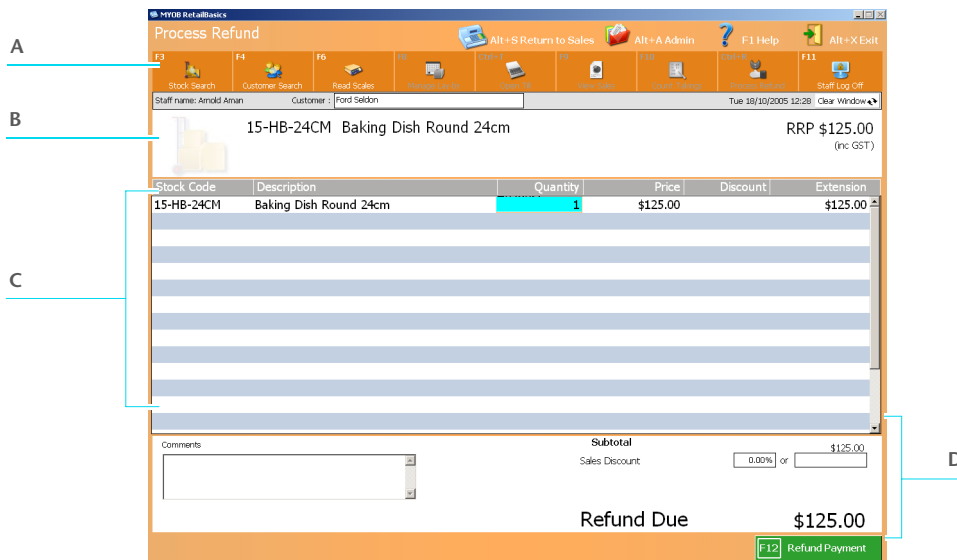
# Recording refunds

If a customer returns goods they purchased from you, they may be entitled to a refund. If a customer was specified when making the sale, the refunds should be entered against that customer.

**Refunds and foreign currency** If the original sale was paid for using foreign currency, you may want to refund the customer using the same currency, at the same exchange rate. You may have to change your configured exchange rate to match that used in the original sale.

If you are going to export your transaction data to an accounting package, remember that any refunds made in a foreign currency will be exported as local currency amounts using the exchange rate used in the transaction.

## Process Refund window



- A
- **Stock Search**—click this button to display the **Stock Search** window. In this window, you can search for the stock item that the customer wants a refund for. You can also add a new item.
  - **Customer Search**—click this button to display the **Customer Search** window. In this window, you can search for the customer to whom you are offering a refund.
  - **Read Scales**—click this button to read the weight of the stock item being returned.
  - **Lock RetailBasics or Staff Log Off**—you can click the **Lock RetailBasics** or **Staff Log Off** button to secure RetailBasics. For more details, see '[Sales security](#)' on page 80.
- B
- The stock item's picture and description appear here, along with the recommended retail price and up-sell prompt (if specified).

- C Details of the stock items to be returned are entered in this section of the window: the stock item code, the stock item's description, the quantity of the item being returned, the price of the item and any discounts that apply to the item.
- If you want, you can customise this section to skip certain fields when entering sales refund. This reduces the number of keystrokes required, which speeds up the time required to process a sales refund. See '[Customising the sales and refund windows \(Point of Sale window\)](#)' on page 156.
- D The total amount of the sales refund is displayed in this section of the window. Here you can also enter a reason for the refund (in the **Comments** field), the total discount percentage or amount for the original sales transaction.
- You complete the refund by clicking the **Refund Payment** and entering the payment details in the window that appears.

## To process a refund

**CAUTION: If you are going to refund the amount in a foreign currency, check the exchange rates currently set** If the original sale was paid for using foreign currency, you may want to refund the customer using the same currency, at the same exchange rate. Before you start, check your set exchange rate to see if it matches that used in the original sale. For more details, see '[To update the exchange rate for a currency](#)' on page 154.

- 1 Go to the **Make a Sale** window.
- 2 Click the **Process Refund** button at the top of the window or press the CTRL + R keys. The **Process Refund** window appears.

- 3 If required, enter the customer's name or customer number in the **Customer** field, or press the F4 key and select the customer from the **Customer Search** window.
- 4 Enter the code for an item being returned. You can do this using one of the following methods:
  - typing the code in the **Stock Code** field
  - pressing the F3 key and selecting the item from your stock list
  - scanning the item's barcode.

- 5 If the price of the item is determined by its weight:
  - a Place the item on the scales.
  - b Click the **Read Scales** button. The weight (in kilograms) of the item appears in the **Quantity** field.

**NOTE:** Check if the price per weight of the item is the same as in the original transaction

If it is not the same, you will have to change it in the **Price** field.

- 6 Tab through the remaining fields of the window, making any necessary adjustments in the **Description**, **Quantity**, **Price** and **Discount** fields. If you have customised the settings for this window so that some fields will be skipped and you now need to edit such a field, click in the field and enter the changes. See '[Sales setup tasks](#)' on page 54.
- 7 Repeat [Step 4](#) to [Step 6](#) for each item you are refunding.
- 8 Enter a note in the **Comments** field to record the reason for the refund.
- 9 Click the **Refund Payment** button or press F12. The **Refund Payment** window appears.
  - If you want to refund all or part of the amount in a foreign currency, proceed to [Step 10](#).
  - If you want to refund the amount in your local currency, proceed to [Step 11](#).

Payment Types	Amount
Cash	\$125.00
EFTPOS	
Visa	
MasterCard	
Bankcard	
AMEX	
Diners	

### Refund in foreign currency

- 10 In some cases, you may want to refund the amount in a foreign currency—for example, if the original sale was paid for using foreign currency. To refund the amount in a foreign currency:
  - a From the **Foreign cash** list, select the currency you want to use or the currency used in the original transaction.
  - b Enter the foreign currency amount and press TAB. The foreign currency amount is converted to your local currency and displayed.

Payment Types	Amount
Foreign cash	USD \$ 25.00
US DOLLAR converted	\$32.50
Cash	\$92.50
EFTPOS	
Visa	
MasterCard	
Bankcard	
AMEX	
Diners	

- c If the balance of the payment is in your local currency, enter the amount received against the appropriate payment type.
  - d Proceed to [Step 12](#).

### Refund in local currency

- 11 Enter the refund amounts against the payment types you are using to refund the amount.
- 12 When you have entered the amounts against each payment type, click **OK**. The **Change** window appears.

Total Refund \$125.00

**Amount Refunded**

**\$125.00**

Press any key to continue .....

- 13 Click any key to return to the **Make a Sale** window.

Depending on your MYOB RetailBasics print settings, you may be prompted to print a docket receipt (see [‘To set receipt printing options’ on page 158](#)). If you are prompted and want to print a docket, click **Yes**.

If this is a cash transaction, the cash drawer opens automatically. If it does not open, click the **Open Till** button at the top of the window or press the CTRL + T keys.

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## Sales security

When the sales counter is left unattended, it is best if you secure RetailBasics so that sales cannot be entered by unauthorised individuals.

### To secure RetailBasics

If there are staff records in RetailBasics:

- ❖ Go to the **Make a Sale** window and click the **Staff Log Off** button. The **Log On** window appears. You are now logged out of RetailBasics.  
To log on again, enter your staff ID and password and click **OK**.

If there are no staff records in RetailBasics:

- ❖ Go to the **Make a Sale** window. Click the **Lock RetailBasics** button. RetailBasics is now locked.  
To log on again, press F11.

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## Sales reports

Some reports that you may find helpful when reviewing sales information are:

- **Sales Period**, which lists all sales made in a specified period. You can view both summary and detailed reports. See [‘To display the Sales Period report’ on page 81](#).
- **What’s Selling**, which lists all the items sold in a specified period, with details of the description, department and quantity sold. See [‘To display the What’s Selling report’ on page 82](#).
- **Lay-by**, which lists all customers who have current or overdue lay-bys, with details of the total sale amount, amount paid and balance. You can view both summary and detailed reports. See [‘To display the Lay-by report’ on page 83](#).
- **Refunds**, which lists the refunds made in a specified period, with details of the items returned and the refund amount. You can view both summary and detailed reports. See [‘To display the Refunds report’ on page 84](#).
- **Tax Collected**, which lists the tax collected on all sales and lay-bys in a specified period. You can view both summary and detailed reports. See [‘To display the Tax Collected report’ on page 85](#).
- **Discounts**, which lists the stock items for which discounts have been given in a specified period, with details of the price, discount and the reason code. See [‘To display the Discounts report’ on page 86](#).

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**NOTE: The transactions for the day** You can also view the transactions for the day from the **Make a Sale** window by clicking **View Sales**.

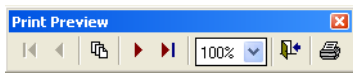
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# Sales Period report

## To display the Sales Period report

- 1 Go to the **Admin** window.
- 2 Click **Reports**. The **Reports** window appears.
- 3 Click the **Sales Period** report. A sample of the report is displayed to the right of the report names.
- 4 Click the **View** button below the sample report. The current day's information for the **Sales Period** report appears.
- 5 If you want to display sales information for another date period or change the way the information is displayed, enter the report filters in the **Modify a Report** section of this window:
  - Enter the date period for which you want to report in the **From** and **To** fields.
  - **Report type**—choose to see a summary report or a detailed report.
  - **Report by**—choose to group the information by staff member, department or all. The options in this list will be different in the summary and detail reports.
  - **Sort by**—choose how you want to sort the report. The options in this list will be different in the summary and detail reports.
- 6 To quickly navigate through the report, choose an option on the **Print Preview** toolbar.



Click this button...	To do this...
(Next Page)	To show the next page of the report
(Previous Page)	To show the previous page of the report
(First Page)	To show the first page of the report
Last Page	To show the last page of the report
Go to Page	To go to a specific page of the report
100% Zoom field	To change the magnification of the report

- 7 To print the report, click the **Print** button ( ) in the **Print Preview** toolbar. The report is printed on your default document printer.
- 8 To close the report, click **Close**.

# What's Selling report

## To display the What's Selling report

- 1 Go to the **Admin** window.
- 2 Click **Reports**. The **Reports** window appears.
- 3 Click the **What's Selling** report. A sample of the report is displayed to the right of the report names.
- 4 Click the **View** button below the sample report. The current day's information for the **What's Selling** report appears.
- 5 If you want to display sales information for another date period or change the way in which the information is displayed, enter the report filters in the **Modify a Report** section of this window:
  - Enter the date period for which you want to report in the **From** and **To** fields.
  - **Report by**—choose to group the information by staff member, department or all.
  - **Sort by**—choose to sort the report by stock code, description, department, quantity sold, or total sales.
- 6 To quickly navigate through the report, choose an option on the **Print Preview** toolbar



Click this button...	To do this...
(Next Page)	To show the next page of the report
(Previous Page)	To show the previous page of the report
(First Page)	To show the first page of the report
Last Page	To show the last page of the report
Go to Page	To go to a specific page of the report
100% Zoom field	To change the magnification of the report

- 7 To print the report, click the **Print** button () in the **Print Preview** toolbar. The report is printed on your default document printer.
- 8 To close the report, click **Close**.

# Lay-by report

## To display the Lay-by report

- 1 Go to the **Admin** window.
- 2 Click **Reports**. The **Reports** window appears.
- 3 Click the **Lay-by** report. A sample of the report is displayed to the right of the report names.
- 4 Click the **View** button below the sample report. The current day's information for the **Lay-by** report appears.
- 5 If you want to change the way in which the information is displayed, enter the report filters in the **Modify a Report** section of this window:
  - **Report type**—choose to see a summary report or a detailed report.
  - **Sort by**—choose to group the information by customer, lay-by number, date on which the lay-by is due, total amount of the lay-by, or the balance owed.
  - **Show me**—choose to see current lay-bys or overdue lay-bys.
- 6 To quickly navigate through the report, choose an option on the **Print Preview** toolbar



Click this button...	To do this...
(Next Page)	To show the next page of the report
(Previous Page)	To show the previous page of the report
(First Page)	To show the first page of the report
Last Page	To show the last page of the report
Go to Page	To go to a specific page of the report
100% Zoom field	To change the magnification of the report

- 7 To print the report, click the **Print** button () in the **Print Preview** toolbar. The report is printed on your default document printer.
- 8 To close the report, click **Close**.

# Refunds report

## To display the Refunds report

- 1 Go to the **Admin** window.
- 2 Click **Reports**. The **Reports** window appears.
- 3 Click the **Refunds** report. A sample of the report is displayed to the right of the report names.
- 4 Click the **View** button below the sample report. The current day's information for the **Refunds** report appears.
- 5 If you want to display information for another date period or change the way in which the information is displayed, enter the report filters in the **Modify a Report** section of this window:
  - Enter the date period for which you want to report in the **From** and **To** fields.
  - **Report type**—choose to see a summary report or a detailed report.
  - **Report by**—choose to group the information by staff member or all.
  - **Sort by**—choose how you want to sort the report.
- 6 To quickly navigate through the report, choose an option on the **Print Preview** toolbar.



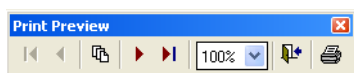
Click this button...	To do this...
(Next Page)	To show the next page of the report.
(Previous Page)	To show the previous page of the report.
(First Page)	To show the first page of the report.
Last Page	To show the last page of the report.
Go to Page	To go to a specific page of the report.
100% Zoom field	To change the magnification of the report.

- 7 To print the report, click the **Print** button () in the **Print Preview** toolbar. The report is printed on your default document printer.
- 8 To close the report, click **Close**.

# Tax Collected report

## To display the Tax Collected report

- 1 Go to the **Admin** window.
- 2 Click **Reports**. The **Reports** window appears.
- 3 Click the **Tax Collected** report. A sample of the report is displayed to the right of the report names.
- 4 Click the **View** button below the sample report. The current day's information for the **Tax Collected** report appears.
- 5 If you want to display information for another date period or change the way in which the information is displayed, enter the report filters in the **Modify a Report** section of this window:
  - Enter the date period for which you want to report in the **From** and **To** fields.
  - **Report type**—choose to see a summary report or a detailed report.
  - **Basis**—choose whether the report should use a cash-based method (**Cash**) or accrual-based method (**Accrual**) to show the tax collected.
- 6 To quickly navigate through the report, choose an option on the **Print Preview** toolbar.



Click this button...	To do this...
(Next Page)	To show the next page of the report.
(Previous Page)	To show the previous page of the report.
(First Page)	To show the first page of the report.
Last Page	To show the last page of the report.
Go to Page	To go to a specific page of the report.
100% Zoom field	To change the magnification of the report.







- 7 To print the report, click the **Print** button () in the **Print Preview** toolbar. The report is printed on your default document printer.
- 8 To close the report, click **Close**.


# Discounts report

## To display the Discounts report

- 1 Go to the **Admin** window.
- 2 Click **Reports**. The **Reports** window appears.
- 3 Click the **Discounts** report. A sample of the report is displayed to the right of the report names.
- 4 Click the **View** button below the sample report. The current day's information for the **Discounts** report appears.
- 5 If you want to display information for another date period or change the way in which the information is displayed, enter the report filters in the **Modify a Report** section of this window:
  - Enter the date period for which you want to report in the **From** and **To** fields.
  - **Sort by**—choose how you want to sort the report.
- 6 To quickly navigate through the report, choose an option on the **Print Preview** toolbar.



Click this button...	To do this...
 (Next Page)	To show the next page of the report.
 (Previous Page)	To show the previous page of the report.
 (First Page)	To show the first page of the report.
 Last Page	To show the last page of the report.
 Go to Page	To go to a specific page of the report.
 100% Zoom field	To change the magnification of the report.

- 7 To print the report, click the **Print** button () in the **Print Preview** toolbar. The report is printed on your default document printer.
- 8 To close the report, click **Close**.

# 4 End-of-day procedures

At the end of each trading day, most retailers clear their cash register and review the day's sales. This chapter covers the tasks typically undertaken at this time, namely:

- counting the day's takings
- examining the day's transactions
- exporting sales data to an accounting package running various reports.

# Counting the day's takings

At the end of business for the day, you can count your takings in the cash register and balance it against the expected amounts. RetailBasics will display the expected amount for each payment type and foreign currency (if set up).

You can also print the **Count Takings Summary** and **Count Takings Session** reports—see '[Count Takings Summary report](#)' on page 95 and '[Count Takings Session report](#)' on page 96.

## To count the day's takings

- 1 Go to the **Make a Sale** window.
- 2 Click the **Count Takings** button at the top of the window or press the F10 key. If you have set a default float amount, a message appears reminding you to put aside your float amount. You should not count the float as part of your takings.
- 3 Click **OK**. The **Count Takings** window appears showing the expected amounts for each payment type and, if applicable, foreign currency.

The screenshot shows the 'Count Takings' window with the following data:

Payment Types	Expected Amount	Actual Amount
Cash	\$59.50	\$0.00
EFTPOS	\$100.00	
Visa		
MasterCard	\$40.00	
Bankcard		
AMEX		
Diners		
Local Currency Takings:		\$0.00
Foreign Cash	Expected Amount	Actual Amount
US DOLLAR	US\$31.00	\$ 0.00
Foreign Cash Takings Converted to AUD :		\$0.00
<b>Total Takings:</b>		<b>\$0.00</b>

Comments

OK Cancel



- 4 Enter the amount received for each payment type in the **Actual Amount** column. If foreign currency payments have been received, enter the amount received for each foreign currency in the **Foreign cash** section. The foreign currency amount is converted to your local currency and displayed.

To quickly count notes and coins:

- a Click the arrow button (→). The **Quick Count** window appears.

Denominations	Quantity	Amount
\$100.00	0	
\$50.00		
\$20.00		
\$10.00		
\$5.00		
\$2.00		
\$1.00		
\$0.50		
\$0.20		
\$0.10		
\$0.05		
<b>Total Cash:</b>		<b>\$0.00</b>

- b Enter the quantity you have on hand for each denomination.
  - c When you have finished entering the quantities, click **OK** to close the **Quick Count** window.
- 5 When you have entered all the amounts, click **OK**.

**NOTE: If you issue gift vouchers** The sale of gift vouchers should not be recorded in RetailBasics. Therefore, you should deduct the value of gift vouchers you have sold in order to balance your takings. The sale of gift vouchers is best handled manually.

If the total takings counted do not match the amount recorded in MYOB RetailBasics, a message appears.

- If you accept the discrepancy, click the **Accept discrepancy** button—the discrepancy will be posted to the cash drawer discrepancy account in your accounting software.
- If you want to count your takings again, click the **Recount takings** button and recount the takings.

If RetailBasics has been set up to log out staff members after every count takings session, you will be logged out.

---

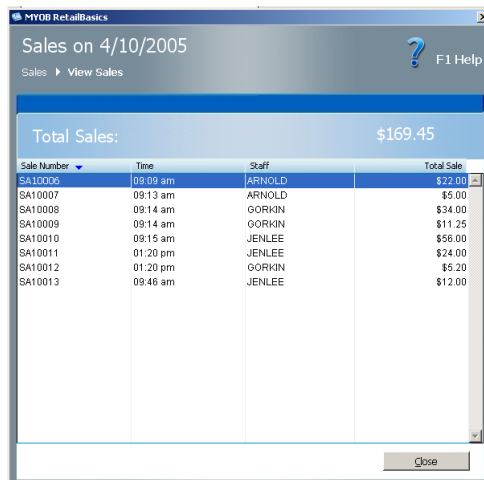
# Reviewing your sales

## Viewing your sales for the day

You can view a list of all your sales transactions for the current day. This might be useful for analysing sales performance, spotting trends and noting quiet and busy periods. It might also help clear up discrepancies between the takings and the sales recorded.

### To view sales history

- 1 Go to the **Make a Sale** window.
- 2 Click the **View Sales** button or press the F9 key. The **Sales on...** window appears, listing all sales transactions that have been entered for the day. You can see at what time the sales occurred, the staff member who recorded the sale and the total amount of the sale.



Sale Number	Time	Staff	Total Sale
SA10006	09:09 am	ARNOLD	\$22.00
SA10007	09:13 am	ARNOLD	\$5.00
SA10008	09:14 am	GORKIN	\$34.00
SA10009	09:14 am	GORKIN	\$11.25
SA10010	09:15 am	JENLEE	\$56.00
SA10011	01:20 pm	JENLEE	\$24.00
SA10012	01:20 pm	GORKIN	\$5.20
SA10013	09:46 am	JENLEE	\$12.00

If you want to view the details of a sale or print a duplicate receipt, you can double-click the sale entry in the list.

- 3 Click **Close** to close the **Sales on...** window.

# Viewing transactions

You can use the **View Transactions** window to view sales, lay-by and refund transactions recorded in a specified period, made by a particular staff member, for a particular customer and of a specified stock item.

The **View Transactions** window can be accessed from the **Admin**, **Stock**, **Customer** and **Staff and Security** windows.

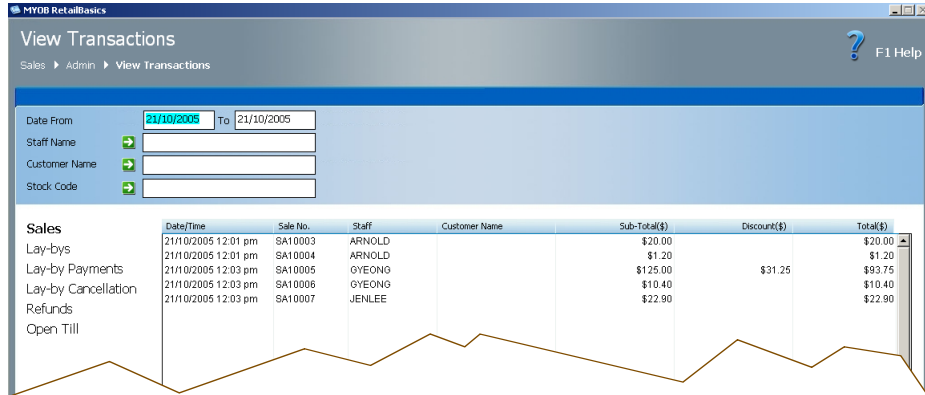
## To view transactions

- 1 Go to the **Admin** window and click **View Transactions**.

You can also open this window using one of the following methods:

- In the **Stock** window, click **View stock transactions**.
- In the **Staff and Security** window, click **View staff transactions**.
- In the **Customer** window, click **View customer transactions**.

The **View Transactions** window appears. If a message appears stating that there is no matching data, click **OK**.



- 2 Specify the date range by entering a start date in the **Date From** field and an end date in the **To** field.
- 3 Enter what you wish to search for in the appropriate field. You can search on one or more of these fields:
  - **Staff Name**
  - **Customer Name**
  - **Stock Code**.

You can search with only a part of the name or code. For example, if you want to search for Arthur, you can enter 'A', 'Ar' or 'Arthur'.

You can also click the arrow button (➔) next to a field to choose the staff, customers or stock from a list.

- 4 Choose the type of information you want to view by clicking:
  - **Sales**—to view sales transactions.
  - **Lay-bys**—to view new lay-by transactions.
  - **Lay-by Payments**—to view lay-by payments.
  - **Lay-by Cancellation**—to view cancelled lay-bys.
  - **Refunds**—to view refunded transactions.
  - **Open Till**—to see a record of every instance when the till or cash drawer was opened without recording a transaction. For example, staff members may have opened the cash drawer by clicking the **Open Till** button in the **Make a Sale** window or the **Test Cash Drawer** button in the **Cash Drawer Settings** window. They may also have opened it when counting the day's takings.

This does *not* include instances when the till was opened automatically as part of a transaction such as a sale, lay-by or refund.

The transactions that match your search criteria appear in the grid. You can double-click a transaction to view full details or print a duplicate receipt.

- 5 Click **Close**.

---

## Exporting the day's transactions

Every time you count your takings, the current count takings session ends and a new one begins. You can export the data from one or more count takings sessions to MYOB accounting software. RetailBasics will export information about sales, refunds, credit card surcharges, lay-by payments received and lay-by cancellations, along with service and cancellation charges, for each session.

The data is exported as a text file to the location specified when you entered accounting export details. You can import this file into your accounting software.

**Exporting foreign currency transactions** Any payments made in a foreign currency will be exported as local currency amounts. The local currency amount will be calculated using the same exchange rate used in the original transaction.

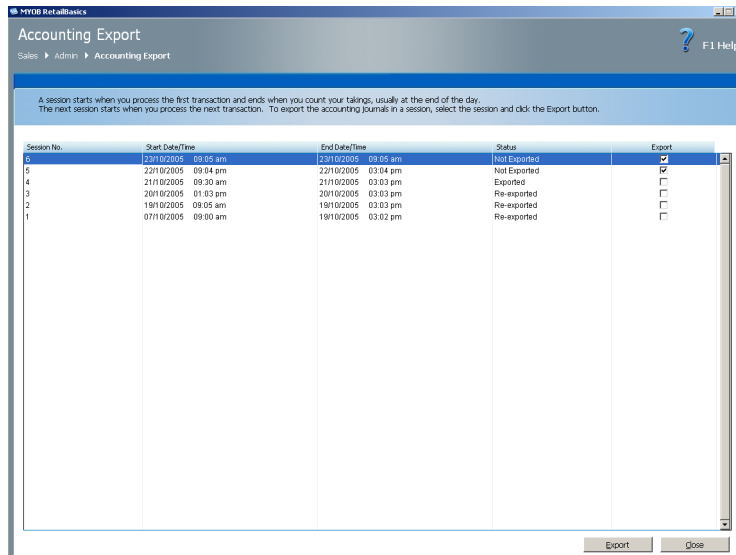
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**NOTE: Setting up accounting information before exporting accounting data** Before exporting accounting data you must specify your account numbers and the location for the exported file. See ['To set up accounting export' on page 172](#).

---

## To export accounting data

- 1 Go to the **Admin** window.
- 2 Go to the **File** menu and choose **Accounting Export**. The **Accounting Export** window appears, listing the count taking sessions together with their export status.



The **Status** column displays the status of the session:

- **Not Exported**—you have not exported this session.
- **Exported**—you have already exported this session.
- **Re-exported**—you have exported this session more than once.

- 3 Select the **Export** checkbox next to the sessions you want to export (sessions with a **Not Exported** status should be selected by default). You can select a session that you have already exported.

To exclude a session, deselect the **Export** checkbox next to the relevant session.

- 4 Click the **Export** button.

---

**NOTE: Overwriting a previous export file** If you have a previous export file that you have not imported into your MYOB accounting software, a message appears asking if you want to overwrite the file. If you want to cancel the export, click **No**. If you are sure you want to overwrite the file, click **Yes**.

---

When the export is complete, a message appears specifying the name and location of the exported file. The exported text file will have the journal data for the transactions made. You can now import this file into your MYOB accounting software.

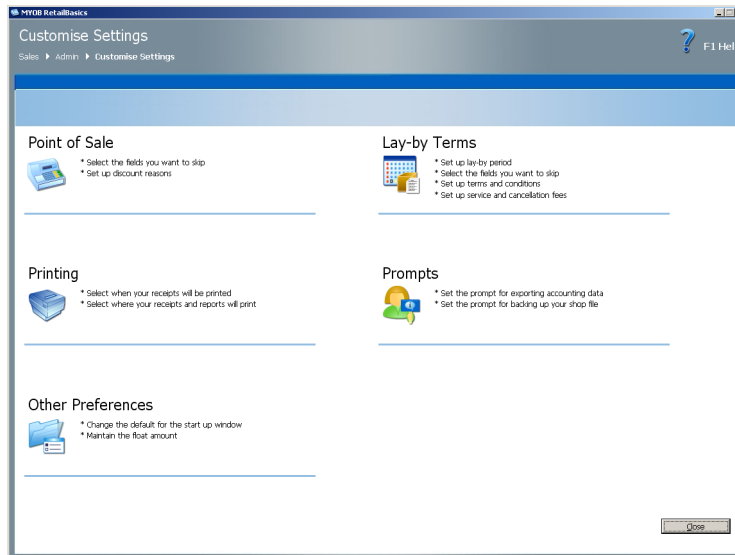
---

**NOTE: Error message** An error message will appear if the account numbers that you initially set up are invalid.

---

## To set an export accounting data prompt

- 1 Go to the **Admin** window.
- 2 Click **Customise Settings**. The **Customise Settings** window appears.



- 3 Click **Prompts**.
- 4 Select the **Prompt me to export accounting data whenever I count takings** checkbox.
- 5 Click **OK**.

---

## End-of-day reports

The following reports are useful in analysing your transactions for the day:

- **Sales Period** report—see [‘To display the Sales Period report’ on page 81](#).
- **What’s Selling** report—see [‘To display the What’s Selling report’ on page 82](#).
- **Lay-by** report—see [‘To display the Lay-by report’ on page 83](#).
- **Refunds** report—see [‘To display the Refunds report’ on page 84](#).
- **Discounts** report—see [‘To display the Discounts report’ on page 86](#).

Reports about count takings sessions include:

- **Count Takings Summary** report—see [‘Count Takings Summary report’ on page 95](#).
- **Count Takings Session** report—see [‘Count Takings Session report’ on page 96](#).







# Count Takings Summary report


The **Count Takings Summary** report displays the counted, expected and discrepancy amounts.

## To display the Count Takings Summary report

- 1 Go to the **Admin** window.
- 2 Click **Reports**. The **Reports** window appears.
- 3 Click the **Count Takings Summary** report. A sample of the report is displayed to the right of the report names.
- 4 Click the **View** button below the sample report. The current day's information for the **Count Takings Summary** report appears.
- 5 If you want to display information for another date or change the way the information is displayed, enter the report filters in the **Modify a Report** section of this window:
  - Enter the **Date** of the count takings session. If the takings were counted more than once on that date, you can select the **Time** of the session.
  - **Sort by**—choose to sort the report by payment type or discrepancy.
- 6 To quickly navigate through the report, choose an option on the **Print Preview** toolbar.



Click this button...	To do this...
 (Next Page)	To show the next page of the report.
 (Previous Page)	To show the previous page of the report.
 (First Page)	To show the first page of the report.
 Last Page	To show the last page of the report.
 Go to Page	To go to a specific page of the report.
 Zoom field	To change the magnification of the report.

- 7 To print the report, click the **Print** button () in the **Print Preview** toolbar. The report is printed on your default document printer.
- 8 To close the report, click **Close**.
- 9 Click **Close**.

## Count Takings Session report

The **Count Takings Session** report lists the transactions recorded in a session or, if there was more than one session on the specified date, in a group of sessions.

### To display the Count Takings Session report

- 1 Go to the **Admin** window.
- 2 Click **Reports**. The **Reports** window appears.
- 3 Click the **Count Takings Session** report. A sample of the report is displayed to the right of the report names.
- 4 Click the **View** button below the sample report. The current day's information for the **Count Takings Session** report appears.
- 5 If you want to display information for another date or change the way the information is displayed, enter the report filters in the **Modify a Report** section of this window:
  - Enter the **Date** of the count takings session. If the takings were counted more than once on that date, you can select the **Time** the takings were counted.
  - **Sort by**—choose to sort the report by receipt number, date and time of the transaction, staff name, transaction type or payment.
- 6 To quickly navigate through the report, choose an option on the **Print Preview** toolbar.



Click this button...	To do this...
(Next Page)	To show the next page of the report.
(Previous Page)	To show the previous page of the report.
(First Page)	To show the first page of the report.
Last Page	To show the last page of the report.
Go to Page	To go to a specific page of the report.
100% Zoom field	To change the magnification of the report.

- 7 To print the report, click the **Print** button () in the **Print Preview** toolbar. The report is printed on your default document printer.
- 8 To close the report, click **Close**.
- 9 Click **Close**.



# 5 Stock

You can use RetailBasics to maintain a list of the stock items that you sell, along with details like the department, the unit of measure, the price per unit and the applicable tax.

Stock items are identified primarily by a stock code and a description. When you make a sale, you find the item by entering all or part of the code or description. Selecting the item brings up other details such as the price per unit and the tax applied. You can also set up the stock item so that a picture of the item or a sales prompt appears in the sales window.

**Setting up stock items** You should set up your stock items before you start making sales. You can set up stock items in the following ways:

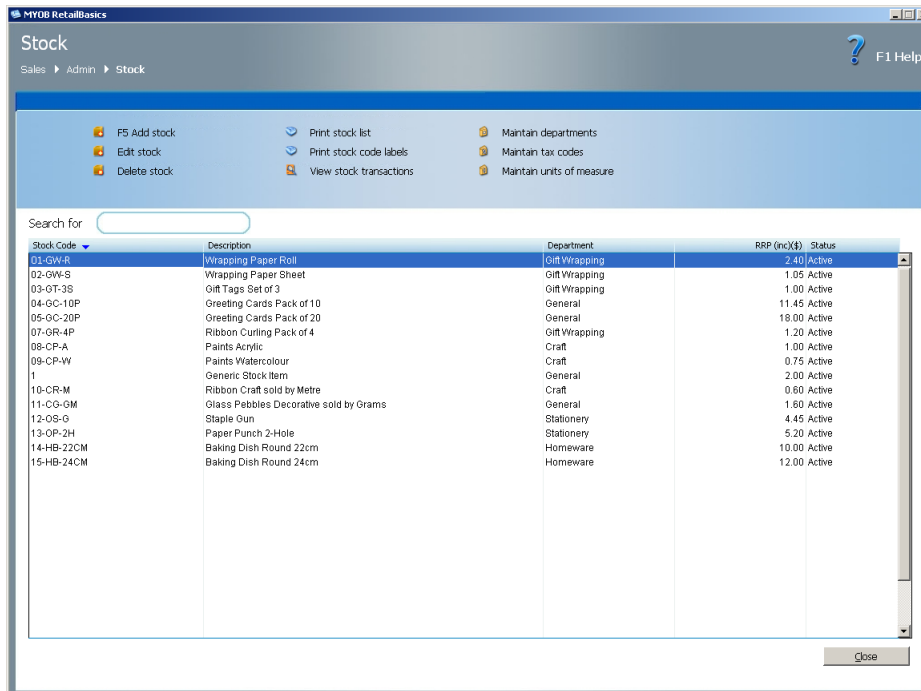
- When you run RetailBasics for the first time, the **Stock Assistant** guides you through the process of setting up stock items. See [‘Starting RetailBasics’ on page 46](#).
- After you have set up RetailBasics, you can set up stock items using the **Stock** option in the **Admin** window. This chapter describes the basic stock functions.

The Stock List report lists all the items you have set up (see [‘Stock List report’ on page 109](#)).

**Tracking stock** You can use the **What's Selling** and **Sales: Detailed** reports to see the quantity of items sold in a specific period. For details, see [‘Sales reports’ on page 80](#).

# The Stock window

The **Stock** window displays all your stock items. To display the **Stock** window, go to the **Admin** window and click **Stock** (📦).



You can use the **Stock** window to manage stock items, departments, tax codes and units of measure. You can also print stock labels, view a list of stock items or look up stock transactions.

To do this...	Select or click this...	See this section for details...
Add a stock item	Click <b>F5 Add stock</b>	<a href="#">‘To add a stock item’ on page 100</a>
Edit a stock item	Select a stock item and click <b>Edit Stock</b>	<a href="#">‘To edit a stock item’ on page 102</a>
Delete a stock item	Select a stock item and click <b>Delete stock</b>	<a href="#">‘To delete a department’ on page 111</a>
View and print the stock list report	Click <b>Print stock list</b>	<a href="#">‘To display the Stock List report’ on page 109</a>
Print labels to place on your stock items	Click <b>Print stock code labels</b>	<a href="#">‘To print labels’ on page 105</a>
See a report of the stock transactions for sales, lay-bys and refunds	Click <b>View stock transactions</b>	<a href="#">‘Viewing transactions’ on page 91</a>
Add, edit or delete departments	Click <b>Maintain departments</b>	<a href="#">‘Departments’ on page 111</a>
Add, edit or delete tax codes	Click <b>Maintain tax codes</b>	<a href="#">‘Tax codes’ on page 112</a>
Add, edit or delete units of measure	Click <b>Maintain units of measure</b>	<a href="#">‘Units of measure’ on page 115</a>

## Basic stock functions

### Adding stock items

Before you add stock items, it may be useful to decide on a naming convention and on the stock codes or barcodes you will use. This will help you find the stock item at the time of making a sale.

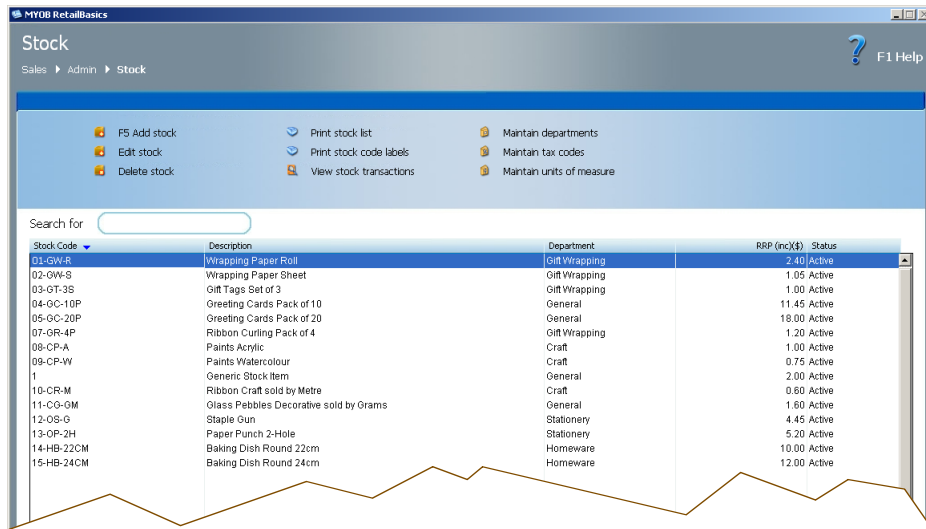
Using a naming convention also helps you organise varieties of the same product. For example, if a shop sold coffee mugs in three sizes, they could have stock items named *Coffee Mug Small*, *Coffee Mug Medium* and *Coffee Mug Large*.

While deciding on the naming convention, keep in mind that the stock search function in RetailBasics lets you search for the item by entering all or part of the code or description. For example, if you searched for *MU*, you could find two stock items—one named *Coffee Mug* and the other with the stock code *MU-078*.

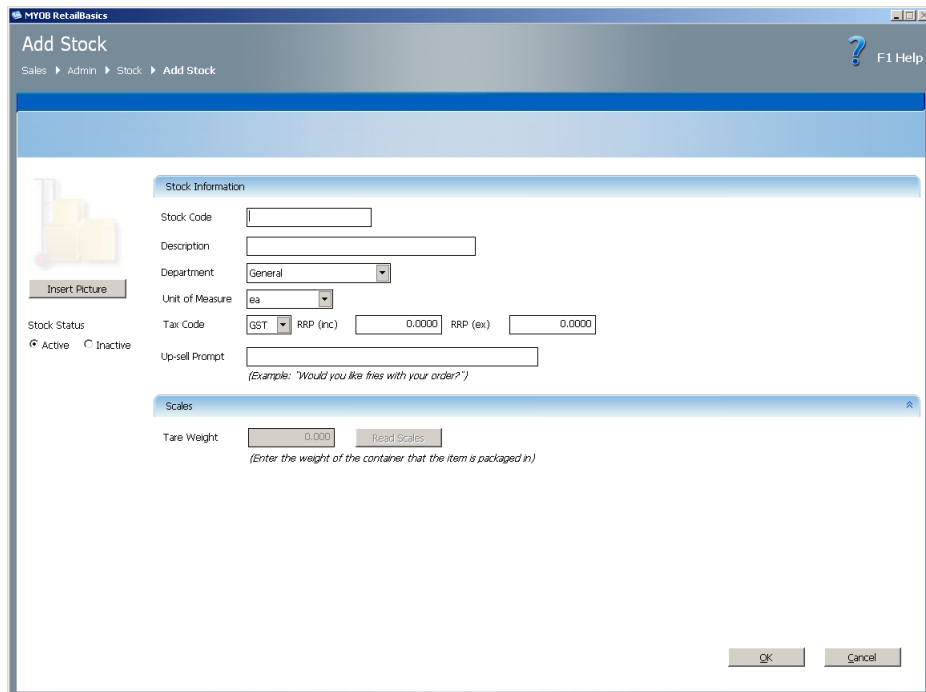
**Importing stock items** If you have a list of stock items in a separate file, you might be able to import it into RetailBasics. Importing saves you the trouble of having to add each stock item individually. For details on how to import stock items, see [Appendix A: ‘Import and Export’ on page 193](#).

## To add a stock item

- 1 Go to the **Admin** window.
- 2 Click **Stock**. The **Stock** window appears, listing all your stock items.



- 3 Click **F5 Add stock** or press **F5**. The **Add Stock** window appears.



- 4 In the **Stock Code** field, enter the barcode or item code of the item. If you have a barcode scanner connected and set up, you can scan the item to have the barcode entered automatically.
- 5 In the **Description** field, enter a short description of the item.
- 6 From the **Department** list, select the department that the item belongs to.  
If you want to add a new department, select <Add New> and enter the details in the window that appears. See 'To add a department' on page 111.
- 7 From the **Unit of Measure** list, select the unit of measure for the item.  
If you want to add a new unit, select <Add New> and enter the details in the window that appears. See 'To add a unit of measure' on page 116.

---

**NOTE:** If you want to enter a Tare Weight, choose **kg (Kilograms)** as the unit of measure. Tare weight is the weight of the container or wrapper used for the item. See 'Tare weight' on page 115 for more details.

---

- 8 From the **Tax Code** list, select the tax applicable for the item.  
If you want to add a new tax code, select <Add New> and enter the details in the window that appears. See 'To add a tax code' on page 112.
- 9 Enter the recommended retail price (RRP) price of the item in one of the **RRP** fields:
  - If you know the price inclusive of tax, enter it in the **RRP (inc)** field.
  - If you know the price before tax, enter it in the **RRP (ex)** field.

---

**NOTE:** You only need to enter one price because RetailBasics will automatically fill in the other one.

---

- 10 In the **Up-sell Prompt** field, enter the sales prompt you would like to see whenever this item is sold.

---

**NOTE: Up-sell Prompt** An *up-sell* or sales prompt is a message that appears on the screen whenever you select or scan a particular item when making a sale. Sales prompts can be used to suggest related items that the customer might wish to buy.

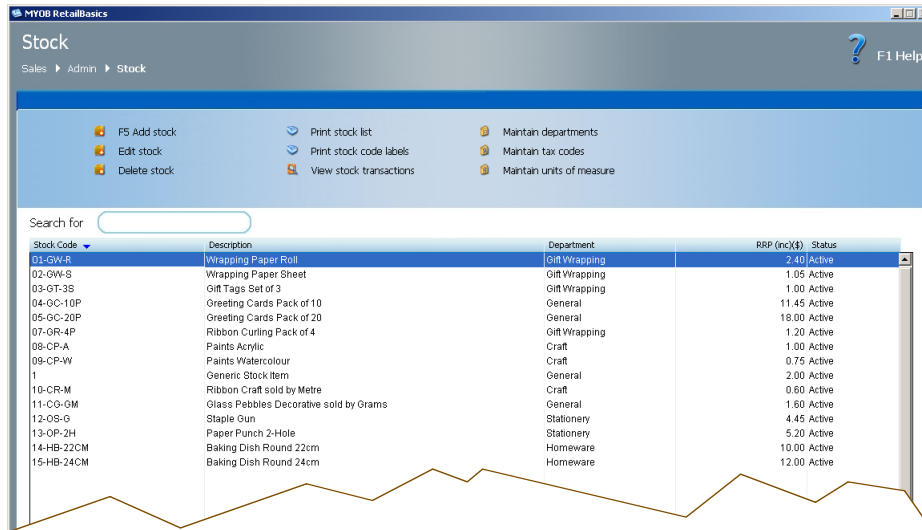
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- 11 If you selected **kg (Kilograms)** as the unit of measure, you can enter a weight in the **Tare Weight** field.  
If you have a pair of scales connected and set up, you can place the container or wrapper on the scales and click **Read Scales** to have the weight entered automatically.
- 12 If you want to add a picture of the stock item:
  - a Click **Insert Picture**. The **Load Image** window appears.
  - b Locate the picture file (in JPEG or GIF format) and click **Browse**. The picture appears in the **Add Stock** window.
- 13 If the stock item is not for sale, set the **Stock Status** to **Inactive**.
- 14 Click **OK** to add the item. The **Stock** window appears with the new item listed.

# Editing stock items

## To edit a stock item

- 1 Go to the **Admin** window.
- 2 Click **Stock**. The **Stock** window appears, listing all your stock items.



- 3 Double-click the stock item you want to edit or select the item and click **Edit Stock**. The **Edit Stock** window appears.

MYOB RetailBasics

### Edit Stock

Sales > Admin > Stock > Edit Stock

F1 Help

**Stock Information**

Stock Code: 08-CP-A

Description: Paints Acrylic

Department: Craft

Unit of Measure: ea

Tax Code: GST RRP (inc) 2.7500 RRP (ex) 2.5000

Up-sell Prompt: Would you also like to buy a paintbrush?  
*(Example: "Would you like fries with your order?")*

**Scales**

Tare Weight: 0.000

*(Enter the weight of the container that the item is packaged in)*

Remove Picture

Stock Status:  Active  Inactive

Date Last Sold: 18/10/2005

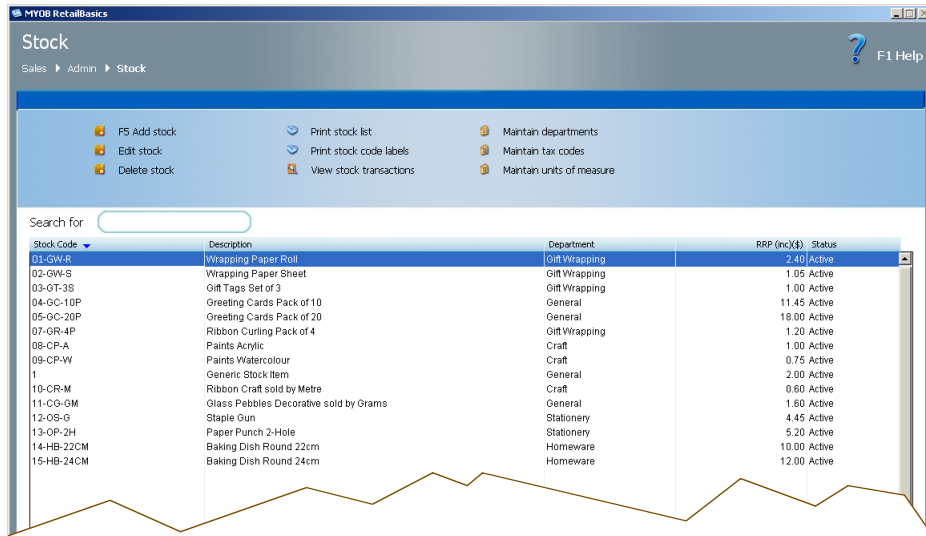
OK Cancel

- 4 Make whatever changes are necessary.
- 5 Click **OK** to save the changes. The **Stock** window reappears.

# Deleting stock items

## To delete a stock item

- 1 Go to the **Admin** window.
- 2 Click **Stock**. The **Stock** window appears, listing all your stock items.



- 3 Select the item you want to delete.

To find an item, scroll through the list of items or enter part of the stock code or description in the **Search for** field.

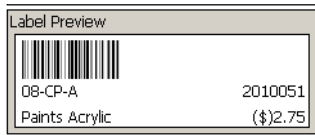
**NOTE:** You can sort the list by stock code or description by clicking on the **Stock Code** or **Description** column headings at the top of the list. An arrow beside a column heading indicates that the list is sorted by that column. A downwards-pointing arrow indicates an ascending sort, an upwards-pointing arrow indicates a descending sort. To change the sort order, click the column heading again.

- 4 Once you have found and selected the item, click **Delete stock**. A confirmation message appears.
- 5 Click **Yes** to confirm the deletion of the item. The selected stock item is removed from the list.



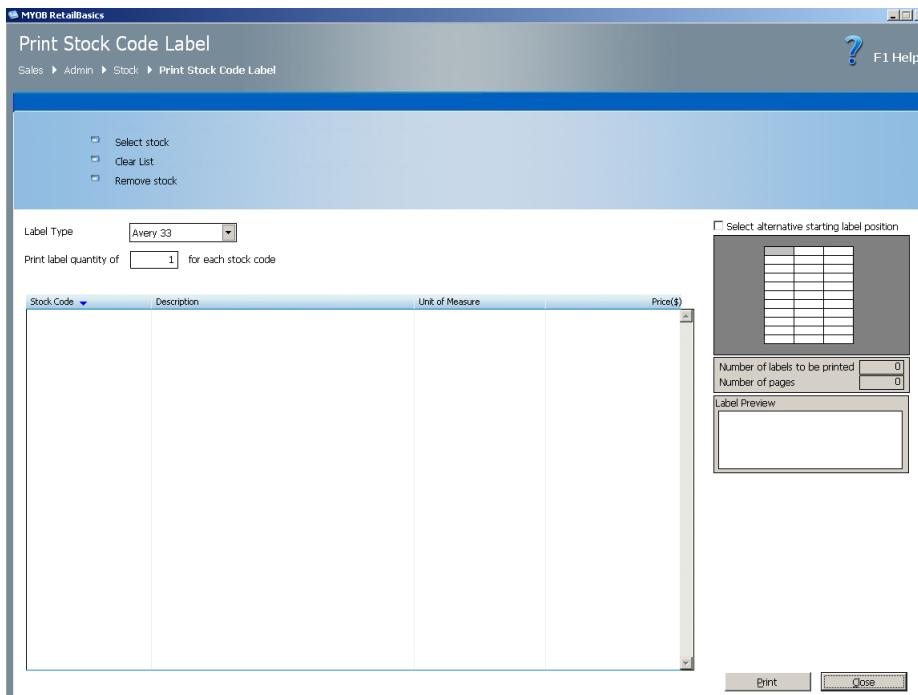
## Printing labels for stock items

You can print labels for stock items. The labels will have the stock code, the description and the price.



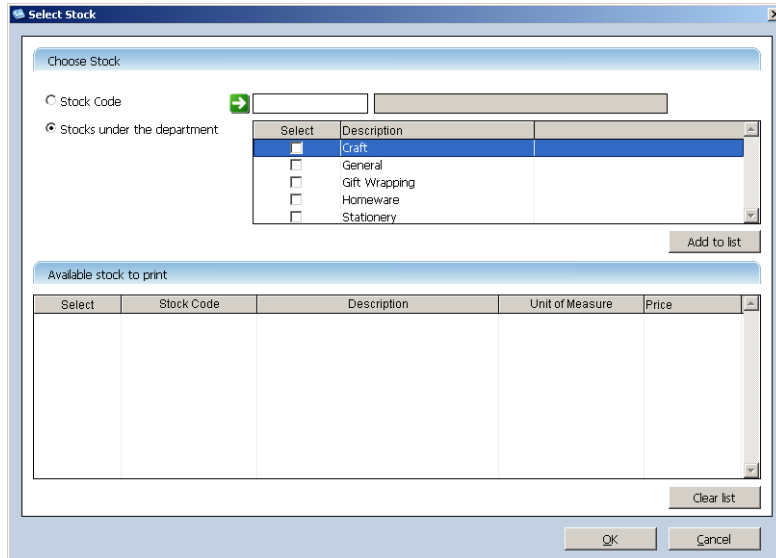
### To print labels

- 1 Go to the **Admin** window.
- 2 Click **Stock**. The **Stock** window appears, listing all your stock items.
- 3 Click **Print stock code labels**. The **Print Stock Code Label** window appears.



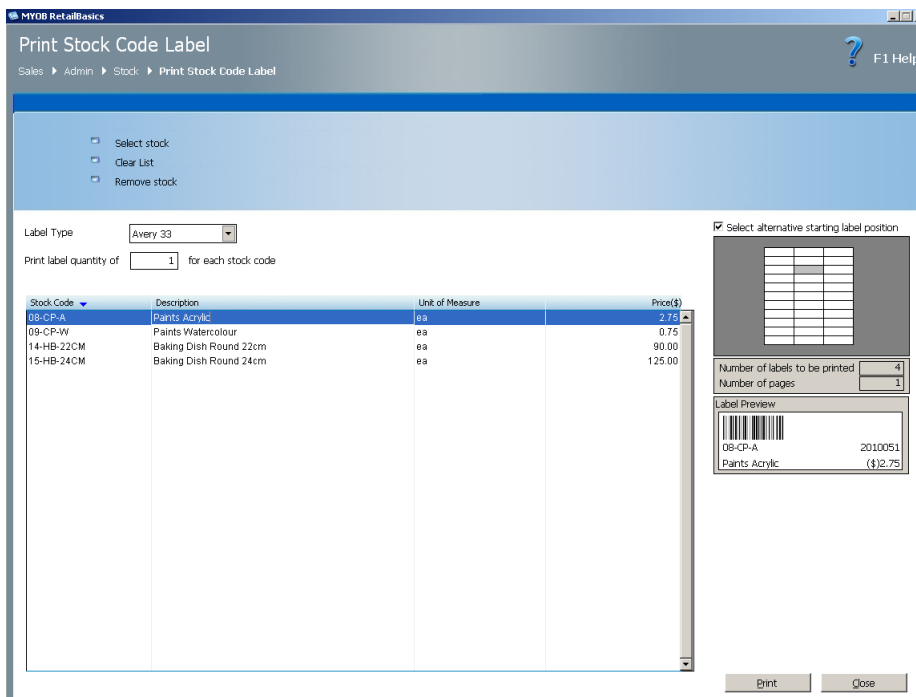
## Select stock items

- 4 Click **Select stock**. The **Select Stock** window appears.



- 5 To add an item whose stock code you know:
  - a Enter the code in the **Stock Code** field and press TAB. The item name appears in the adjacent field.
  - b Click **Add to list**. The stock item appears in the **Available stock to print** section.
- 6 To search for an item:
  - a Click the search arrow (➔) next to the **Stock Code** field, and double-click the item in the stock list window that appears. The **Select Stock** window reappears.
  - b Click **Add to list**. The stock item appears in the **Available stock to print** section.
- 7 To add all the items belonging to a department:
  - a Select a department by clicking in the corresponding **Select** box.
  - b Click **Add to list**. The stock items appear in the **Available stock to print** section.

- 8 Click **OK**. The **Print Stock Code Labels** window reappears, listing the items you selected.



- 9 If you want to remove an item, select it and click **Remove stock**. To remove all the items, click **Clear List**.

### Select label properties

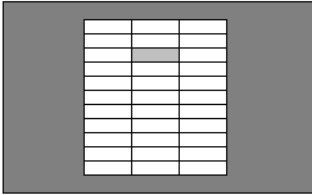
- 10 From the **Label Type** list, choose the type of label paper you want to use.
- 11 In the **Print label quantity of** field, enter the number of labels you want to print for *each* stock item.

Print label quantity of  for each stock code

- 12 If you want to change the starting position of the first label (which you might want to do if some of the labels on your sheet have already been used):
  - a Select the **Select alternative starting label position** checkbox.

- b Select a new label position by clicking it in the grid.


Select alternative starting label position



Number of labels to be printed

Number of pages

Label Preview



The **Number of labels to be printed** field displays the total number of labels. The **Number of pages** field displays the total number of pages you will need to print all the labels.

- 13 To see how a specific label will appear, select an item in the list. A representation of the label appears in the **Label Preview** pane.

#### Print the labels

- 14 Click **Print** to print the labels. The **Print** window appears.
- 15 Choose the printer, change any settings if necessary and click **OK**. The labels will be printed on the selected printer.

---

## Stock Reports

You may find the following reports helpful when managing stock:

- The **Stock List** report—see [‘Stock List report’ on page 109](#).
- The **Price List** report—see [‘Price List report’ on page 110](#).

**View transactions** You can also look up the transactions made in a specified period and filter the report by stock. Click **View stock transactions** in the **Stock** window to view the sales, lay-bys and refunds that have been made in a specified period. See [‘Viewing transactions’ on page 91](#) for more details.

# Stock List report

The **Stock List** report lists all your stock items. The stock code, description, tax and price (excluding and including tax) are shown on the report. You can sort the items by any one of these fields. You can also group the items by department.

The **Stock List** report is accessible from both the **Stock** window and the **Reports** window.

## To display the Stock List report

- 1 Go to the **Admin** window.
- 2 Click **Stock**. The **Stock** window appears, listing all your stock items.
- 3 Click **Print stock list**. The **Stock List** window appears, showing the first page of the report.
- 4 If you want to change the way the information is displayed, enter the report filters in the **Modify a Report** section of the window:
  - **Report by**—choose how you want to group the information.
  - **Sort by**—choose how you want the report details sorted.
  - **Show me**—choose to see all stock, active stock or inactive stock.
- 5 To quickly navigate through the report, choose an option on the **Print Preview** toolbar.



Click this button...	To do this...
(Next Page)	To show the next page of the report.
(Previous Page)	To show the previous page of the report.
(First Page)	To show the first page of the report.
Last Page	To show the last page of the report.
Go to Page	To go to a specific page of the report.
100% Zoom field	To change the magnification of the report.

- 6 To print the report, click the **Print** button () in the **Print Preview** toolbar. The report is printed on your default document printer.
- 7 To close the report, click **Close**.







## Price List report


The **Price List** report lists all your stock items with their price (excluding and including tax). The stock code and description of the item are shown on the report. You can sort the items by any of these fields. You can also choose to have a picture of the item displayed.

### To display the Price List report

- 1 Go to the **Admin** window.
- 2 Click **Reports**. The **Reports** window appears.
- 3 Click the **Price List** report. A sample of the report is displayed to the right of the report names.
- 4 Click the **View** button below the sample report. The **Price List** window appears, showing the first page of the report.
- 5 If you want to change the way the information is displayed, enter the report filters in the **Modify a Report** section of the window:
  - **Sort by**—choose how you want the report details sorted.
  - **Show me**—choose to see all stock, active stock or inactive stock.
  - **Picture**—if you do not want the picture of the item displayed on the report, select **Hide**.
- 6 To quickly navigate through the report, choose an option on the **Print Preview** toolbar.



Click this button...	To do this...
 (Next Page)	To show the next page of the report.
 (Previous Page)	To show the previous page of the report.
 (First Page)	To show the first page of the report.
 Last Page	To show the last page of the report.
 Go to Page	To go to a specific page of the report.
 100% Zoom field	To change the magnification of the report.

- 7 To print the report, click the **Print** button () in the **Print Preview** toolbar. The report is printed on your default document printer.
- 8 To close the report, click **Close**.

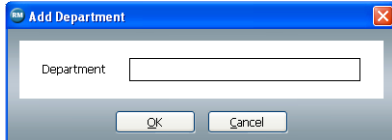
---

# Departments

You can organise stock items into departments just like you do in your shop. Departments are also useful as filters in reports like the Stock List report and when printing labels for stock items. You can create as many departments as you like. RetailBasics has a *General* department set up by default.

## To add a department

- 1 Go to the **Admin** window.
- 2 Click **Stock**. The **Stock** window appears, listing all your stock items.
- 3 Click **Maintain departments**. The **Department** window appears, listing all your departments.
- 4 Click **F5 Add a department** or press F5. The **Add Department** window appears.



- 5 Enter a name for the new department and click **OK**. The new department appears in the department list.

## To rename a department

- 1 Go to the **Admin** window.
- 2 Click **Stock**. The **Stock** window appears, listing all your stock items.
- 3 Click **Maintain departments**. The **Department** window appears, listing all your departments.
- 4 Double-click the department you want to edit. The **Edit Department** window appears.
- 5 Change the name of the department and click **OK**.

## To delete a department

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**NOTE:** You cannot delete a department if it has stock items assigned. You will need to assign the stock items to a different department first.

---

- 1 Go to the **Admin** window.
- 2 Click **Stock**. The **Stock** window appears, listing all your stock items.
- 3 Click **Maintain departments**. The **Department** window appears, listing all your departments.
- 4 Select the department you want to delete and click **Delete department**. A confirmation message appears.
- 5 To confirm the deletion, click **Yes**.

# Tax codes

Tax codes are already set up in RetailBasics. You can check the default percentages assigned to these taxes and change them if required. You can also add new tax codes if necessary.

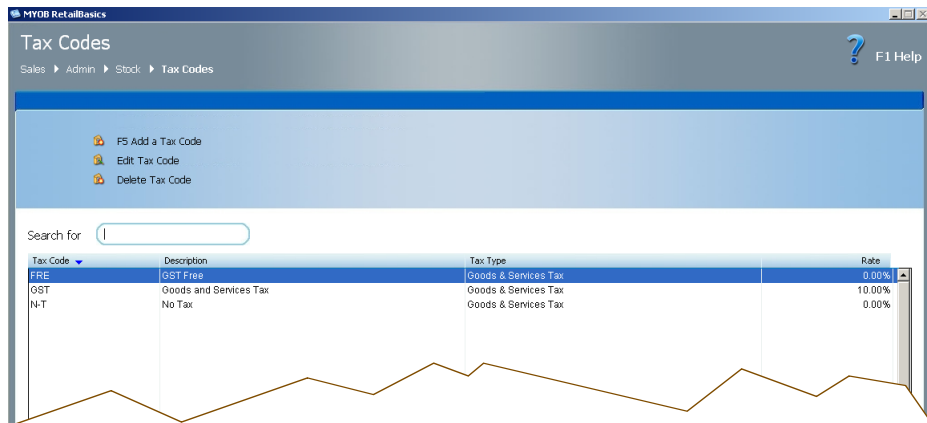
The following are the tax codes set up in RetailBasics:

Tax Code	Default Percentage	Type of Tax
GST (Goods & Services Tax)	10%	Goods & Services Tax
FRE (GST-Free)	0%	Goods & Services Tax
N-T (No tax)	0%	Goods & Services Tax

**NOTE: Which tax code should I use?** Check with your accountant or local tax office for details about which tax applies to which items.

## To add a tax code

- 1 Go to the **Admin** window.
- 2 Click **Stock**. The **Stock** window appears, listing all your stock items.
- 3 Click **Maintain tax codes**. The **Tax Codes** window appears, listing all your codes.





- 4 Click **F5 Add a Tax Code** or press F5. The **Add Tax Code** window appears.

The 'Add Tax Code' dialog box has the following fields and values:

- Tax Code:
- Description:
- Tax Type: Goods & Services Tax
- Tax Rate: 0.00 %

- 5 In the **Tax Code** field, enter an abbreviation for the tax. The abbreviation can contain both alphabetical characters and numbers, but cannot exceed three characters in length.
- 6 In the **Description** field, enter the description of the tax.
- 7 In the **Tax Rate** field, enter the percentage of the tax.
- 8 Click **OK**.

## Editing tax codes

You cannot edit the abbreviations of the tax codes. You can, however, edit the description and rate.

### To edit a tax code

- 1 Go to the **Admin** window.
- 2 Click **Stock**. The **Stock** window appears, listing all your stock items.
- 3 Click **Maintain tax codes**. The **Tax Codes** window appears, listing all your codes.

The 'Tax Codes' window displays the following data:

Tax Code	Description	Tax Type	Rate
FRE	GST Free	Goods & Services Tax	0.00%
GST	Goods and Services Tax	Goods & Services Tax	10.00%
N-T	No Tax	Goods & Services Tax	0.00%

- 4 Double-click the tax code you want to edit or select the tax code and select **Edit Tax Code**. The **Edit Tax Code** window appears.

- 5 Make whatever changes are necessary.
- 6 Click **OK**.

### To delete a tax code

**NOTE: Some tax codes cannot be deleted** You cannot delete a tax code if it is assigned to a stock item or if it has been specified as the default tax for service and cancellation fees. Further, you cannot delete the **N-T** (No Tax) tax code.

- 1 Go to the **Admin** window.
- 2 Click **Stock**. The **Stock** window appears, listing all your stock items.
- 3 Click **Maintain tax codes**. The **Tax Codes** window appears, listing all your codes.

Tax Code	Description	Tax Type	Rate
FRE	GST Free	Goods & Services Tax	0.00%
GST	Goods and Services Tax	Goods & Services Tax	10.00%
N-T	No Tax	Goods & Services Tax	0.00%

- 4 Select the tax code you want to delete and click **Delete Tax Code**. A confirmation message appears.
- 5 To confirm the deletion, click **Yes**.

---

# Units of measure

Common units of measure for length and weight are already set up in RetailBasics. You can also add new units of measure or change the descriptions of existing ones.

The following are the units set up in RetailBasics:

Abbreviation for Unit	Description of Unit
cm	Centimetres
ea	Each (This is the default unit of measure that is selected when you add a new stock item.)
ft	Feet
gm	Grams
kg	Kilograms (If a stock item has this unit, you can also assign a tare weight to the item.)
l	Litres
lb	Pounds
m	Metres
oz	Ounces

---

## Tare weight

You can set a *tare weight* for stock items that are sold in kilograms (kg). Tare weight is the weight of the container or wrapper used for the item. When the item is sold, the tare weight is subtracted from the total weight, and the net weight—being the weight of just the item—determines the price.

---

**NOTE:** You cannot set a tare weight for a stock item unless you select kilograms (kg) as the unit of measure.

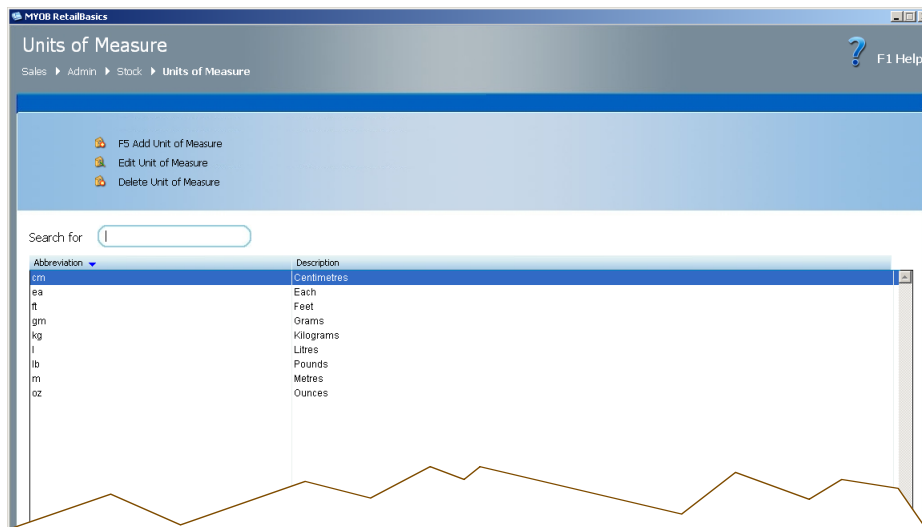
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## Adding a unit of measure

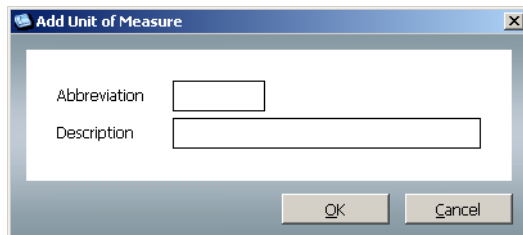
You can add a unit of measure using the **Maintain units of measure** option in the **Stock** window. You can also add a unit while creating a new stock item.

### To add a unit of measure

- 1 Go to the **Admin** window.
- 2 Click **Stock**. The **Stock** window appears, listing all your stock items.
- 3 Click **Maintain units of measure**. The **Units of Measure** window appears, listing all your existing units.



- 4 Click **F5 Add Unit of Measure** or press **F5**. The **Add Unit of Measure** window appears.



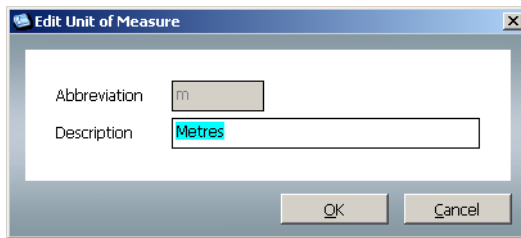
- 5 In the **Abbreviation** field, enter an abbreviation for the new unit. The abbreviation cannot exceed three characters in length.
- 6 In the **Description** field, enter a description of the unit and click **OK**.

## Editing a unit of measure

You cannot edit the abbreviations of the default units of measure. You can, however, edit their descriptions.

### To edit a unit of measure

- 1 Go to the **Admin** window.
- 2 Click **Stock**. The **Stock** window appears, listing all your stock items.
- 3 Click **Maintain units of measure**. The **Units of Measure** window appears, listing all your existing units.
- 4 Double-click the unit you want to edit or select the unit and click **Edit Unit of Measure**. The **Edit Unit of Measure** window appears.



- 5 Change the details in the **Abbreviation** and **Description** fields and click **OK**.

## Deleting a unit of measure

You cannot delete any units of measure that are in the system by default. You can delete a unit that you have added but only if it is not used by a stock item. To delete a unit that is in use, you must first assign the stock item to a different unit. However, reports for transactions recorded before the change will continue to display the original unit.

### To delete a unit of measure

- 1 Go to the **Admin** window.
- 2 Click **Stock**. The **Stock** window appears, listing all your stock items.
- 3 Click **Maintain units of measure**. The **Units of Measure** window appears, listing all your existing units.
- 4 Select the unit you want to delete and click **Delete Unit of Measure**. A confirmation message appears.
- 5 To confirm the deletion, click **Yes**. The unit is removed from the list.



# 6 Administration

The tasks that you typically undertake in running a shop can be grouped into three types:

- tasks done in the shop—those that you do in response to a direct request from a customer, such as making a sale, setting up a lay-by, recording a lay-by payment and making a refund
- tasks done in the storeroom or warehouse, such as recording the stock you will sell
- tasks done in the back office—those that you do to manage your shop.

The first two types of task are covered in [Chapter 3, 'Sales'](#) and [Chapter 5, 'Stock'](#) respectively. This chapter covers the final group of tasks, commonly known as administrative tasks. Administrative tasks include managing staff and customer records, setting up payment types, customising RetailBasics, and backing up your data.

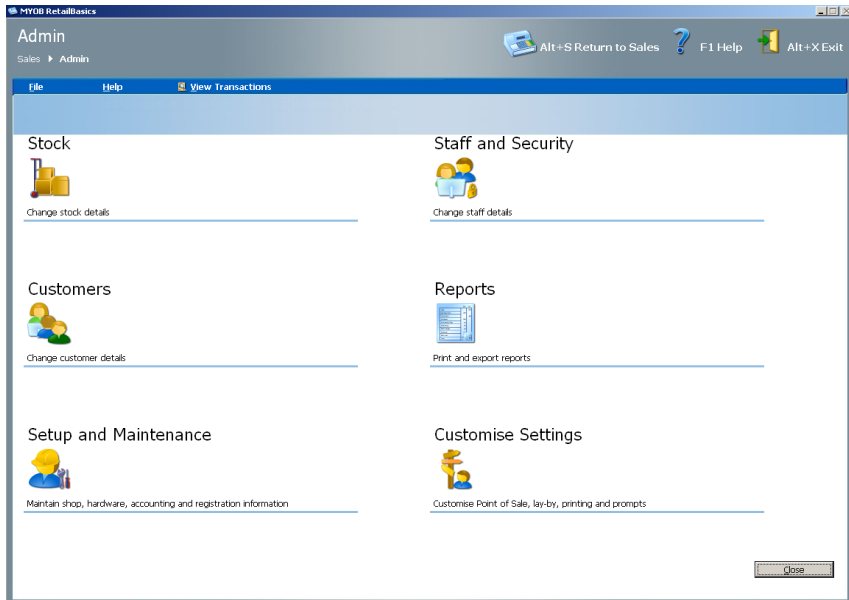
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**NOTE: Setting up hardware; importing and exporting data** These topics are covered in [Chapter 7, 'Hardware'](#) and [Appendix A: 'Import and Export'](#) on page 193.


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# The Admin window

All administrative tasks are undertaken from the **Admin** window.

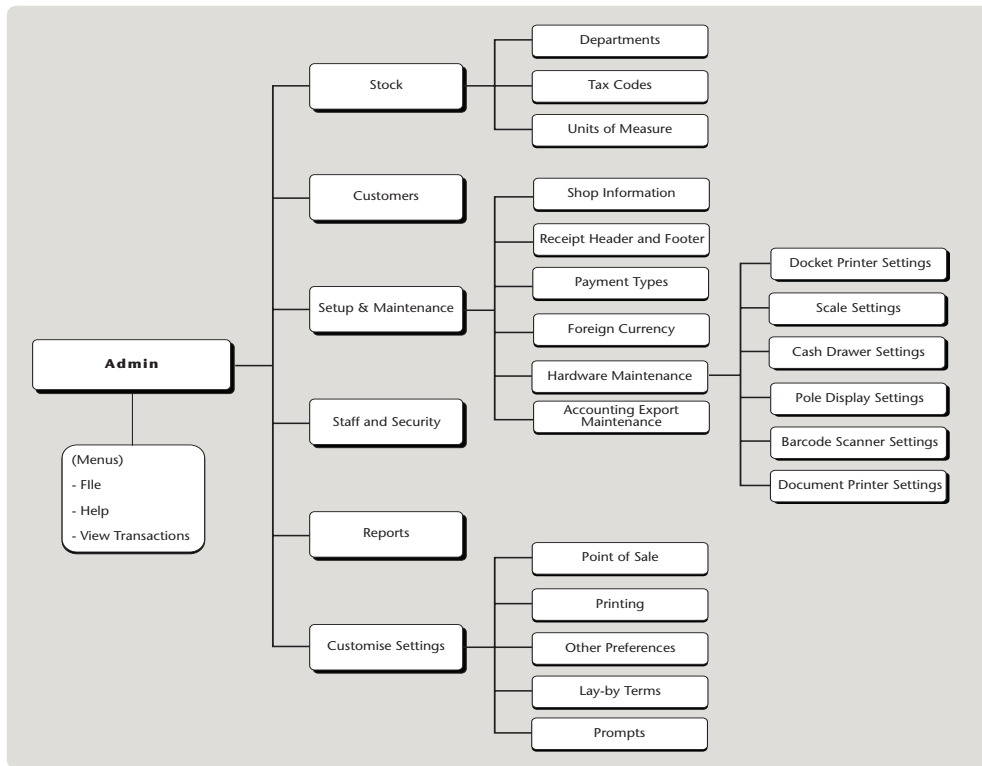


You can display the **Admin** window by:

- clicking the **Admin** icon (  )
- pressing Alt+A.



## Admin screen map



Click this...	To do this...	See this section for details...
<b>Staff and Security</b>	Add, edit or delete staff records	<a href="#">‘Staff’ on page 123</a>
	Change a staff member’s access rights	<a href="#">‘To set a staff member’s access rights’ on page 129</a> and <a href="#">‘To set when users are logged off’ on page 131</a>
	Set a new administrator	<a href="#">‘Security’ on page 129</a>
	Reset user passwords	<a href="#">‘Security’ on page 129</a>
<b>Customers</b>	Add, edit or delete customer records	<a href="#">‘Customers’ on page 136</a>
	Print labels with customer details	<a href="#">‘To print labels with customer details’ on page 141</a>
	View customer transactions	<a href="#">‘Viewing transactions performed by staff members’ on page 129</a>

Click this...	To do this...	See this section for details... <i>(Continued)</i>
<b>Setup and Maintenance</b>	Edit the information about your shop	<a href="#">‘To edit the information about your shop’ on page 166</a>
	Edit the information that appears on your receipts	<a href="#">‘Modifying receipts’ on page 168</a>
	Set up or modify your hardware devices	<a href="#">Chapter 7, Hardware, on page 175</a>
	Set up foreign currency	<a href="#">‘Setting up foreign currency’ on page 150</a>
	Add, edit or delete payment types	<a href="#">‘Managing payment types’ on page 145</a>
	Set up accounting data export	<a href="#">‘Setting up accounting export’ on page 172</a>
<b>Customise Settings</b>	Customise the sales windows	<a href="#">‘Customising the sales and refund windows (Point of Sale window)’ on page 156</a>
	Set up receipt printing options	<a href="#">‘To set receipt printing options’ on page 158</a>
	Specify the default window that should appear when you start RetailBasics	<a href="#">‘To set the default window and float amount’ on page 160</a>
	Specify the default float amount	<a href="#">‘To set the default window and float amount’ on page 160</a>
	Set up lay-by terms	<a href="#">‘To set up lay-by terms’ on page 162</a>
	Set up prompts for export and backups	<a href="#">‘To set export and backup prompts’ on page 164</a>
The <b>File</b> menu	Back up or restore your data	<a href="#">‘Backing up and restoring data’ on page 170</a>
	Import or export data	<a href="#">Appendix A: ‘Import and Export’ on page 193</a>
	Export accounting data	<a href="#">Appendix A: ‘Import and Export’ on page 193</a>

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# Staff

Your staff will change from time to time. As you take on new staff, you will need to create a record for them and specify the parts of RetailBasics that they can access. You can use the **Staff and Security** option in the **Admin** window to add new staff records, change the administrator and set access rights.

**Existing staff records** Staff records will already have been added during the setup of RetailBasics:

- By default, RetailBasics adds a staff record for the person you name as the administrator in the **Shop Assistant** (in the **Shop Information** window). RetailBasics also sets this staff member as the administrator.
- If you ran the optional **Staff Assistant**, you may have added other staff members. You may also have changed the administrator.

**Do staff members need to log on to use RetailBasics?** Whether or not staff members need to log on to use RetailBasics depends on how many have been set up:

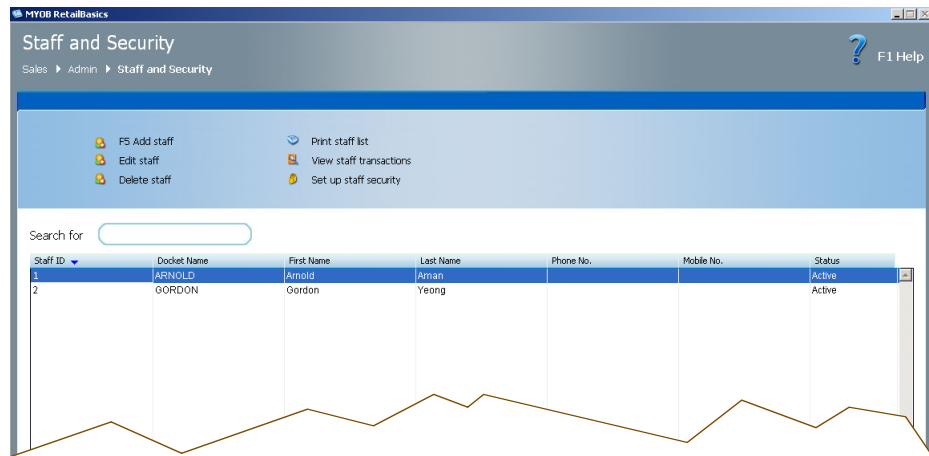
- If the administrator is the only staff member set up, anyone can use RetailBasics without logging in.
- If more than one staff member is set up, everyone—including the administrator—will have to log on with a staff ID and password.

**Using RetailBasics *without* creating additional staff records** You can use RetailBasics without creating additional staff records (the administrator is set up by default). However, you will not then be able to use RetailBasics to analyse transactions by, and the sales performance of, staff members. Nor will you be able to restrict access to certain features of RetailBasics.

Note too that if you do not create staff records or only create one record for the administrator, any person who has full access to the computer on which RetailBasics is installed will also be able to use RetailBasics without logging in.

## To add a staff member record

- 1 Go to the **Admin** window.
- 2 Click **Staff and Security**. The **Staff and Security** window appears.



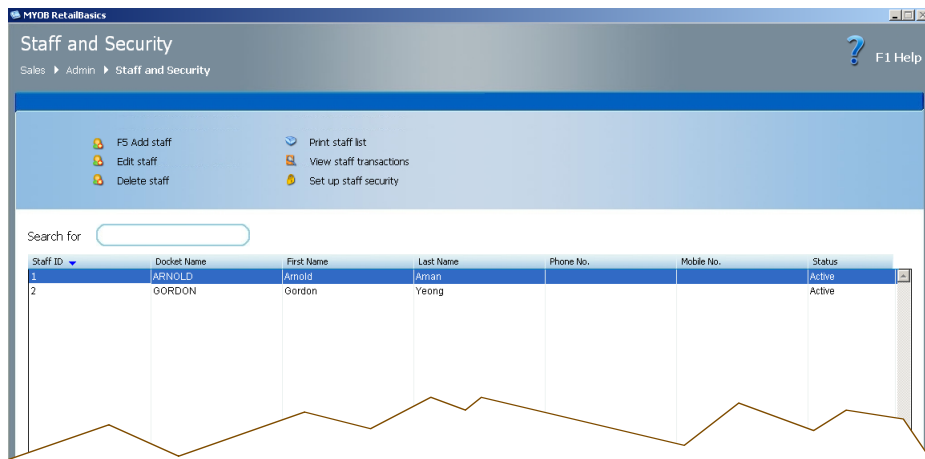
- 3 Click **F5 Add staff** or press **F5**. The **Add Staff** window appears.

The screenshot shows the 'Add Staff' window in MYOB RetailBasics. The window title is 'MYOB RetailBasics' and the subtitle is 'Add Staff'. The breadcrumb navigation is 'Sales > Admin > Staff > Add Staff'. There is a 'F1 Help' icon in the top right corner. On the left side, there is a staff icon and a 'Staff Status' section with radio buttons for 'Active' (selected) and 'Inactive'. The main area is divided into three sections: 'Staff Information', 'Contact Details', and 'Other'. The 'Staff Information' section has fields for 'Staff ID', 'First Name', 'Last Name', and 'Docket Name'. The 'Contact Details' section has fields for 'Address', 'Suburb/City', 'State/Territory' (a dropdown menu), 'Postcode', 'Phone', 'Mobile', and 'Email Address'. The 'Other' section has fields for 'Date of Birth' and 'Start Date', both with date pickers. At the bottom right, there are 'OK' and 'Cancel' buttons.

- 4 Enter the mandatory information:
  - an ID for the staff member (or accept the default value)
  - their first and last names.
- 5 If you wish, you can also enter:
  - the address of the staff member
  - their telephone and mobile number
  - their date of birth and date of commencement.
- 6 You can also enter the default docket name. This is the name that will appear on dockets and in sales reports.
- 7 If the staff member is:
  - currently or shortly to be employed, click **Active**.
  - on leave, or not currently employed, click **Inactive**.
- 8 Click **OK**.
- 9 If this is the second staff member you are adding (the administrator is set up by default), a message appears informing you that you will need to log on with your ID the next time you start RetailBasics. Click **OK** to close the message.

### To edit a staff member record

- 1 Go to the **Admin** window.
- 2 Click **Staff and Security**. The **Staff and Security** window appears.




- 3 In the staff list, select the staff member to edit and click **Edit staff**. The **Edit Staff** window appears.

MYDB RetailBasics

### Edit Staff

Sales > Admin > Staff > Edit Staff

F1 Help



**Staff Information**

Staff ID:

First Name:  Last Name:

Docket Name:

**Staff Status**

Active  Inactive

**Contact Details**

Address:

Suburb/City:

State/Territory:  Postcode:

Phone:  Mobile:

Email Address:

**Other**

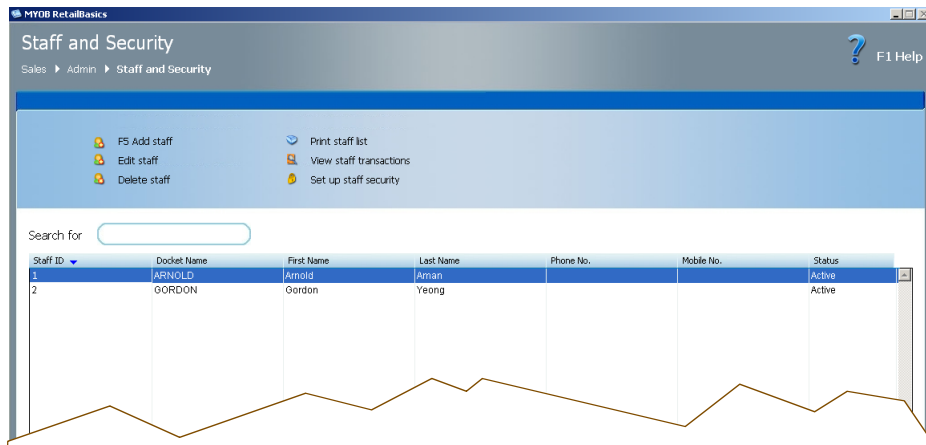
Date of Birth:  Start Date:

OK Cancel

- 4 Make the necessary changes.
- 5 Click **OK**.

## To delete a staff member record

- 1 Go to the **Admin** window.
- 2 Click **Staff and Security**. The **Staff and Security** window appears.



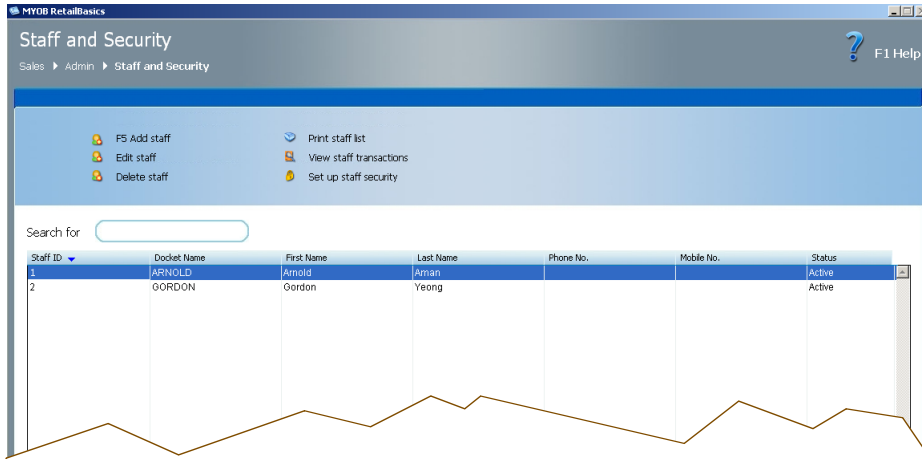
- 3 Select the staff member to delete and click **Delete staff**. A confirmation message appears.
- 4 Click **Yes** to confirm the deletion.
- 5 Click **Close**.

**NOTE:** Deleted staff members will still appear in records of transactions that they entered but do not appear in the staff list.

# Staff List report

## To print a list of current staff

- 1 Go to the **Admin** window.
- 2 Click **Staff and Security**. The **Staff and Security** window appears.









- 3 Click **Print staff list**. The **Staff List** window appears.

**NOTE:** Deleted staff members do not appear in the staff list. However, they still appear in records of transactions that they entered.

- 4 If you want to change the way in which the information is displayed, enter the report filters in the **Modify a Report** section of this window:
- 5 **Sort by**—choose how you want the report details sorted.
- 6 **Show me**—choose if you want to see all staff, active staff, or inactive staff.
- 7 To quickly navigate through the report, choose an option on the **Print Preview** toolbar.



Click this button...	To do this...
 (Next Page)	To show the next page of the report.
 (Previous Page)	To show the previous page of the report.
 (First Page)	To show the first page of the report.
 Last Page	To show the last page of the report.
 Go to Page	To go to a specific page of the report.
 100% Zoom field	To change the magnification of the report.



- 8 To print the report, click the **Print** button (🖨️) in the **Print Preview** toolbar. The report is printed on your default document printer.
- 9 To close the report, click **Close**.

## Viewing transactions performed by staff members

You can look up the transactions made in a specified period and filter the report by staff members. Click **View staff transactions** in the **Staff and Security** window to view the sales, lay-bys and refunds that have been made in a specified period. See '[Viewing transactions](#)' on [page 91](#) for more details.

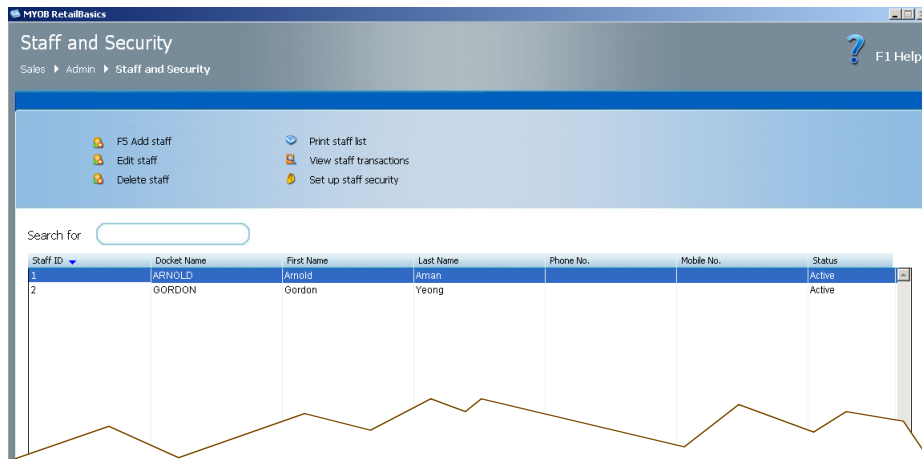
## Security

The security feature enables you to:

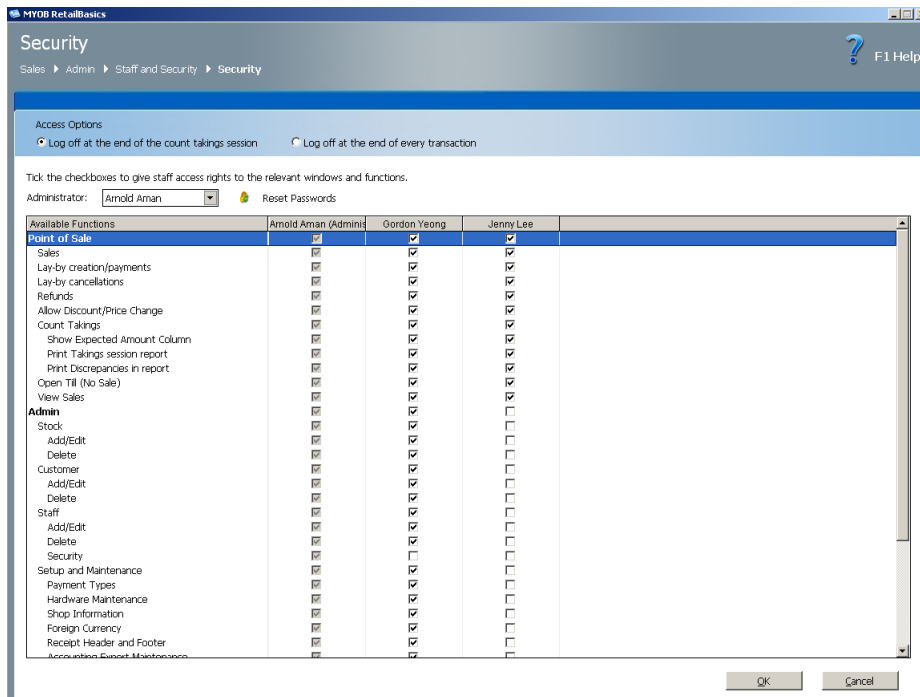
- limit a staff member's access to various windows and functions
- designate a staff member as the administrator
- specify if a staff member should be logged off after each transaction
- reset passwords, which you might want to do if the staff member forgets their password or if the password needs to be changed.

### To set a staff member's access rights

- 1 Go to the **Admin** window.
- 2 Click **Staff and Security**. The **Staff and Security** window appears.



- 3 Click **Set up staff security**. The **Security** window appears.

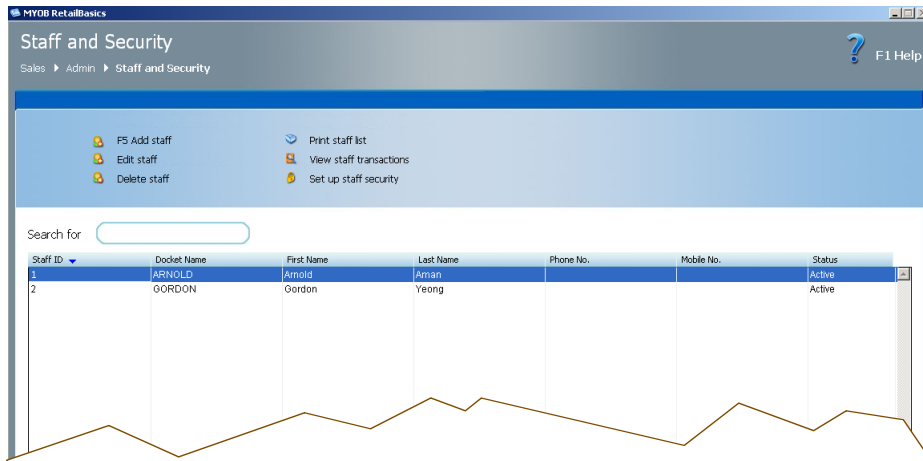


- 4 Initially, each staff member has access to every function. This is indicated by a tick in every checkbox in the column beneath the staff member's name.
- 5 Set the security level for each function:
  - To deny access to a particular function, deselect the corresponding checkbox in the column beneath the staff member's name.
  - To grant access to a particular function, select the corresponding checkbox in the column beneath the staff member's name.
- 6 Click **OK**.

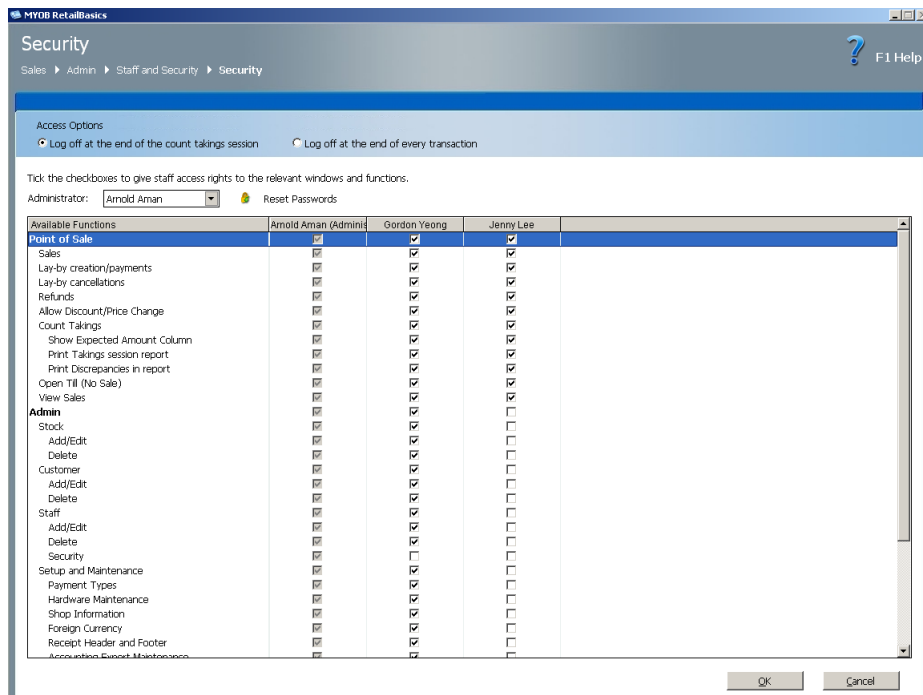
## To set when users are logged off

You can set RetailBasics so that staff members are automatically logged off after each transaction or only when they close the program.

- 1 Go to the **Admin** window.
- 2 Click **Staff and Security**. The **Staff and Security** window appears.



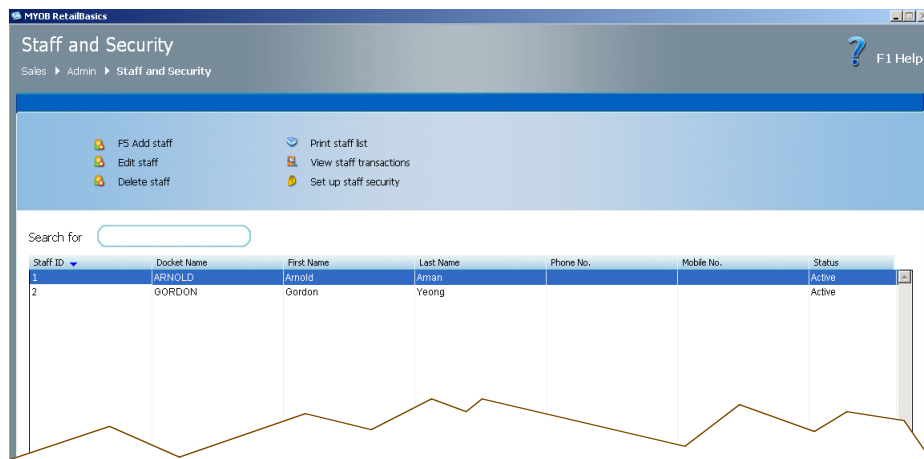
- 3 Click **Set up staff security**. The **Security** window appears.



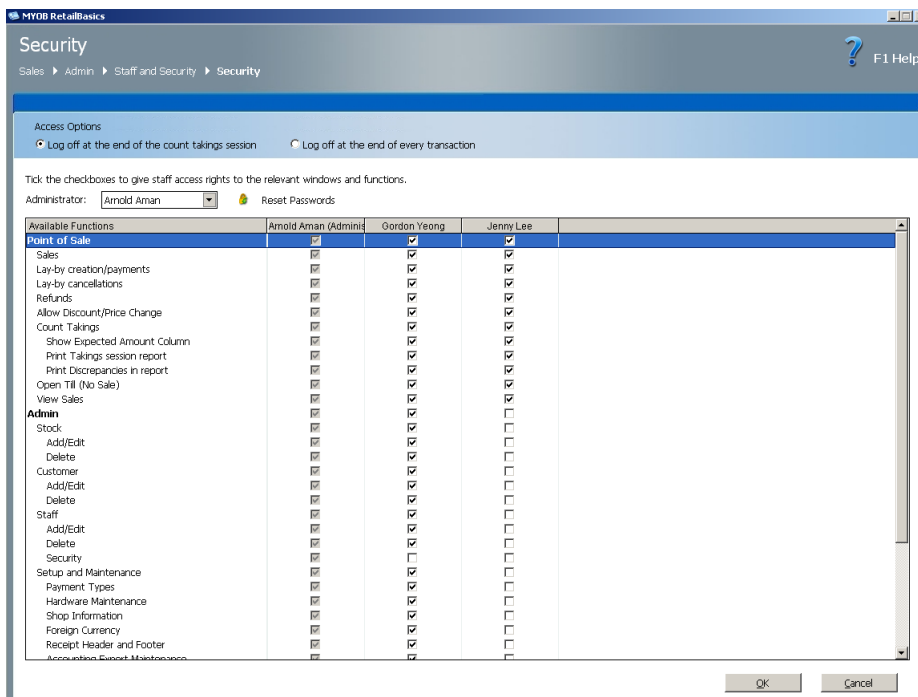
- 4 In the **Access Options** panel, click:
  - **Log off at the end of the count takings session**, if you want staff to be logged out at the end of a count takings session.
  - **Log off at the end of every transaction**, if you want staff to be logged out every time they record a transaction.
- 5 Click **OK**.

## To set a new administrator

- 1 Go to the **Admin** window.
- 2 Click **Staff and Security**. The **Staff and Security** window appears.



- 3 Click **Set up staff security**. The **Security** window appears.

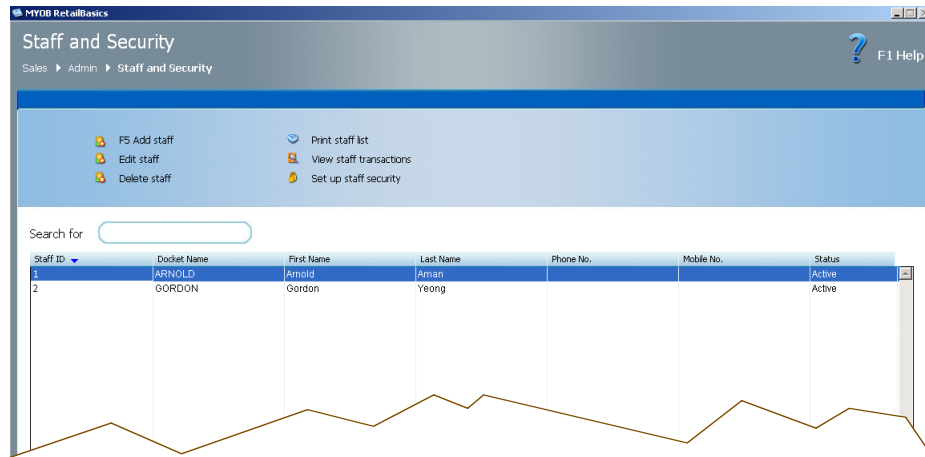


- 4 From the **Administrator** list, select the user to whom you want to grant administrator privileges.
- 5 Click **OK**.

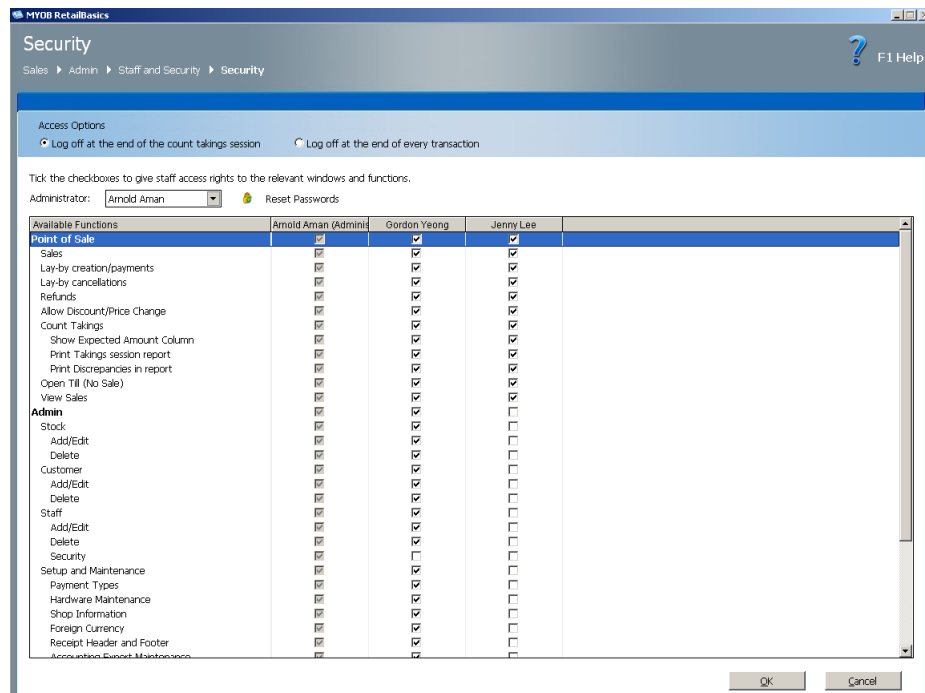
## To reset user passwords

When a user password is reset, the user must enter a new password when they next log on. You can reset a user password if the staff member forgets his password or if the password needs to be changed.

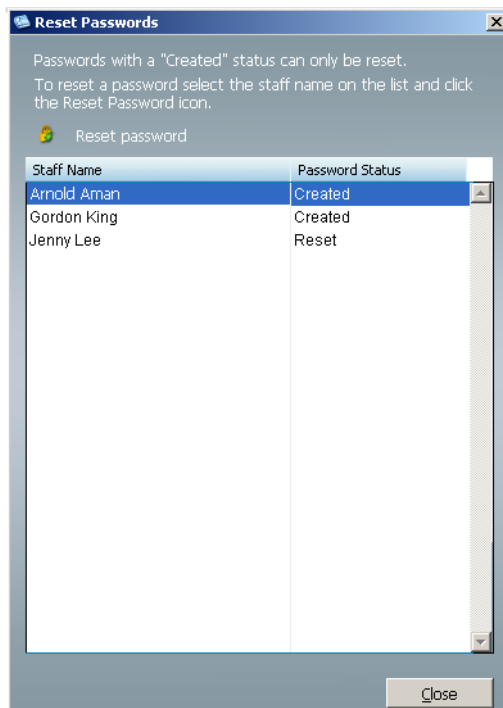
- 1 Go to the **Admin** window.
- 2 Click **Staff and Security**. The **Staff and Security** window appears.



- 3 Click **Set up staff security**. The **Security** window appears.



- 4 Click **Reset Passwords**. The **Reset Passwords** window appears.



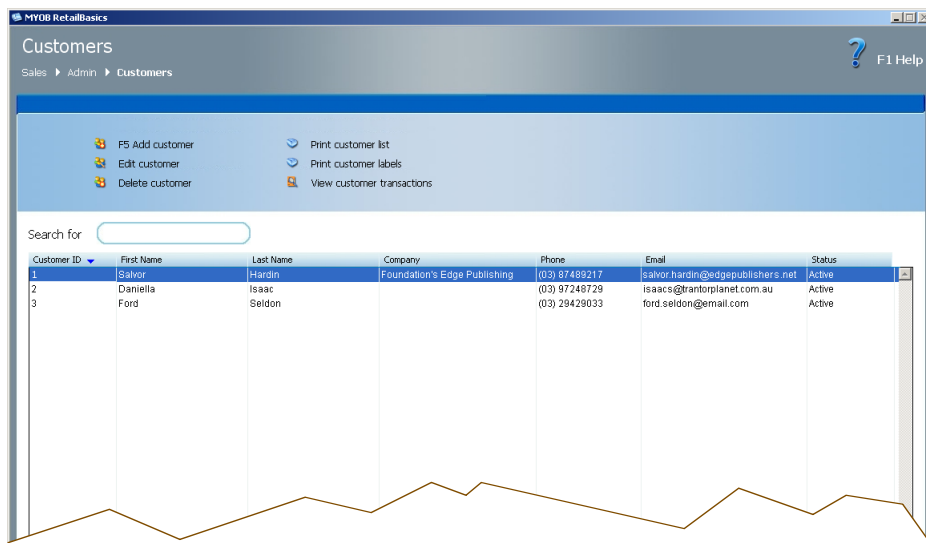
- 5 Select the staff member whose password you need to reset and click **Reset password**. A confirmation message appears.
- 6 Click **Yes** to confirm the resetting.
- 7 Click **Close**.

# Customers

You can create records of your customers. This lets you analyse the sales made to specific customers. For example, you may want to find who your regular customers are so you can offer them a discount. Recording customer details may also be useful if you offer delivery services. You will also need to specify a customer when you sell items on lay-by.

## To add a customer record

- 1 Go to the **Admin** window.
- 2 Click **Customers**. The **Customers** window appears.





- 3 Click **F5 Add customer** or press **F5**. The **Add Customer** window appears.

MYOB RetailBasics

Add Customer

Sales > Admin > Customers > Add Customer

F1 Help

**Customer Information**

Customer ID

First Name  Last Name

Company

**Customer Status**

Active  Inactive

**Contact Details**

Address

Suburb/City

State/Territory  Postcode

Phone  Mobile  Fax

Email Address

**Other**

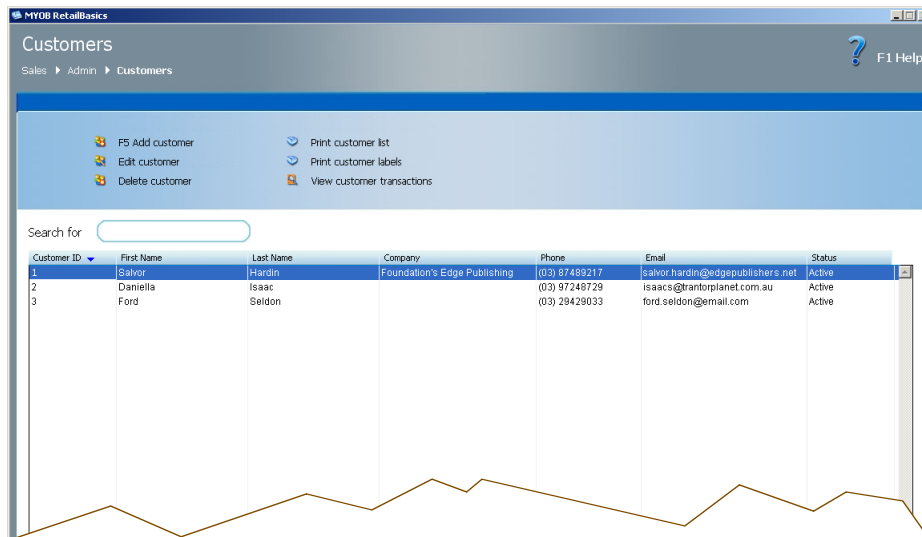
Comments

OK Cancel

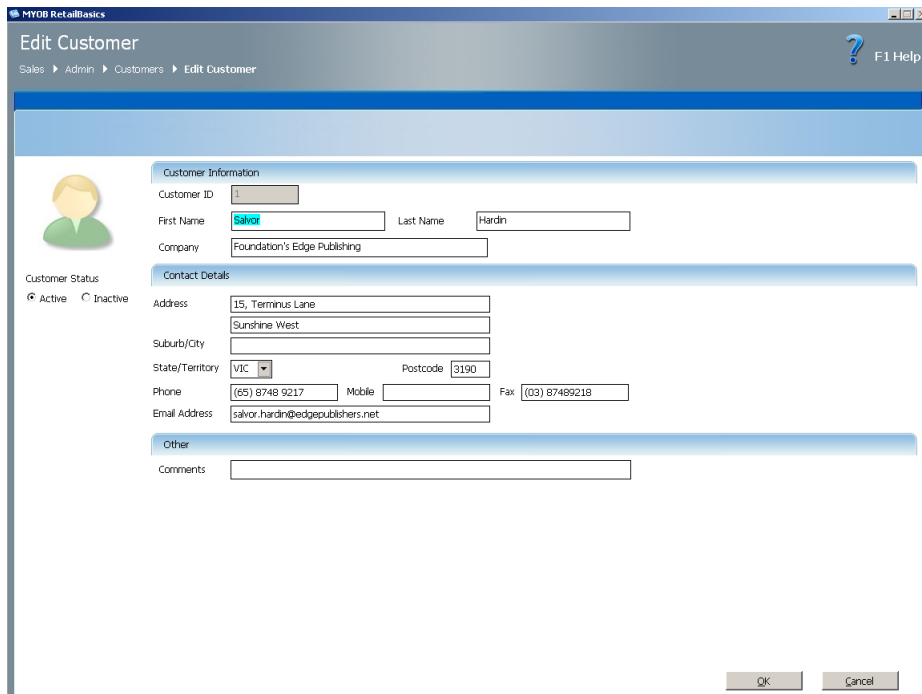
- 4 Enter the mandatory information:
  - an ID for the customer (or accept the default value)
  - their first and last names.
- 5 If you wish, you can also enter:
  - the company the customer belongs to
  - the customer's address
  - their telephone, mobile and fax number
  - their email address
  - any additional notes about them.
- 6 Click **OK**.

## To edit a customer record

- 1 Go to the **Admin** window.
- 2 Click **Customers**. The **Customers** window appears.



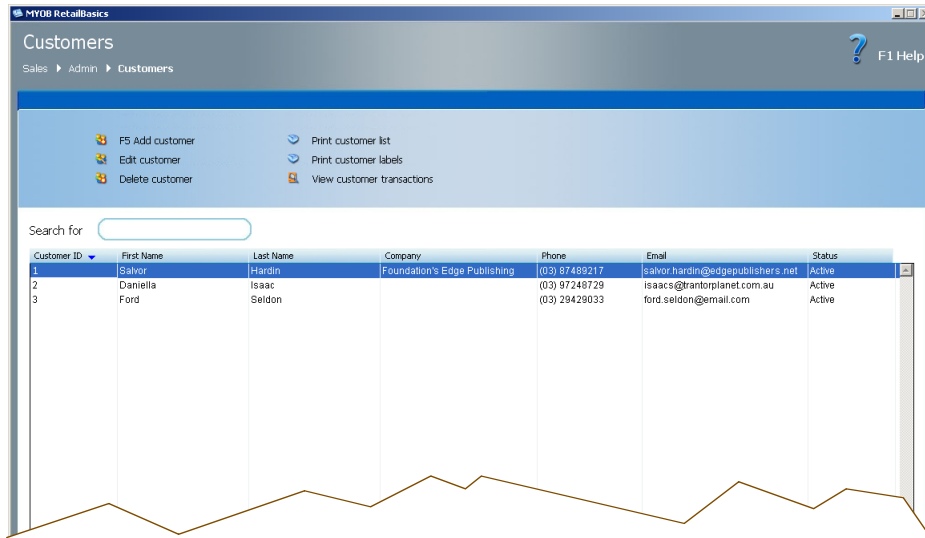
- 3 Select the customer record and click **Edit customer**. The **Edit Customer** window appears.



- 4 Make the necessary changes.
- 5 Click **OK**.

### To delete a customer record

- 1 Go to the **Admin** window.
- 2 Click **Customers**. The **Customers** window appears.

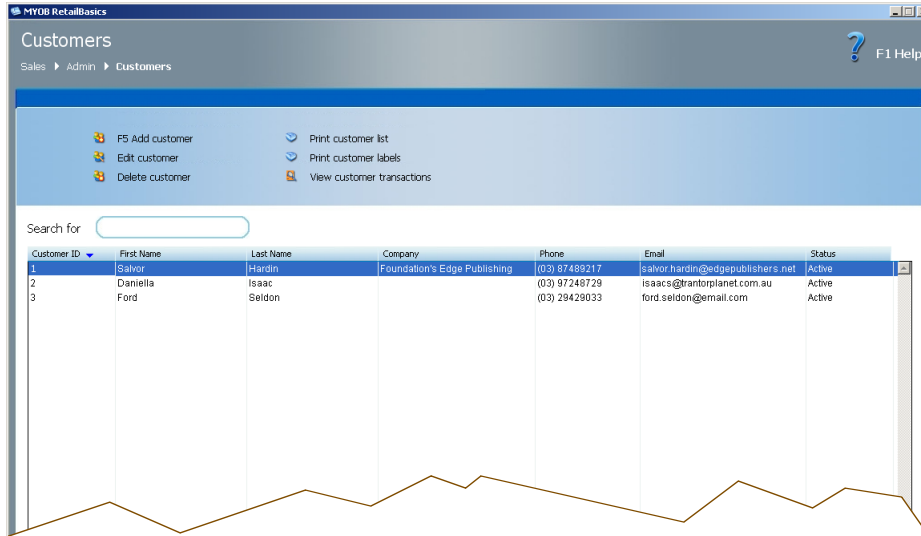


- 3 Select the customer record and click **Delete customer**.
- 4 Click **Yes** on the confirmation message.
- 5 Click **Close**.

# Customer List report

## To print the list of customers

- 1 Go to the **Admin** window.
- 2 Click **Customers**. The **Customers** window appears.



- 3 Click **Print customer list**. The **Customer List** window appears.
- 4 If you want to change the way in which the information is displayed, enter the report filters in the **Modify a Report** section of this window:
  - **Sort by**—choose how you want the report details sorted.
  - **Show me**—choose if you want to see all customers, active customers, or inactive customers.
- 5 To quickly navigate through the report, choose an option on the **Print Preview** toolbar.



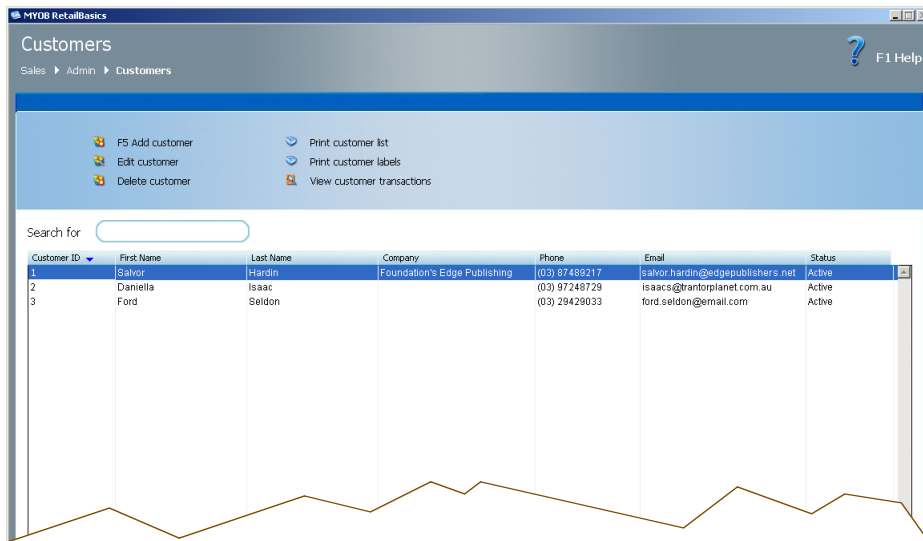
Click this button...	To do this...
(Next Page)	To show the next page of the report.
(Previous Page)	To show the previous page of the report.
(First Page)	To show the first page of the report.
Last Page	To show the last page of the report.
Go to Page	To go to a specific page of the report.
100% Zoom field	To change the magnification of the report.

- To print the report, click the **Print** button (🖨️) in the **Print Preview** toolbar. The report is printed on your default document printer.
- To close the report, click **Close**.

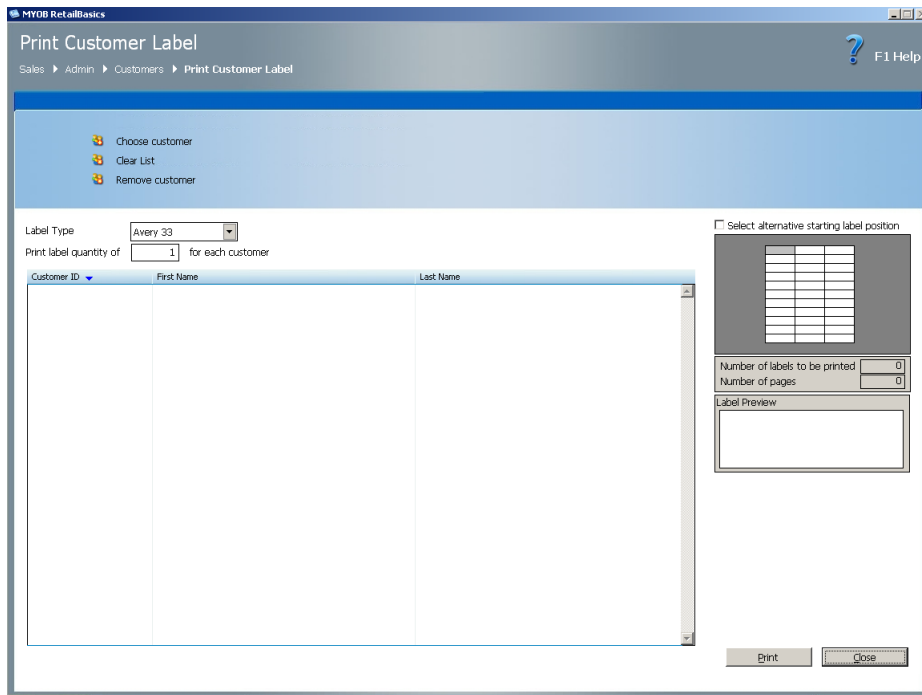
## Printing labels with customer details

### To print labels with customer details

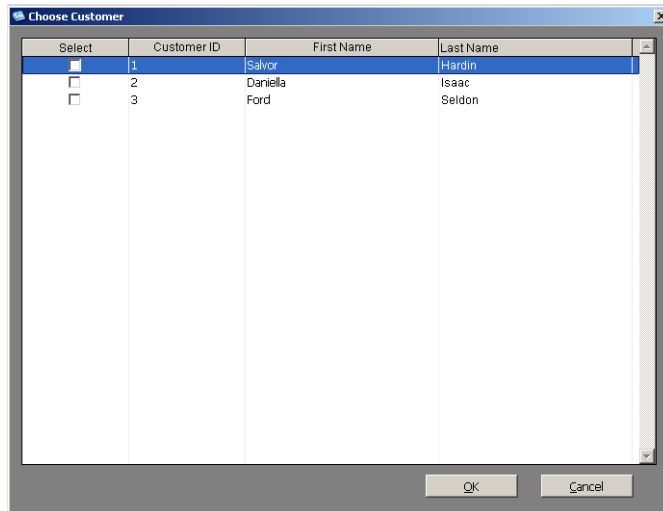
- Go to the **Admin** window.
- Click **Customers**. The **Customers** window appears.



- 3 Click **Print customer labels**. The **Print Customer Label** window appears.

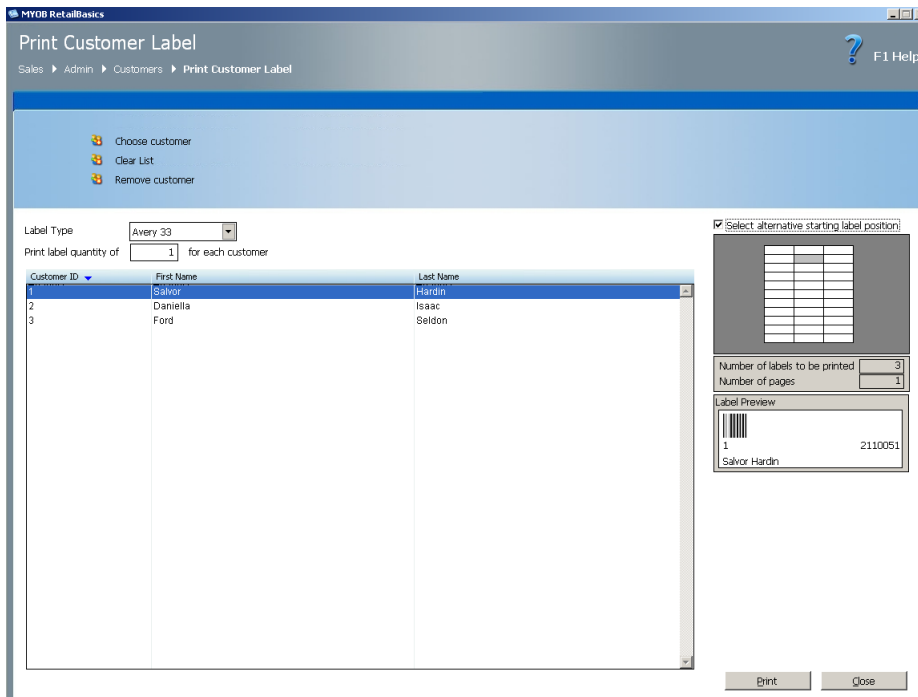


- 4 Click **Choose customer**. The **Choose Customer** window appears.

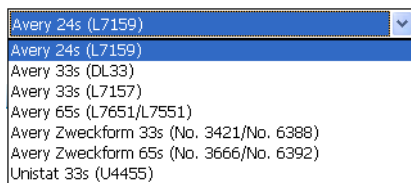


## Choose customer window

- 5 Choose the customers you want to print labels for by selecting the **Select** checkbox next to their name.
- 6 Click **OK**.
- 7 The **Print Customer Label** window reappears, listing the customers you selected.

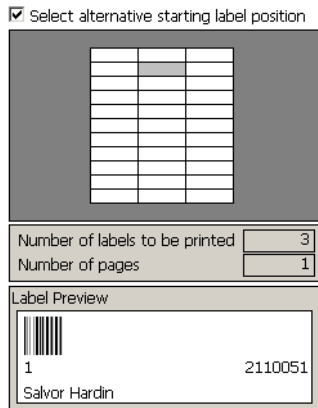


- 8 If you want to remove a customer, select the customer and click **Remove customer**. To remove all the items, click **Clear List**.
- 9 From the **Label Type** list, choose the type of label paper you want to use.



- 10 In the **Print label quantity of** field, enter the number of labels you want to print for *each* customer.

- 11 If you want to change the starting position of the first label (which you might want to do if some of the labels on your sheet have already been used):
- 12 Select the **Select alternative starting label position** checkbox.
- 13 Select a new label position by clicking it in the grid.



- 14 The **Number of labels to be printed** field displays the total number of labels. The **Number of pages** field displays the total number of pages you will need to print all the labels.
- 15 To see how a specific label will appear, select a customer in the list. A representation of the label appears in the **Label Preview** pane.
- 16 Click **Print** to print the labels. The **Print** window appears.
- 17 Choose the printer, change any settings if necessary and click **OK**. The labels will be printed on the selected printer.

## Viewing customer transactions

You can look up the transactions made in a specified period and filter the report by customers. Click **View customer transactions** in the **Customers** window to view the sales, lay-bys and refunds that have been made in a specified period. See [‘Viewing transactions’ on page 91](#) for more details.



# Payment types and foreign currency

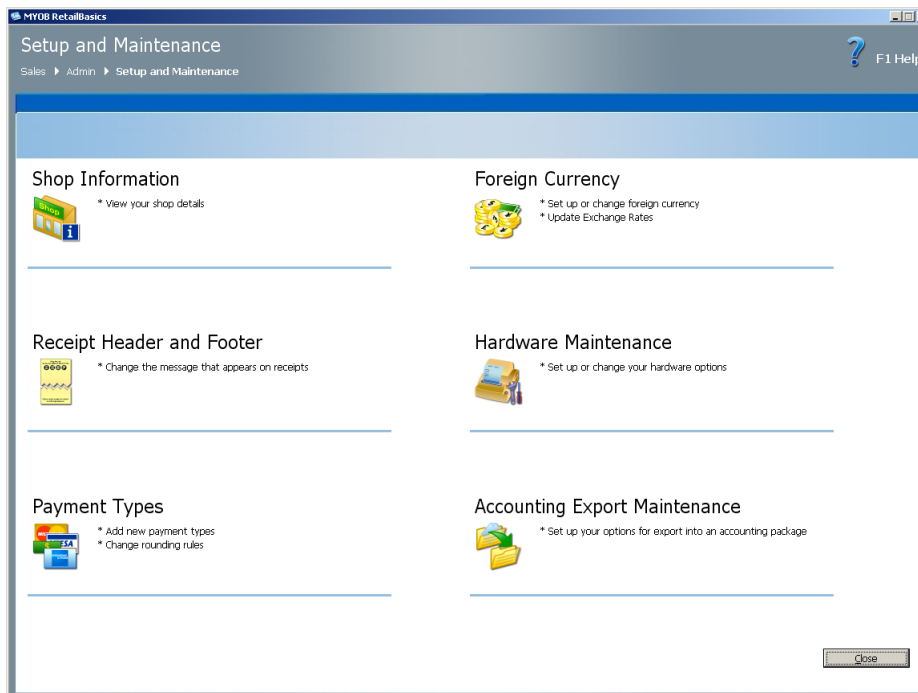
You can use the **Setup and Maintenance** function to add and modify payment types and foreign currencies.

## Managing payment types

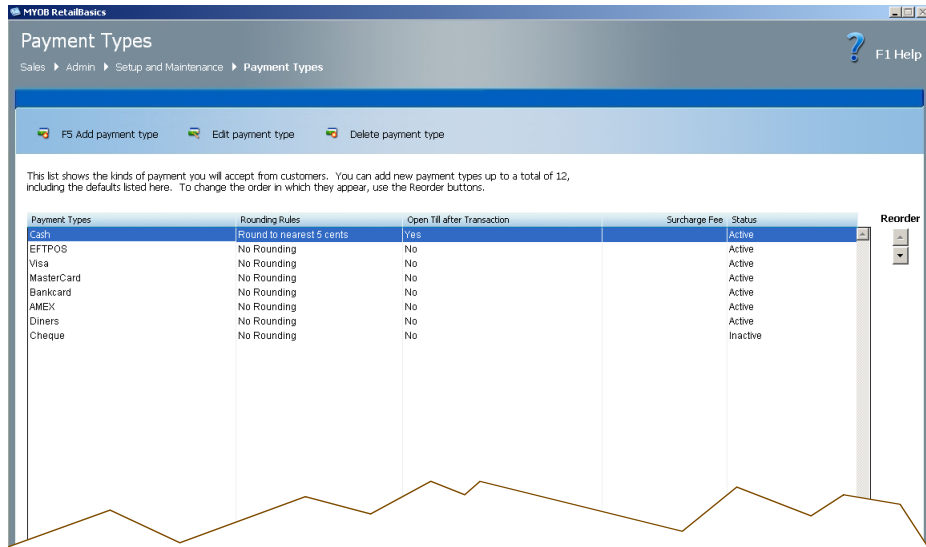
You can add new payment types in addition to the defaults set up in RetailBasics. For example, if your shop accepts payment by a credit card not set up in RetailBasics, you add the card as a payment type.

### To add a payment type

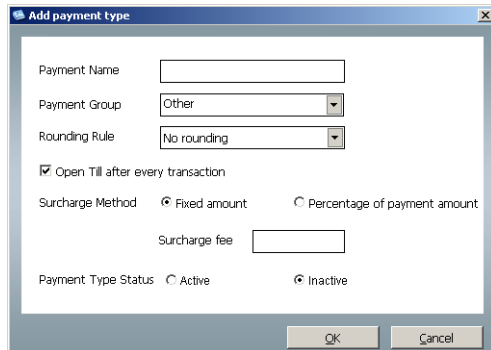
- 1 Go to the **Admin** window.
- 2 Click **Setup and Maintenance**. The **Setup and Maintenance** window appears.



- 3 Click **Payment Types**. The **Payment Types** window appears.



- 4 Click **F5 Add payment type** or press **F5**. The **Add payment type** window appears.



- 5 In the **Payment Name** field, enter a name for the payment type.
- 6 From the **Payment Group** list, select whether the payment type is **Cheque** or **Other**. This will determine whether you will be able to record additional information at the time of the payment.

Choosing this Payment Group...	Will have this result...
<b>Cheque</b>	Whenever a customer pays for a sale or lay-by using a <b>Cheque</b> payment type, a <b>Cheque details</b> window will appear. You can enter the customer's cheque details in this window.
<b>Other</b> —choose this for all payments other than cheque	No additional details are recorded.

- 7 From the **Rounding Rule** list, select the rounding rule:
  - **No rounding**—if you do not want the amount to be rounded

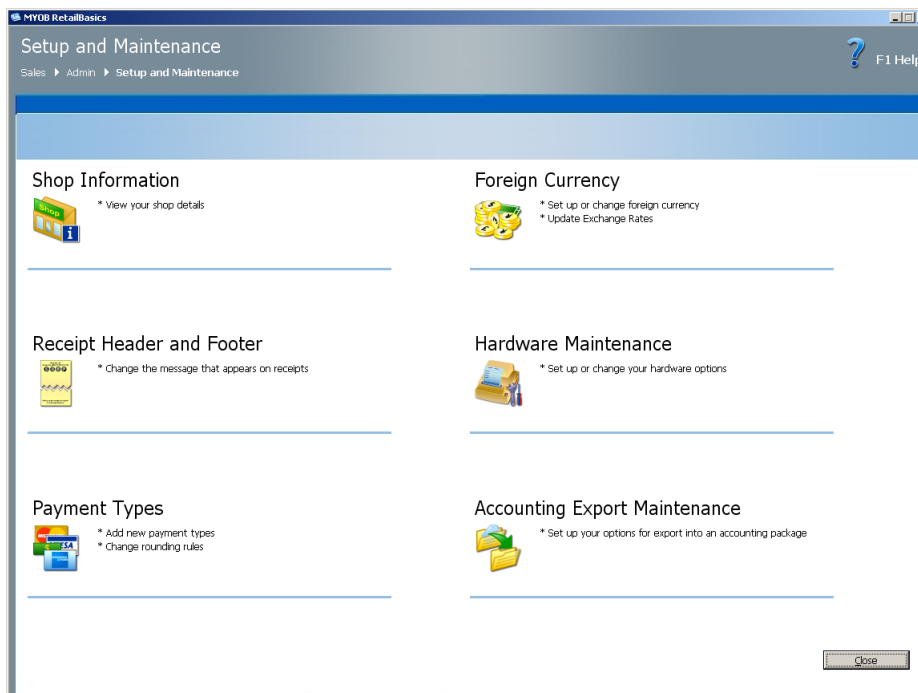
- Round to nearest 5 cents
  - Round to nearest 10 cents
- 8 If you want the till to open for each transaction involving this payment type, click **Open Till after every transaction**.
  - 9 If you will apply a surcharge to a transaction of this type:
    - a Select either **Fixed amount** (where the surcharge is a fixed amount each time) or **Percentage of payment amount** (where the surcharge is a percentage of the total transaction).
    - b Enter the percentage or amount in the **Surcharge fee** field.
  - 10 Whenever a payment type that has a surcharge is used in a transaction, the **Surcharge Fee** window appears with the surcharge amount that will be added. You can accept the preset surcharge or enter another amount.
  - 11 If the payment type is:
    - in use, or about to be used, click **Active**.
    - not going to be used for some time, click **Inactive**.

**NOTE: Inactive payment types** Inactive payment types will not available in the **Process Payment** window at the conclusion of a transaction.

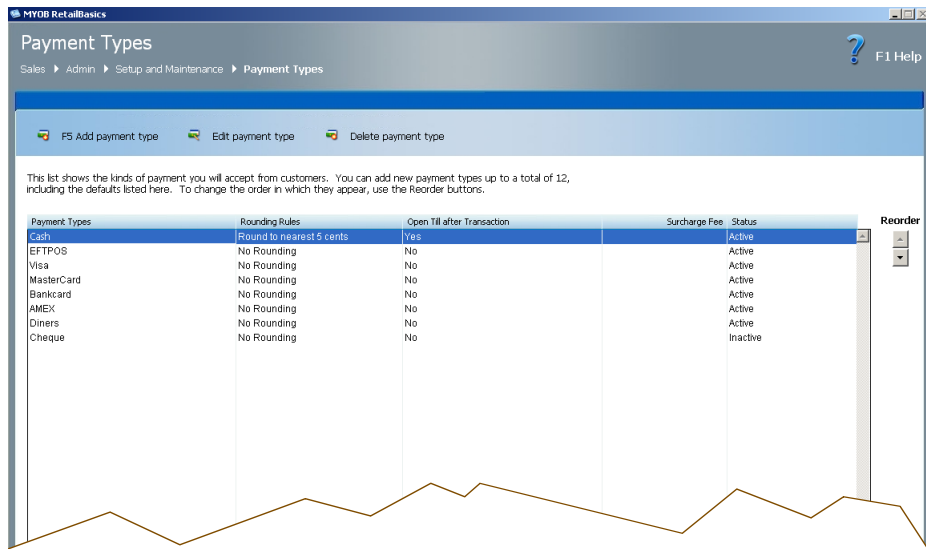
- 12 Click **OK**.

## To edit a payment type

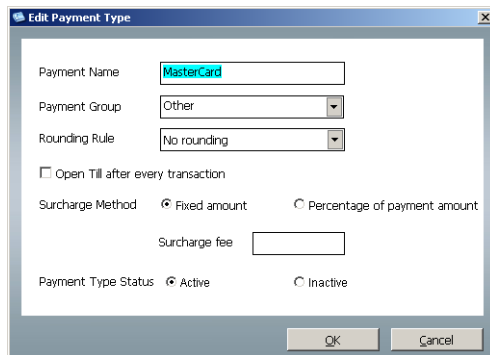
- 1 Go to the **Admin** window.
- 2 Click **Setup and Maintenance**. The **Setup and Maintenance** window appears.



- 3 Click **Payment Types**. The **Payment Types** window appears.



- 4 Select the payment type to change, and click **Edit payment type**. The **Edit payment type** window appears.

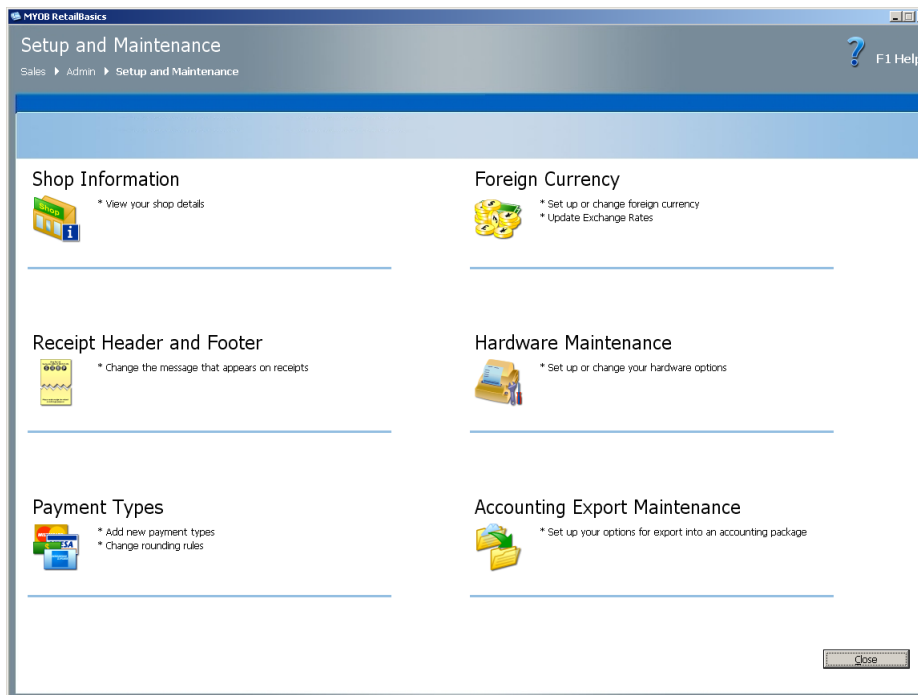


- 5 Make the necessary changes.
- 6 Click **OK**.

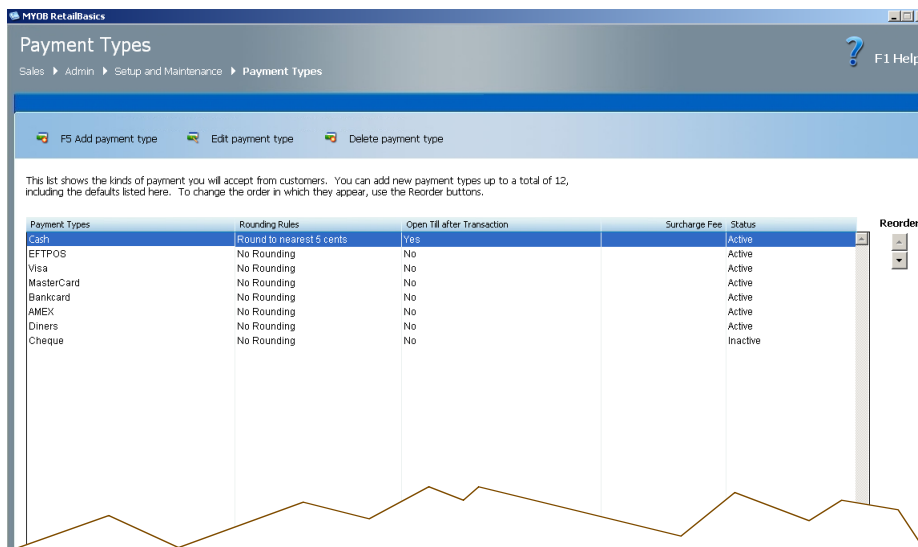
### To delete a payment type

- 1 Go to the **Admin** window.

- 2 Click **Setup and Maintenance**. The **Setup and Maintenance** window appears.



- 3 Click **Payment Types**. The **Payment Types** window appears.



- 4 Select the payment type to delete and click **Delete payment type**. A confirmation message appears.
- 5 Click **Yes** to confirm the deletion.

## Setting up foreign currency

You can accept payment from your customers in foreign currencies by setting up these currencies and their exchange rates in RetailBasics. RetailBasics already has the *US Dollar* and *Euro* currencies set up by default. If you want to use these currencies, you will have to make them *active* and specify their exchange rate. You can also add new currencies.

**Exchange rates** RetailBasics uses the exchange rate you specify to convert amounts in your local currency to the foreign currency. The exchange rate is the amount of your local currency that one unit of the foreign currency is equal to. For example, if 1 US Dollar equals \$1.33 of your local currency, the exchange rate will be 1.33

The exchange rates are *static* rates—you can update them when required.

**Accepting payments in foreign currencies** Once you set up foreign currencies, you can use the **Currency Converter**, which will appear in the **Make a Sale** and **Process Refunds** windows, to view the sale amount in different currencies. A foreign currency field will also appear in the **Process Payment** window for entering an amount in these currencies.

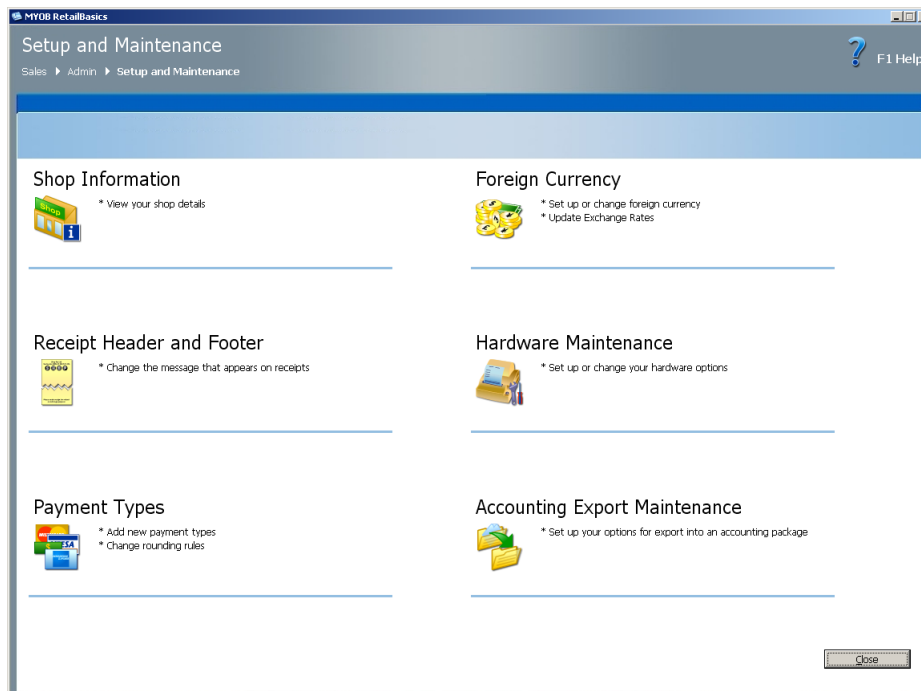
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**NOTE: Only cash payments for foreign currencies** RetailBasics only accepts foreign currency payments in cash.

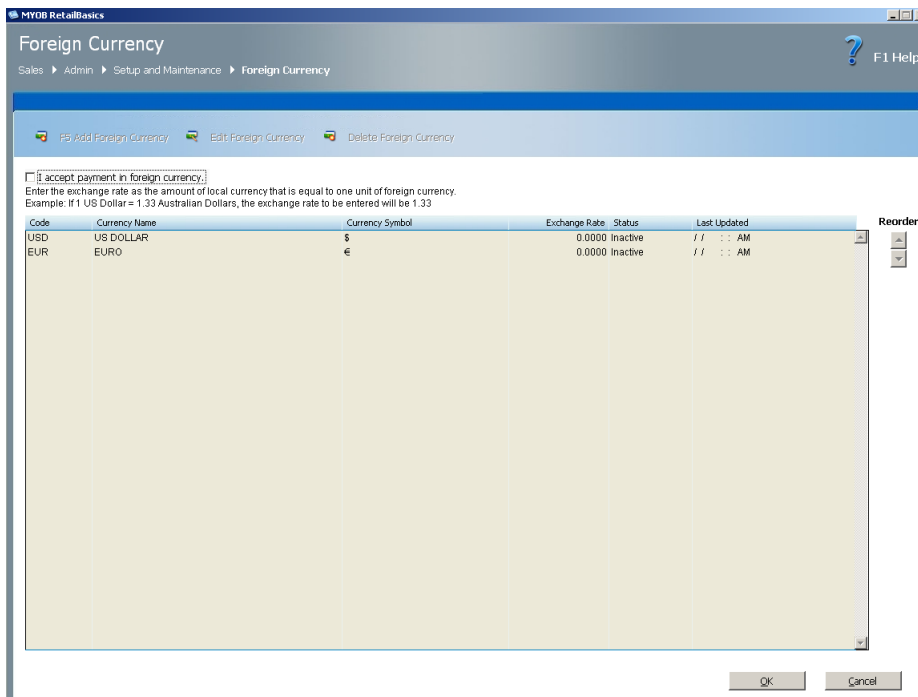
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### To set up foreign currency

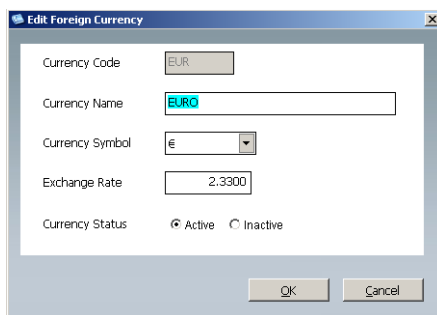
- 1 Go to the **Admin** window.
- 2 Click **Setup and Maintenance**. The **Setup and Maintenance** window appears.



- 3 Click **Foreign Currency**. The **Foreign Currency** window appears.



- 4 Select the **I accept payment in foreign currency** checkbox (if it is not already selected).
- 5 To use one of the default currencies (*US Dollar* or *Euro*):
- 6 Select the currency and click **Edit Foreign Currency**. The **Edit Foreign Currency** window appears.

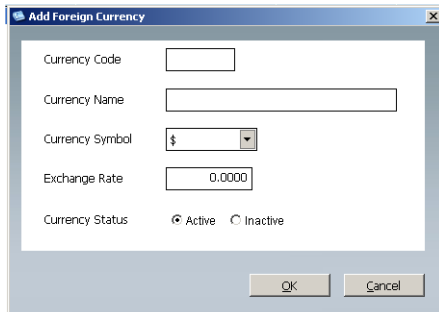


- 7 In the **Exchange Rate** field, enter the exchange rate for this currency. The exchange rate is the number of units of your local currency that one unit of the foreign currency is equal to. For example, if 1 US Dollar equals \$1.33 of your local currency, the exchange rate will be 1.33.

**NOTE: Changing exchange rates** You can manually update the exchange rate when required.

- 8 Select the **Currency Status** as **Active**.

- 9 Click **OK**.
- 10 To add a new foreign currency:
  - a Click **F5 Add Foreign Currency** or press **F5**. The **Add Foreign Currency** window appears.



- b In the **Currency Code** field, enter the three-letter code for the currency. This is usually a standard international code. For example, if you want to use *Japanese Yen*, you would use *JPY* as the code.
  - c In the **Currency Name** field, enter a description for the currency.
  - d From the **Currency Symbol** list, select the symbol for the currency.
  - e If you cannot see the symbol you want, click **<Add New>**. Enter the symbol in the window that appears and click **OK**.
  - f In the **Exchange Rate** field, enter the exchange rate for this currency.
  - g Select the **Currency Status** as **Active**.
- 11 Click **OK**.
- 12 When you have finished setting up the foreign currencies you will use, click **OK** in the **Foreign Currency** window.

---

**NOTE: At least one active foreign currency** An error message appears if you selected the **I accept payment in foreign currency** checkbox but did not set the status of at least one currency to **Active**.

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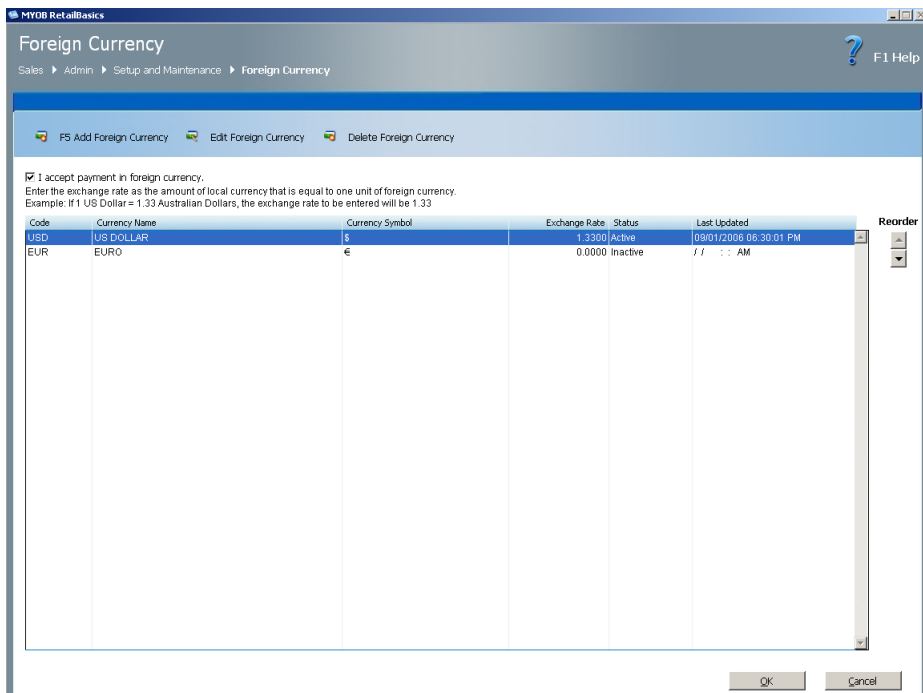


## To edit a foreign currency

- 1 Go to the **Admin** window.
- 2 Click **Setup and Maintenance**. The **Setup and Maintenance** window appears.



- 3 Click **Foreign Currency**. The **Foreign Currency** window appears.



- Select the foreign currency you want to edit and click **Edit Foreign Currency**. The **Edit Foreign Currency** window appears.

The 'Edit Foreign Currency' dialog box contains the following fields:

- Currency Code: EUR
- Currency Name: EURO
- Currency Symbol: €
- Exchange Rate: 2.3300
- Currency Status:  Active  Inactive

Buttons: OK, Cancel

- Make whatever changes are necessary.
- Click **OK**.

### To update the exchange rate for a currency

- Go to the **Admin** window.
- Click **Setup and Maintenance**. The **Setup and Maintenance** window appears.
- Click **Foreign Currency**. The **Foreign Currency** window appears.

The 'Foreign Currency' window displays the following table:

Code	Currency Name	Currency Symbol	Exchange Rate	Status	Last Updated
USD	US DOLLAR	\$	1.3300	Active	09/01/2008 08:30:01 PM
EUR	EURO	€	0.0000	Inactive	// : : AM

Buttons: OK, Cancel

- In the **Exchange Rate** column, select the amount that corresponds to the currency and enter a new value.
- Click **OK**.

## To delete a foreign currency

- 1 Go to the **Admin** window.
- 2 Click **Setup and Maintenance**. The **Setup and Maintenance** window appears.
- 3 Click **Foreign Currency**. The **Foreign Currency** window appears.

Foreign Currency

Sales > Admin > Setup and Maintenance > Foreign Currency

F5 Add Foreign Currency Edit Foreign Currency Delete Foreign Currency

I accept payment in foreign currency.  
Enter the exchange rate as the amount of local currency that is equal to one unit of foreign currency.  
Example: If 1 US Dollar = 1.33 Australian Dollars, the exchange rate to be entered will be 1.33

Code	Currency Name	Currency Symbol	Exchange Rate	Status	Last Updated	Reorder
USD	US DOLLAR	\$	1.3300	Active	09/01/2008 09:30:01 PM	
EUR	EURO	€	0.0000	Inactive	// : : AM	

OK Cancel

- 4 Select the foreign currency you want to delete and click **Delete Foreign Currency**. A confirmation message appears.
- 5 Click **Yes** to confirm the deletion.

# Customising RetailBasics

By setting various preferences, you can tailor the way RetailBasics works.

## Customising the sales and refund windows (Point of Sale window)

To speed up the time it takes to process a sale, you can specify that certain fields are to be skipped in the **Make a Sale** window when you press TAB.

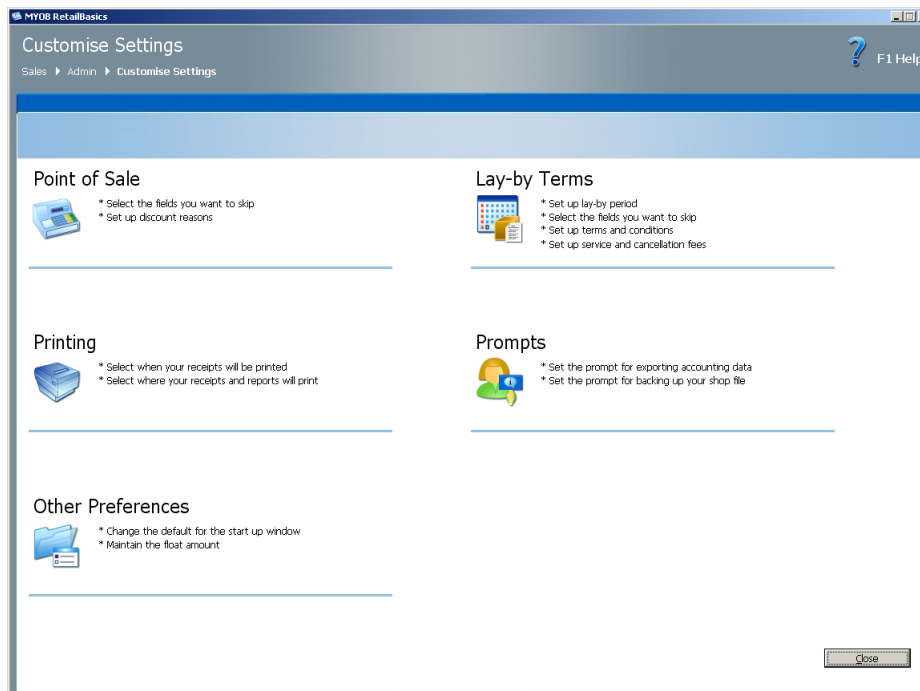
For example, a shop does not require information to be entered in the **Customer**, **Description**, **Price** and **Discount** fields of the **Make a Sale** window. Therefore, the manager of the shop customises the settings of the **Make a Sale** window so that the cursor jumps to the **Quantity** field when a user tabs out of the **Stock Code** field. This applies for each item in the sale.

Similarly, to speed up the time it takes to process a sales refund, you can specify the fields that are skipped in the **Process Refund** window when you press TAB.

You can also customise discount codes and specify how prices are rounded.

### To customise the Make a Sale and Process Refund windows

- 1 Go to the **Admin** window.
- 2 Click **Customise Settings**. The **Customise Settings** window appears.



- 3 Click **Point of Sale**. The **Point of Sale** window appears.

MYOB RetailBasics

### Point of Sale

Sales > Admin > Customise Settings > Point of Sale

F1 Help

All Windows

Allow selection of discount reason code at Point of Sale. [Edit discount reasons](#)

Round and calculate price to  decimal places

Sales Window

Select the fields you want to skip:

- Customer
- Description
- Quantity
- Price
- Line Discount
- Sales Discount

Sales prompt:

Prompt for customer information when total sale is equal to or greater than   
*(customer details will be printed on the receipt)*

Refund Window

Select the fields you want to skip:

- Customer
- Description
- Quantity
- Price
- Line Discount
- Sales Discount

OK Cancel

- 4 To force sales staff to specify a reason whenever a discount is offered, select the **Allow selection of discount reason code at Point of Sale** checkbox.

MYOB RetailBasics

### Point of Sale

Sales > Admin > Customise Settings > Point of Sale

All Windows

Allow selection of discount reason code at Point of Sale. [Edit discount reasons](#)

Round and calculate price to  decimal places

- 5 If you want to edit the discount reasons:
  - a Click **Edit discount reasons**. The **Discount Reasons** window appears.
  - b Select the text for each code and alter as required.
  - c Click **OK**.
- 6 Choose the number of decimal places to round prices to from the **Round and calculate price to list**.

**NOTE: Setting rounding to a lower number of decimal places may affect items that have a low or fractional unit price but are sold in large quantities.** For example, if petrol has a price per litre of \$0.9755, 100 litres of petrol will have a price of \$97.55. However, if you set the rounding to 2 decimal places, the unit price will be 0.98 and 100 litres will have a price of \$98.00—a difference of \$0.45 on the total.

- 7 Below the **Sales Window** heading, select the fields you want to skip when tabbing through the **Make a Sale** window.

Sales Window

Select the fields you want to skip:

- Customer
- Description
- Quantity
- Price
- Line Discount
- Sales Discount

Sales prompt:

- Prompt for customer information when total sale is equal to or greater than   
*(customer details will be printed on the receipt)*

- 8 To prompt the user to enter a customer name for sales above a preset sale amount (for example, \$1000), click **Prompt for customer information when total sale is equal to or greater than** and enter the amount in the adjacent field.
- 9 Below the **Refund Window** heading, select the fields you want to skip when tabbing through the **Process Refund** window.

Refund Window

Select the fields you want to skip:

- Customer
- Description
- Quantity
- Price
- Line Discount
- Sales Discount

- 10 Click **OK**.

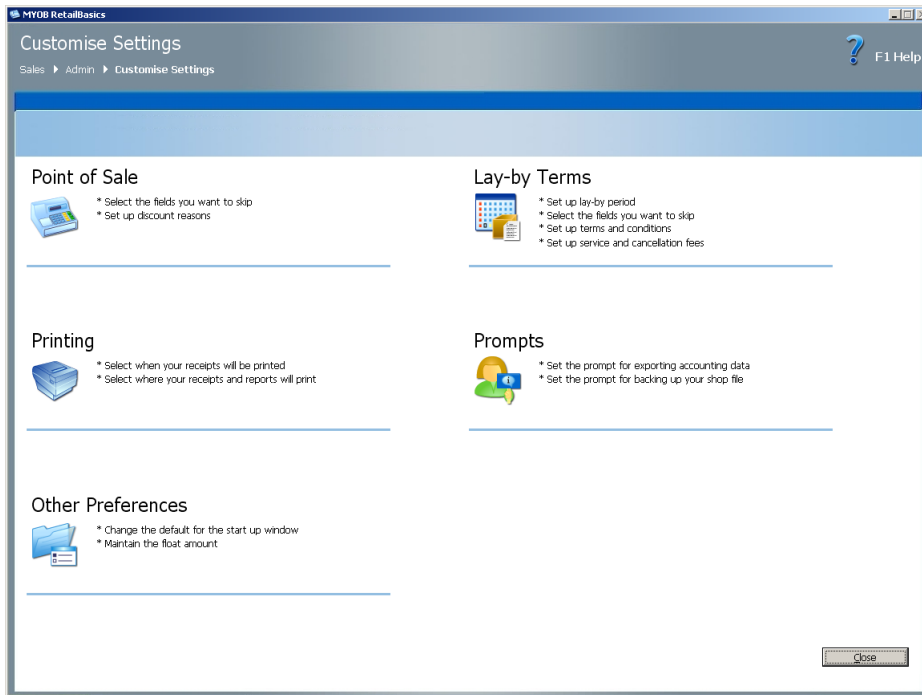
## Setting up receipt printing options

By default, you will be asked if you want to print a receipt each time you process a sale, lay-by or refund. You can change this default so that a receipt is either printed automatically or is not printed.

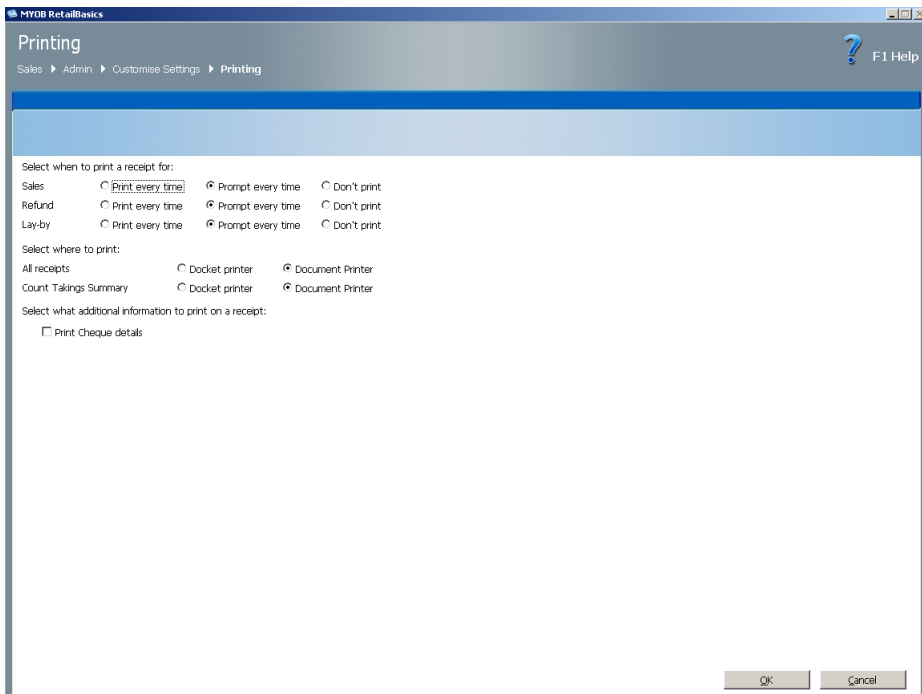
### To set receipt printing options

- 1 Go to the **Admin** window.

2 Click **Customise Settings**. The **Customise Settings** window appears.



3 Click **Printing**. The **Printing** window appears.



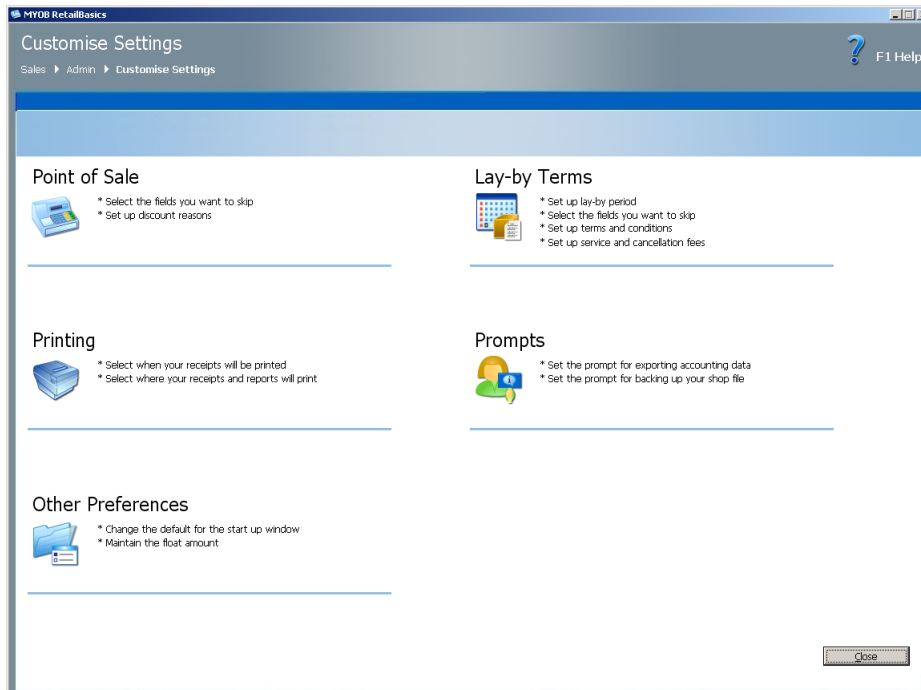
- 4 Select receipt-printing options for sales, refunds and lay-bys:
  - **Print every time**—if you want a receipt to be printed automatically every time a transaction is processed.
  - **Prompt every time**—if you want RetailBasics to display a message every time a transaction is processed asking you if a receipt should be printed or not.
  - **Don't print**—if you do not want a receipt to be printed.
- 5 Select where receipts and the Count Takings Summary will be printed:
  - **Docket printer**
  - **Document printer.**
- 6 If you want cheque details printed on receipts, select **Print Cheque** details.
- 7 Click **OK**.

**NOTE:** To customise the information that appears on your docket receipts, see [‘To alter the receipt header and footer’ on page 168](#).

## Setting the default window and float amount

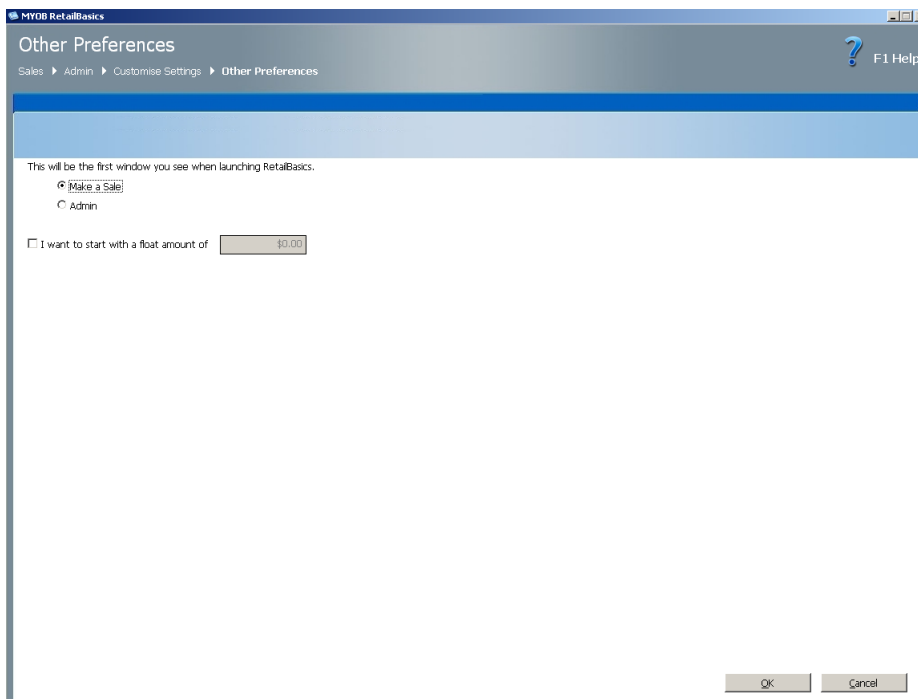
### To set the default window and float amount

- 1 Go to the **Admin** window.
- 2 Click **Customise Settings**. The **Customise Settings** window appears.





- 3 Click **Other Preferences**. The **Other Preferences** window appears.



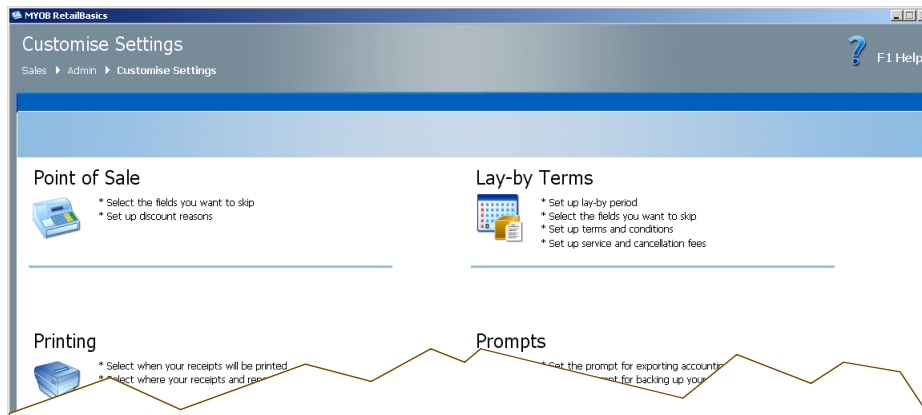
- 4 Select the window that you want to see first when RetailBasics starts:
  - **Make a Sale**
  - **Admin.**
- 5 To specify that you start each trading day with a float:
  - Select the **I want to start with a float amount of** checkbox.
  - Enter the amount in the adjacent field.
- 6 Click **OK**.

## Setting up lay-by terms

You can set the default lay-by period, service and cancellation fees, and the terms and conditions to be printed on the original lay-by receipt. And, as with the **Make a Sale** and **Process Refund** windows, you can speed up the time it takes to process a lay-by transaction by specifying fields that can be skipped when entering transaction details in the **Create a Lay-by** window.

### To set up lay-by terms

- 1 Go to the **Admin** window.
- 2 Click **Customise Settings**. The **Customise Settings** window appears.



- 3 Click **Lay-by Terms**. The **Lay-by Terms** window appears.

MYOB RetailBasics

Lay-by Terms

Sales > Admin > Customise Settings > Lay-by Terms

F1 Help

Select the default lay-by period, due in  0  weeks  months

Select the fields you want to skip:

Description  
 Quantity  
 Price  
 Line Discount  
 Sales Discount

Additional Charges:

Select the tax code for service and cancellation fees

Service fee   
 Cancellation fee  Fixed amount  Percentage of lay-by total  
Enter fee

Customer Signature:

Print line for signature on original lay-by receipt

Terms and Conditions:

Enter the terms and conditions to be printed on the original lay-by receipt.

Duplicate Receipt:

Print duplicate receipt for new lay-by

OK Cancel

- 4 Enter the default lay-by period, which is the time within which the customer has to pay the balance of their lay-by purchase. This can be set for a period of weeks or months.
- 5 Select the fields you want to skip when tabbing through the lay-by windows. For example, if you rarely need to change the description and price of a stock item in the **Create a Lay-by** window, select the **Description** and **Price** checkboxes.
- 6 From the **Select the tax code for service and cancellation fees** list, select the tax code you want to use for service and cancellation fees.

**NOTE: Tax code for accounting purposes** The tax code you select will apply when revenue is generated through service and cancellation fees from creating and cancelling lay-bys.

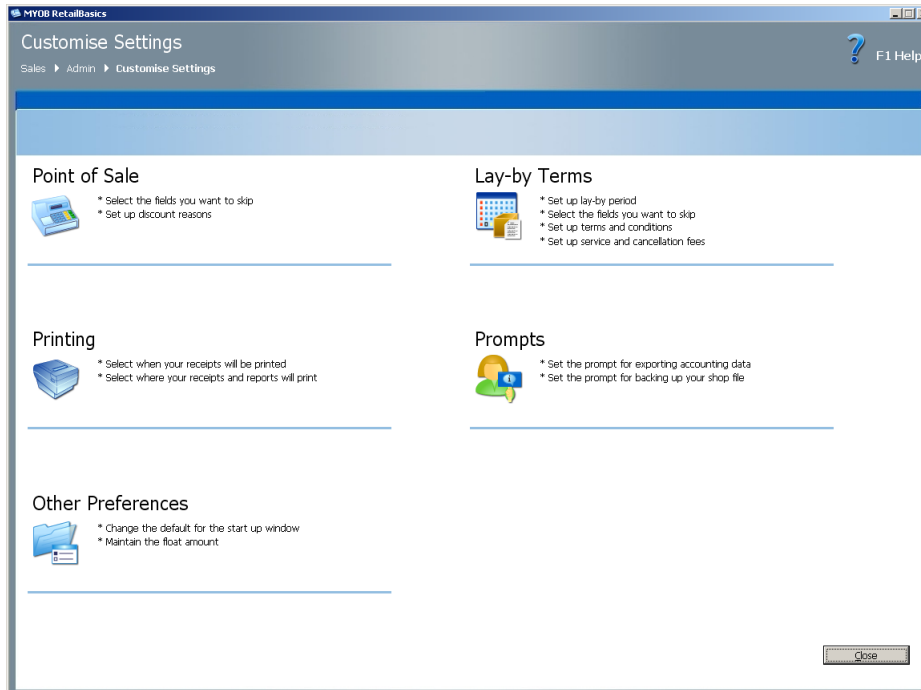
- 7 If you will charge a service fee, select the **Service fee** checkbox and enter the fee.
- 8 The value you enter will appear as the default service fee when creating or cancelling a lay-by. The person processing the lay-by can accept this amount or enter another amount.
- 9 If you will charge a cancellation fee, select the **Cancellation fee** checkbox. Indicate if the fee is a fixed amount or a percentage of the total value of the lay-by and then enter the fee.
- 10 The value you enter will appear as the default cancellation fee when cancelling a lay-by. The person processing the lay-by can accept this amount or enter another amount.
- 11 If you want to print a line where the customer can sign their acceptance of the lay-by terms and conditions, click **Print line for signature on original lay-by receipt**.

- 12 Enter the terms and conditions that you want printed on the original lay-by receipt.
- 13 To print a duplicate receipt when the transaction takes place, click **Print duplicate receipt for new lay-by**.
- 14 Click **OK**.

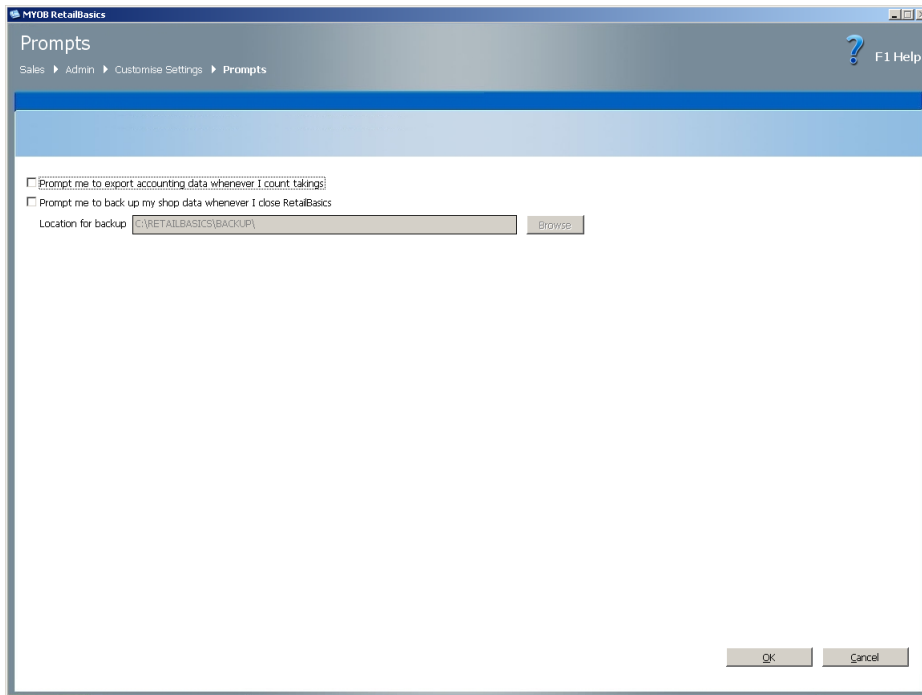
## Setting export and backup prompts

### To set export and backup prompts

- 1 Go to the **Admin** window.
- 2 Click **Customise Settings**. The **Customise Settings** window appears.



- 3 Click **Prompts**. The **Prompts** window appears.



- 4 To display a prompt to export accounting information whenever you count your takings, click **Prompt me to export accounting data whenever I count takings**.
- 5 To display a prompt to save my shop data when you close RetailBasics:
  - a Click **Prompt me to back up my shop data whenever I close RetailBasics**.
  - b Click **Browse** and choose the folder to save the shop data.
- 6 Click **OK**.

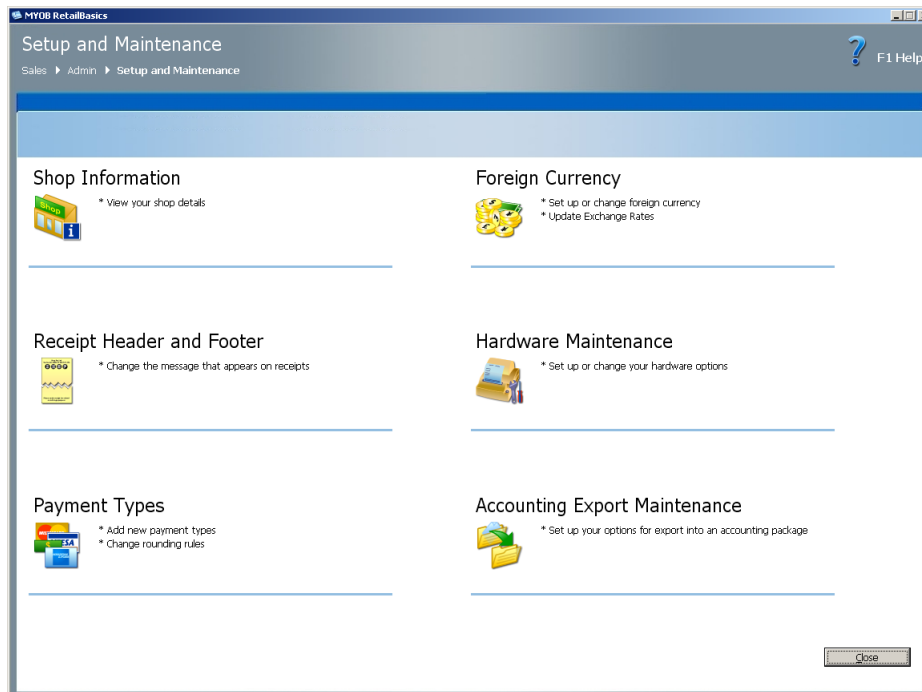
---

# Shop Information

The **Setup and Maintenance** function enables you to modify the general information about your business that you entered when you installed RetailBasics.

## To edit the information about your shop

- 1 Go to the **Admin** window.
- 2 Click **Setup and Maintenance**. The **Setup and Maintenance** window appears.



- 3 Click **Shop Information**. The **Shop Information** window appears.

MYOB RetailBasics

### Shop Information

Sales > Admin > Setup and Maintenance > Shop Information

F1 Help

\* Fields with an asterisk are mandatory

\* Serial Number   
*(Your serial number is located on the back of your CD sleeve.)*

\* Administrator First Name  \* Last Name   
*(Designated administrator for the system)*

\* Business Name   
*(This is the legal name of your registered business)*

\* Trading Name   
*(This is the business name your customers are familiar with. The name will appear on customer receipts and internal reports.)*

A.B.N  A.C.N

Business Address

Suburb/City

State/Territory  Postcode

Phone  Mobile  Fax

Website Address

Email Address

OK Cancel

- 4 Make whatever changes are necessary.
- 5 Click **OK**.

# Modifying receipts

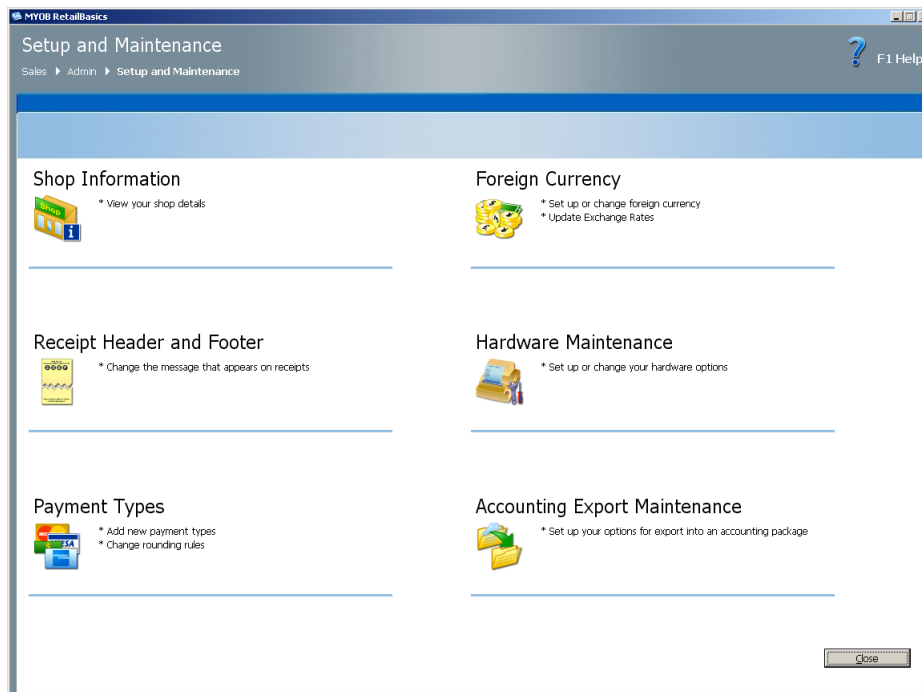
A receipt has four sections:

- header (the top line on the receipt)
- shop information (which is taken from the **Shop Information** window)
- details of the transaction
- footer (the last three lines of the receipt).

If you want to change shop information, see [‘To edit the information about your shop’ on page 166](#). To set receipt printing options, see [‘To set receipt printing options’ on page 158](#).

## To alter the receipt header and footer

- 1 Go to the **Admin** window.
- 2 Click **Setup and Maintenance**. The **Setup and Maintenance** window appears.





- 3 Click **Receipt Header and Footer**. The **Receipt Header and Footer** window appears.

MYOB RetailBasics

Receipt Header and Footer

Sales > Admin > Setup and Maintenance > Receipt Header and Footer

F1 Help

Header Message: Welcome to

Shop Information:

Clearwater Cafe  
A.B.N 31 081 976 31  
A.C.N. 509219725  
12 A, Wesley Place  
Burwood East  
VIC 3160  
Phone: (03) 98826606  
Fax: (03) 98826607  
www.clearwaterscafe.com  
info@clearwaterscafe.com

Customer Receipt / Tax Invoice

Footer Message:

Thank you for shopping with us  
Please retain this receipt / tax invoice  
as proof of purchase

Display Additional Information

Fax Number  Website Address  Email Address

Preview

OK Cancel

- 4 If necessary, alter the one-line header message.
- 5 If necessary, alter the three-line footer message.
- 6 Select or deselect the following checkboxes to show or hide the details on the receipt:
  - **Fax Number**
  - **Website address**
  - **Email address.**
- 7 If details of the number or address are *not* available in the **Shop Information** window, the corresponding checkbox will be disabled.
- 8 To display a preview of the receipt, click **Preview**.
- 9 Click **OK**.

---

# Backing up and restoring data

## Backing up data

Backing up data is important to any business. In the event of hardware failure or damage to your systems, having a backup will save time and money. Further, you will be able to restore your data easily.

**How do I back up my data?** By default, RetailBasics will prompt you to save a backup file whenever you close the program. Your backup file is saved to a location that you specify, as a compressed file with name in the following format:

`ryymmddN.rb`

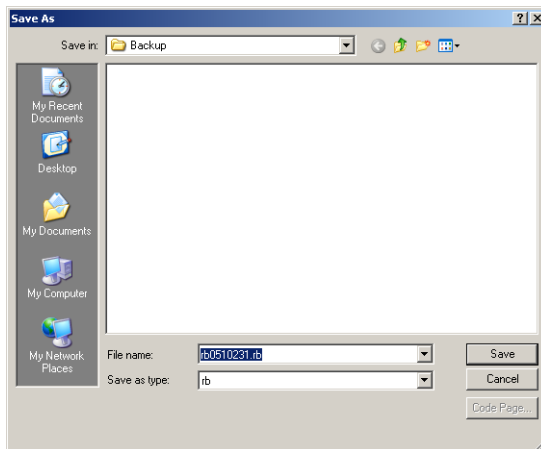
where yy is the year, mm is the month, dd is the day and N is a serial number for backups performed on the same day.

You can also perform a manual backup.

**Setting a prompt for backing up data** If you are not prompted to back up your data when you close RetailBasics, you have turned off this setting. For details on how to turn this prompt on or off, see [‘To set export and backup prompts’ on page 164](#).

## To manually back up data

- 1 Go to the **Admin** window.
- 2 Go to the **File** menu and choose **Backup**. The **Save As** window appears.



- 3 In the **Save As** window, specify a location for the backup file and if required, change the default name for the file.
- 4 Click **OK**. A confirmation message appears.
- 5 Click **OK** to confirm that you want to back up.

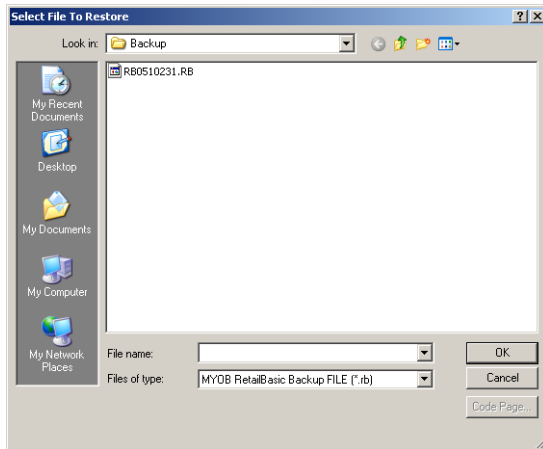
## Restoring data

In the event of hardware failure or damage to your systems, you may need to restore your data from your latest backup file.

### To restore data

**CAUTION:** The restore process will overwrite all your current data with the contents of the backup file. Any changes you may have made after the last backup will be lost.

- 1 Go to the **Admin** window.
- 2 Go to the **File** menu and choose **Restore**. The **Select File To Restore** window appears.



- 3 In the **Select File To Restore** window, select the file you want to restore from.
- 4 Click **OK**. A warning message appears asking if you want to overwrite your existing data.
- 5 To continue with the restore, click **Yes**. A message appears stating that the data was successfully restored.
- 6 Click **OK** to close the message.

# Setting up accounting export

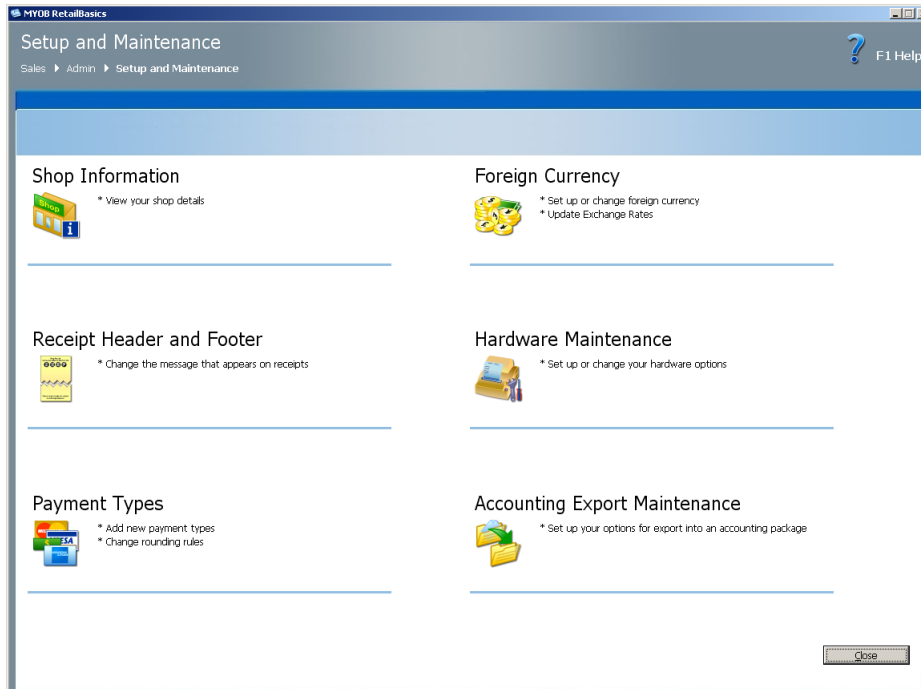
Before you can export accounting data, you must specify your account numbers and the location for the exported file. The **Accounting Export Maintenance** function, which is similar to the Accounting Export Assistant, lets you set up or change this information.

See [‘To export accounting data’ on page 93](#) for details on how to export accounting data.

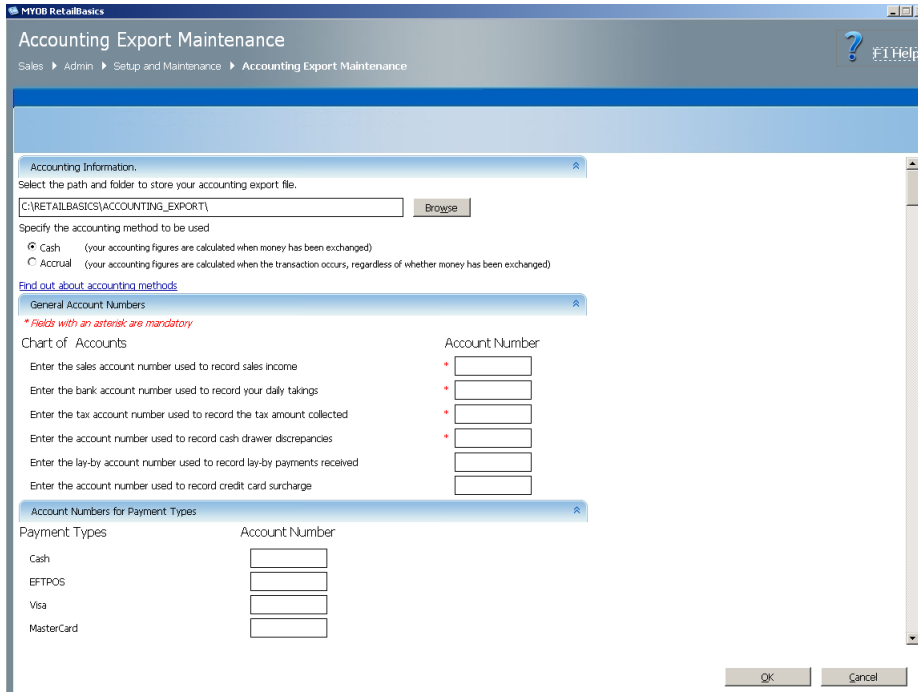
**Setting up RetailBasics to display an accounting export prompt** You can set up RetailBasics to display a message to export data whenever you count the takings. For more details, see [‘To set export and backup prompts’ on page 164](#).

## To set up accounting export

- 1 Go to the **Admin** window.
- 2 Click **Setup and Maintenance**. The **Setup and Maintenance** window appears.



- 3 Click **Accounting Export Maintenance**. The **Accounting Export Maintenance** window appears.



- 4 In the **Accounting Information** section, enter the location where you want the accounting data to be exported. This is usually the folder where your MYOB Accounting company file is located (for example `c:\myob15`).  
To select a location:
  - a Click **Browse**. The **Select Directory** window appears.
  - b Locate the folder you want the data exported to and click **Select**.
- 5 Select the accounting method you use in your business:
  - If you want your accounting transactions to be calculated on the basis of when money changes hands, select **Cash**.
  - If you want your accounting transactions to be calculated on the basis of when they are incurred, select **Accrual**.

**NOTE:** If you are unsure about which method to use, consult your accountant.

- 6 In the **General Account Numbers** section, enter the account numbers that you use in your accounting software for each of the following account types:

-----  
**NOTE:** Enter the account numbers as 5 digits without the usual hyphen In MYOB accounting software, accounts are comprised of an account type indicator, a hyphen and a unique number (for example, 2-1030). In MYOB RetailBasics, enter the account numbers without including the hyphen (for example, 21030).  
-----

- Sales account to record sales income (an income account).
  - Bank account to record your daily takings (an asset account).
  - Tax account number to record tax amount collected (a liability account).
  - Account number to record cash drawer discrepancies (an expense account).
  - Lay-by account to record lay-by payments (a liability account).
  - Credit card surcharge account to record fees collected (an income account).
- 7 In the **Account Numbers for Payment Types** section, enter the account numbers for each active payment type. You may need to scroll down to see all the payment types.

-----  
**NOTE:** All these accounts should be asset accounts.  
-----

- 8 You will only see payment types that are *active*. If you need to set up more payment types, see [‘Managing payment types’ on page 145](#).
- 9 Click **OK**.

# 7 Hardware

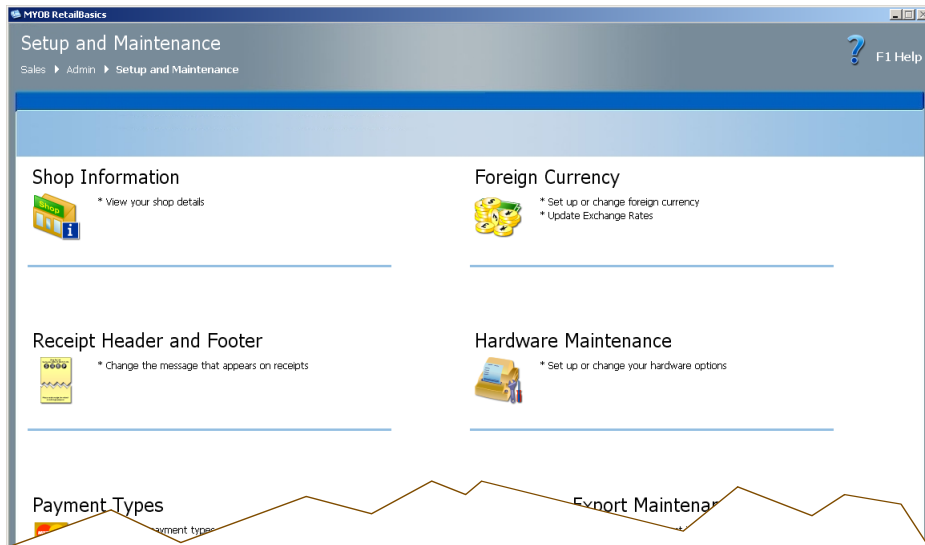
During the setup of RetailBasics, you would have specified and configured your point-of-sale hardware. As your business grows, you may decide to purchase new hardware. You may also need to upgrade or replace your equipment.

This chapter describes how to set up, troubleshoot and modify your hardware.

# Cash drawer

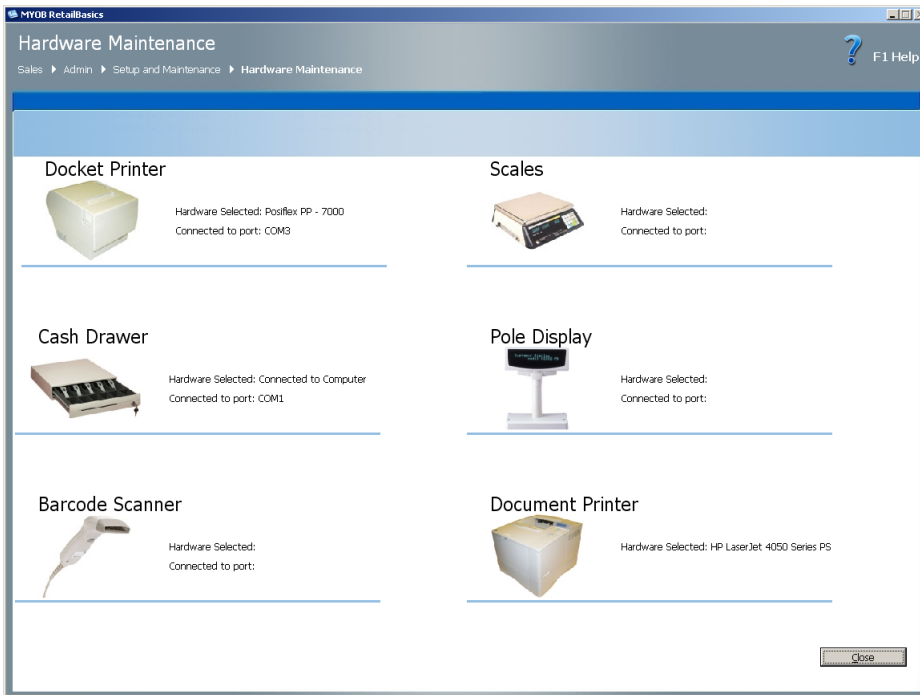
## To set up, troubleshoot or modify your cash drawer

- 1 Go to the **Admin** window.
- 2 Click **Setup and Maintenance**. The **Setup and Maintenance** window appears.

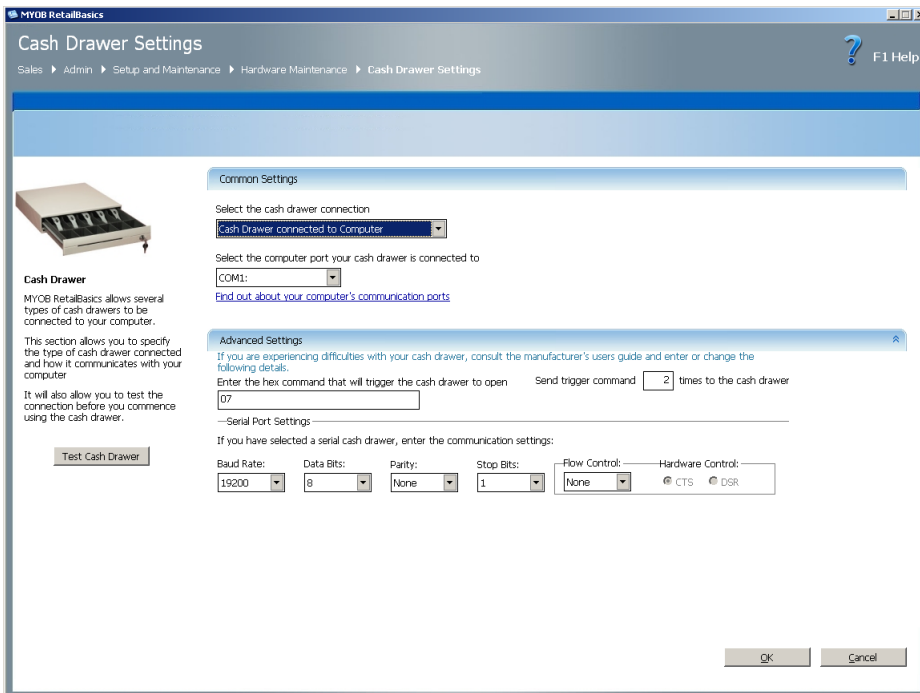





- 3 Click **Hardware Maintenance**. The **Hardware Maintenance** window appears.



- 4 Click **Cash Drawer**. The **Cash Drawer Settings** window appears.



- 5 Choose the way your cash drawer is set up:
  - connected to your computer.
  - connected to your docket printer.
- 6 If your cash drawer is:
  - connected to a printer, choose the printer from the list.
  - connected to your computer, select the port it is connected to.
- 7 If required, modify the settings in the **Advanced Settings** section to match those recommended in the manufacturer's user guide.

If the **Advanced Settings** section is not displayed, click  to display it.
- 8 To test the drawer, click **Test Cash Drawer**. If the test is successful, the cash drawer will open.
- 9 If you are experiencing any difficulties with the cash drawer, work through the '[Cash drawer checklist](#)' below.

## Cash drawer checklist

### Check




Check that the cash drawer is not locked.

Check that there are no obstructions preventing the cash drawer from opening.

If the cash drawer is connected directly to the docket printer, check that there is paper in the printer.

If the cash drawer is connected directly to the docket printer, check that the printer is turned on.

Check the cash drawer's advanced settings:

- 1 If the **Advanced Settings** section is not displayed, click  to display it.
- 2 Modify the advanced settings to match those recommended in the manufacturer's user guide.

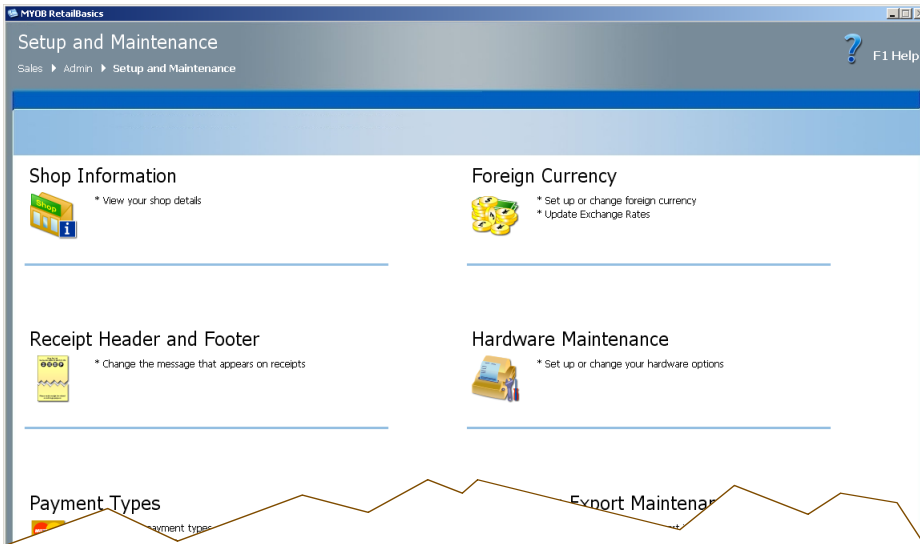
# Scales

**NOTE: Minimum and maximum weight range**

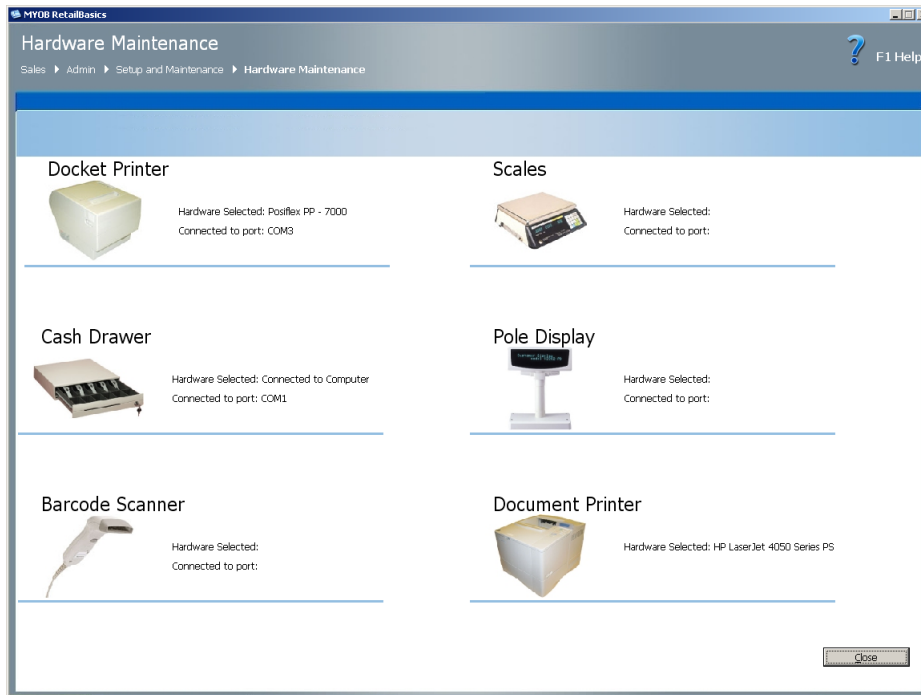
Each scale model has a specified minimum and maximum weight range. To ensure the accuracy of the scale reading, you should only weigh items that fall within this range. To obtain the minimum and maximum weight range for your scale, refer to the documentation provided with your scale or contact your scale manufacturer.

## To set up, troubleshoot or modify your scales

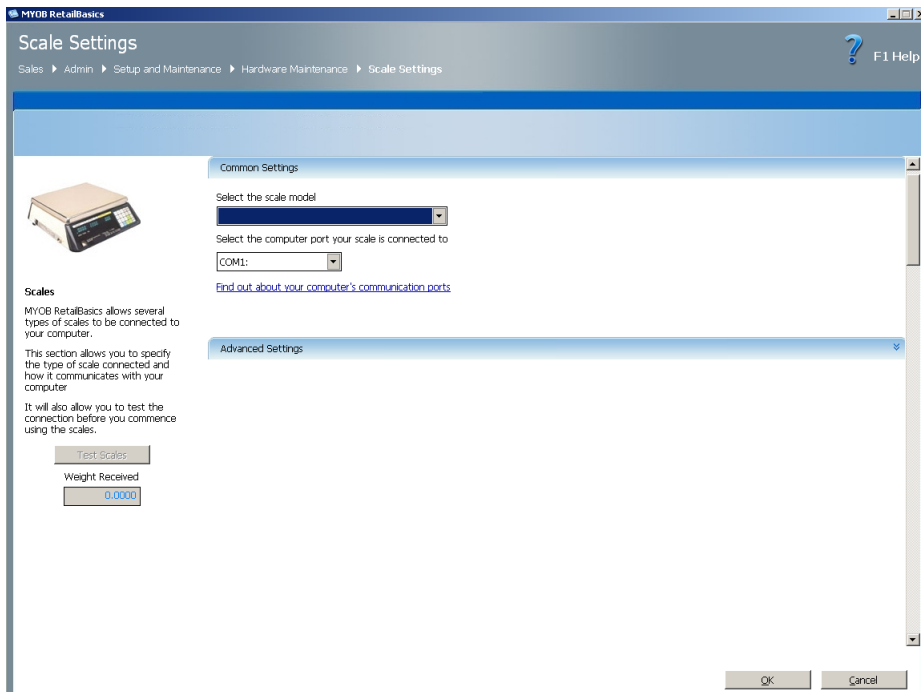
- 1 Go to the **Admin** window.
- 2 Click **Setup and Maintenance**. The **Setup and Maintenance** window appears.




- 3 Click **Hardware Maintenance**. The **Hardware Maintenance** window appears.



- 4 Click **Scales**. The **Scale Settings** window appears.



- 5 Choose the model of the scales you have connected.
- 6 Select the computer port to which the scales are connected.
- 7 If required, modify the settings in the **Advanced Settings** section to match those recommended in the manufacturer's user guide.

If the **Advanced Settings** section is not displayed, click  to display it.

---

**NOTE: AZextra Price Computing Scale** If you are using the AZextra Price Computing Scale, you have to change the settings on the scale to match the settings in RetailBasics.

---

- 8 To test the scales, click **Test Scales**.
- 9 If you are experiencing any difficulties with the scales, work through the '[Scales checklist](#)' [below](#).


## Scales checklist

### Check



Check that the scale is plugged into the computer.

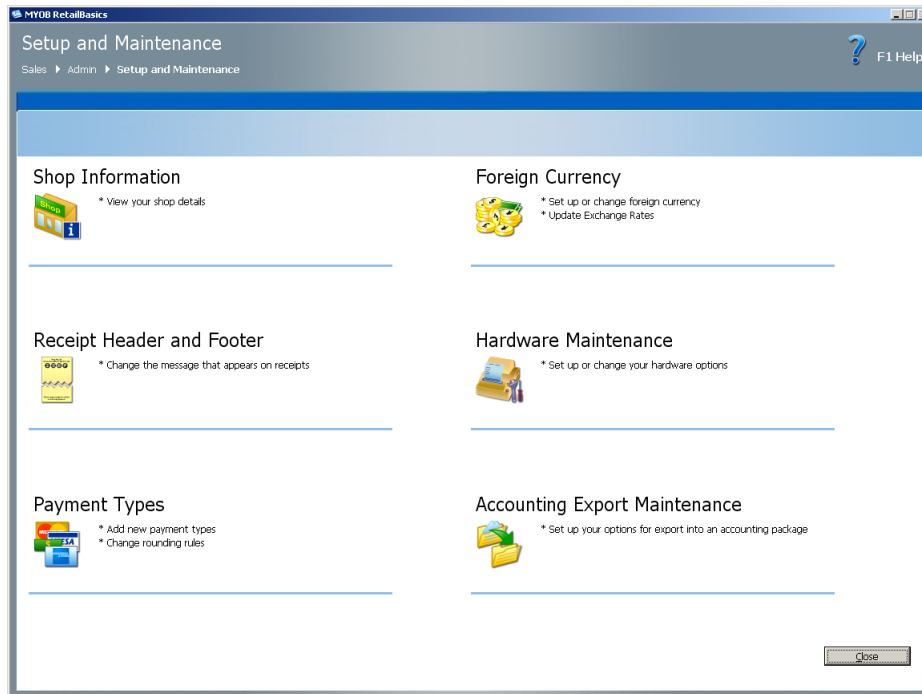
Check the scale's advanced settings:

- 1 Click  to display the **Advanced Settings** section.
  - 2 Modify the advanced settings to match those recommended in the manufacturer's user guide.
-

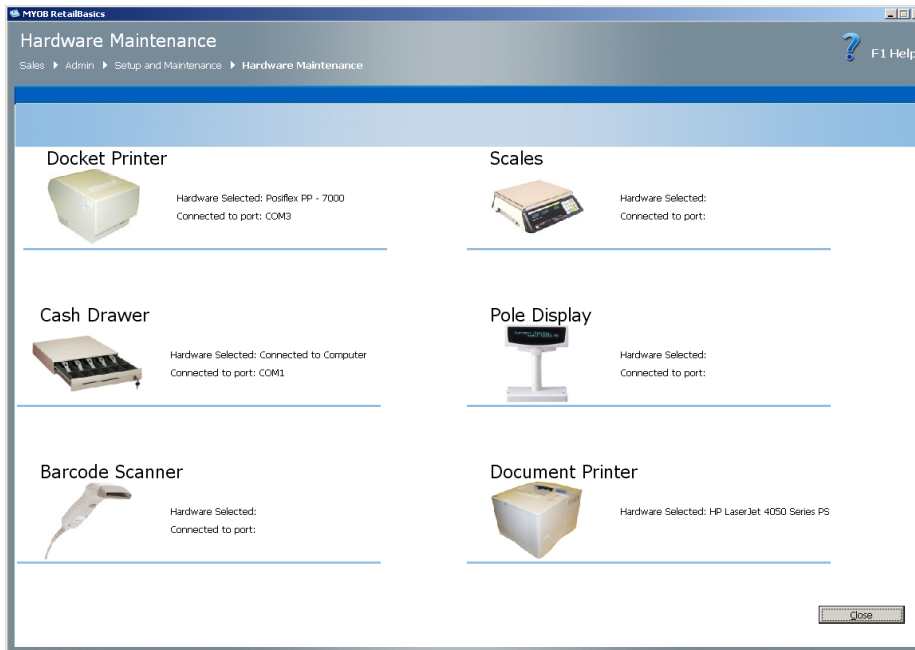
# Docket Printer

## To set up, troubleshoot or modify your docket printer

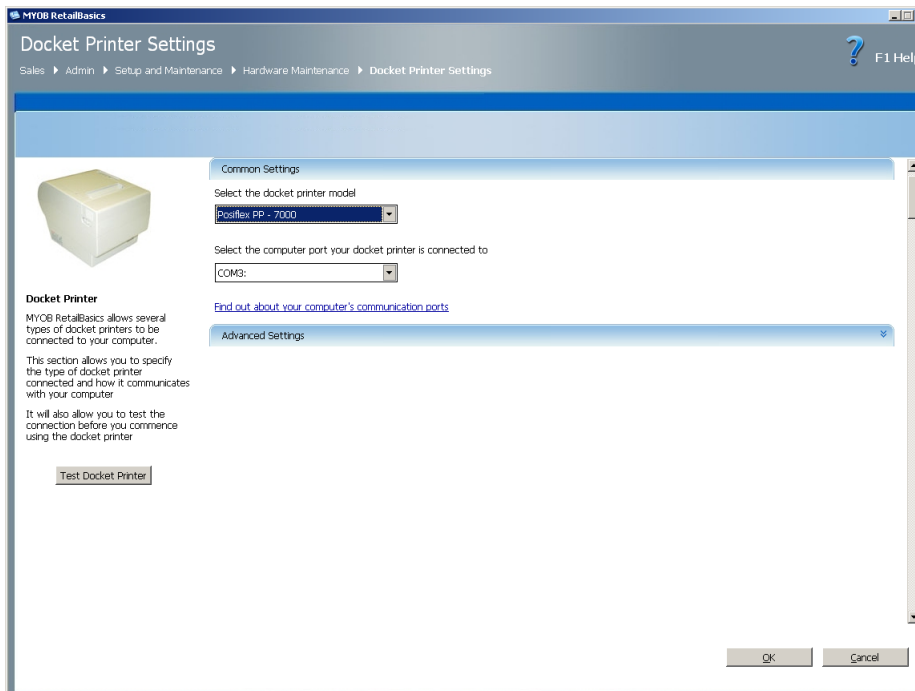
- 1 Go to the **Admin** window.
- 2 Click **Setup and Maintenance**. The **Setup and Maintenance** window appears.




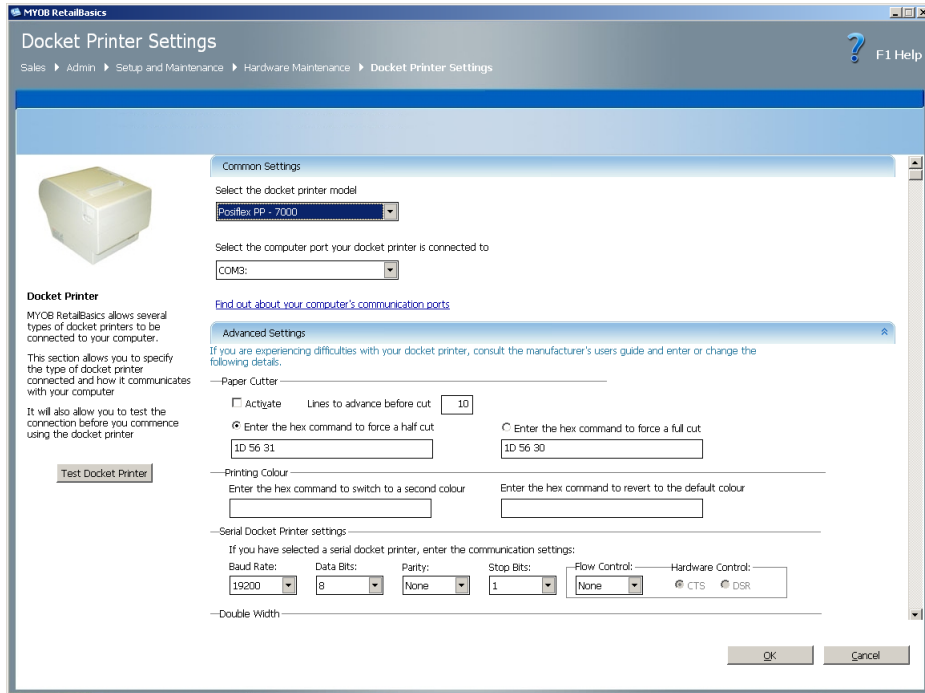
- 3 Click **Hardware Maintenance**. The **Hardware Maintenance** window appears.



- 4 Click **Docket Printer**. The **Docket Printer Settings** window appears.



- 5 Select the docket printer model.
- 6 Select the computer port to which the docket printer is connected.
- 7 Click  to display the **Advanced Settings** section.



- 8 To activate the paper cutter, select **Activate** and enter a value for the number of lines the printer is to advance before cutting the docket.
- 9 If you need to set cut commands and communication settings, enter values recommended in the manufacturer's user guide.
- 10 To test the printer, click **Test Docket Printer**.
- 11 If you are experiencing difficulties with the docket printer, work through the '[Docket printer checklist](#)' on page 185.



## Docket printer checklist

### Check



Check that the docket printer is plugged into the computer.


Check that you are using the cable supplied or recommended by the printer manufacturer.

Check that there is paper in the docket printer.

Check that the docket printer is turned on.

Check the customised settings for printing. See ['To set receipt printing options' on page 158](#).

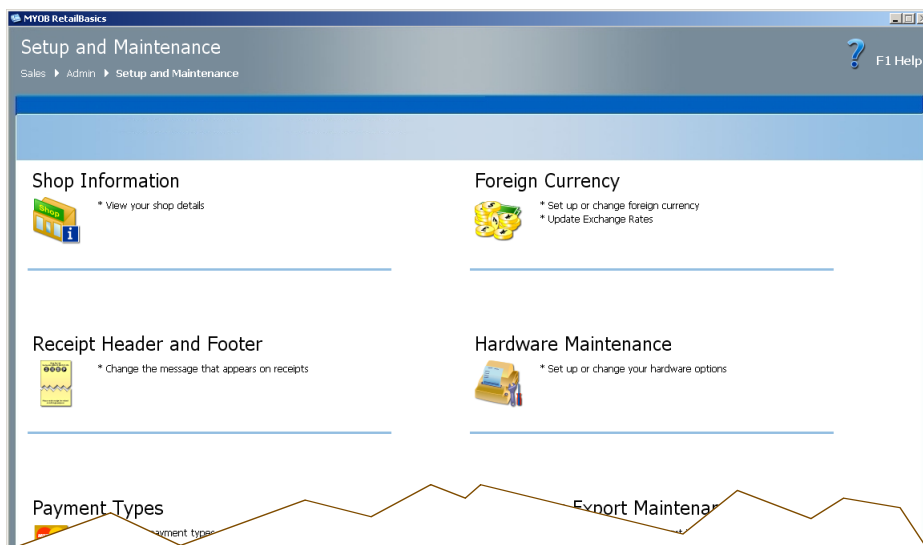
Check the docket printer's advanced settings:

- 1 Click  to display the **Advanced Settings** section.
- 2 Modify the advanced settings to match those recommended in the manufacturer's user guide.

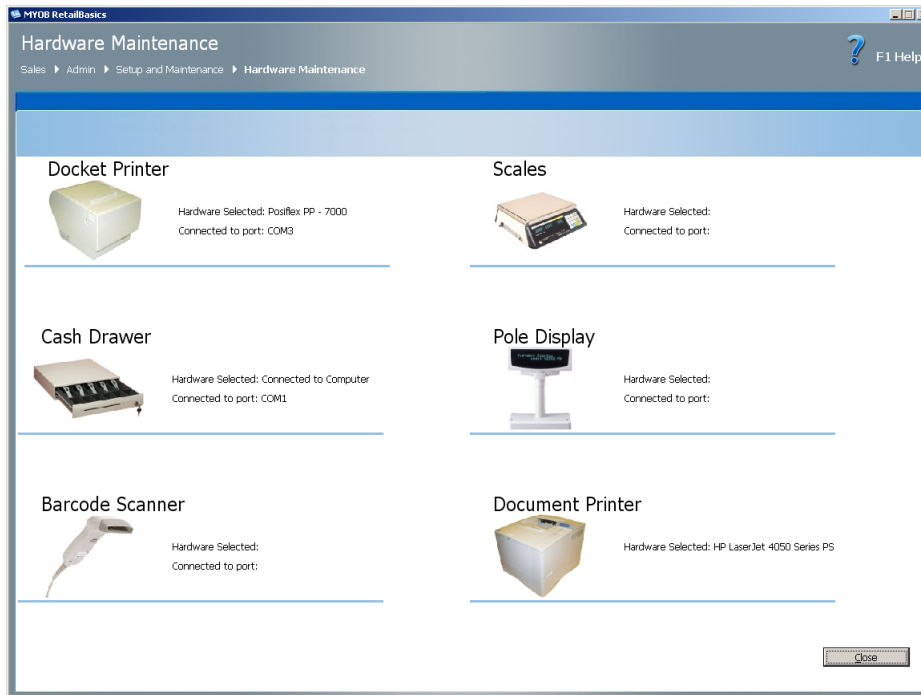
## Pole display

### To set up, troubleshoot or modify your pole display

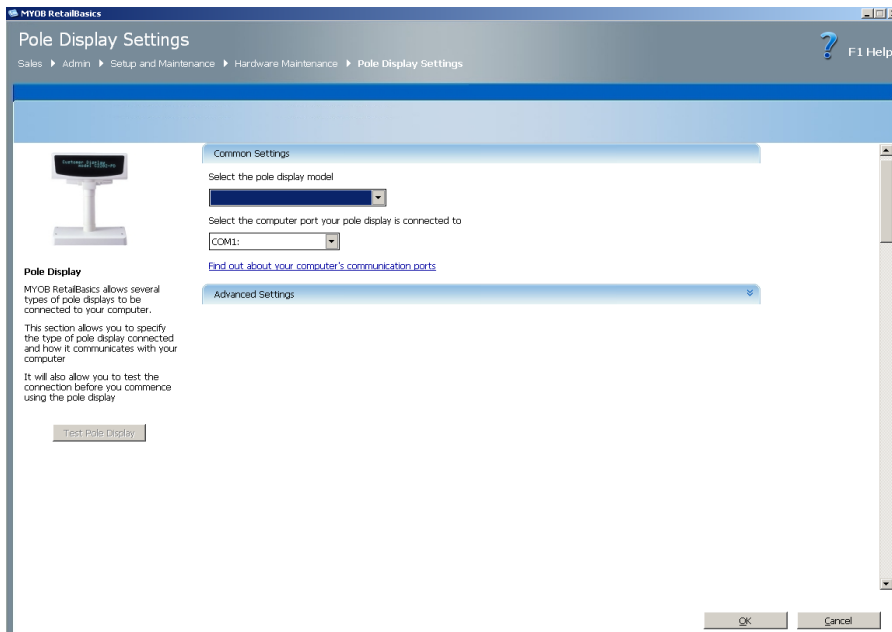
- 1 Go to the **Admin** window.
- 2 Click **Setup and Maintenance**. The **Setup and Maintenance** window appears.




- 3 Click **Hardware Maintenance**. The **Hardware Maintenance** window appears.

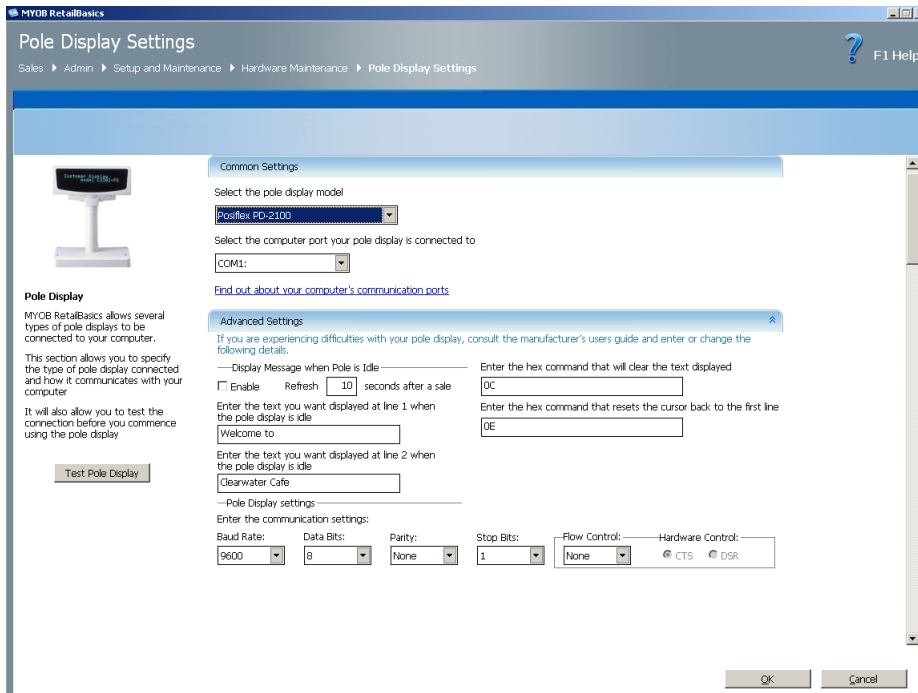


- 4 Click **Pole Display**. The **Pole Display Settings** window appears.



- 5 Choose the model of the pole display you have connected.

- 6 Select the computer port to which the pole display is connected.
- 7 Click  to display the **Advanced Settings** section.



- 8 To display a message when no transactions are taking place, click **Enable**.
- 9 To set the display to refresh a number of seconds after making a sale, enter this number in the **Refresh** field.
- 10 To enter the text to display when no transactions are taking place, enter:
  - a the first line of the message in the **Enter the text you want displayed at line 1 when the pole display is idle**.
  - a the second line of the message in the **Enter the text you want displayed at line 2 when the pole display is idle**.
- 11 To test the display, click **Test Pole Display**.
- 12 If you are experiencing difficulties with the pole display, work through the '**Pole display checklist**' below.


## Pole display checklist

### Check



Check that the pole display is plugged into the computer.

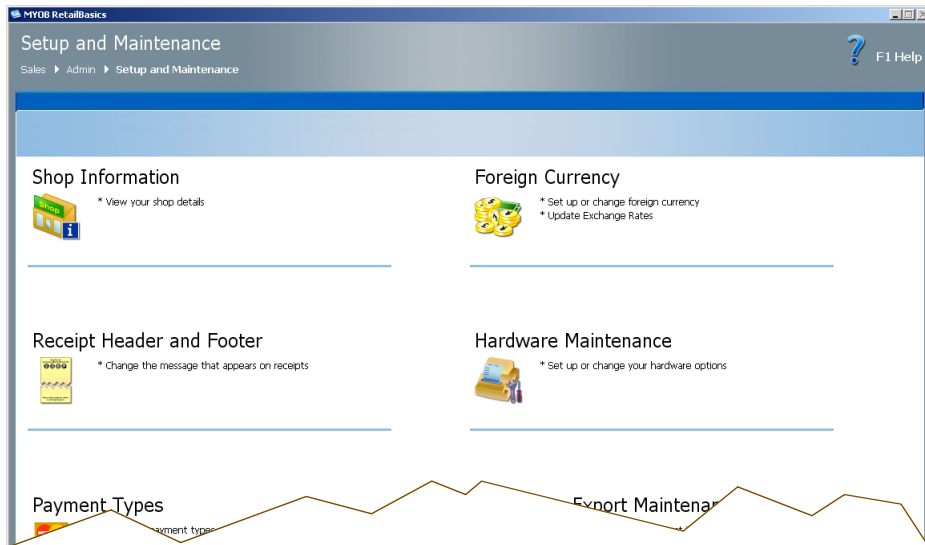
Check the pole display's advanced settings.

- 1 Click  to display the **Advanced Settings** section.
- 2 Modify the advanced settings to match those recommended in the manufacturer's user guide.

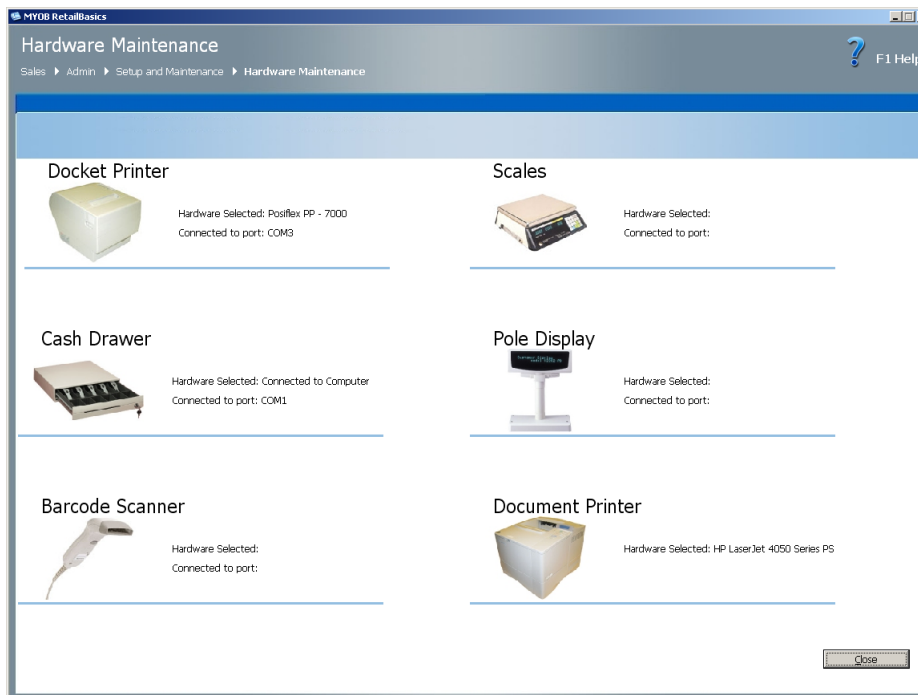
# Barcode scanner

## To set up, troubleshoot or modify your barcode scanner

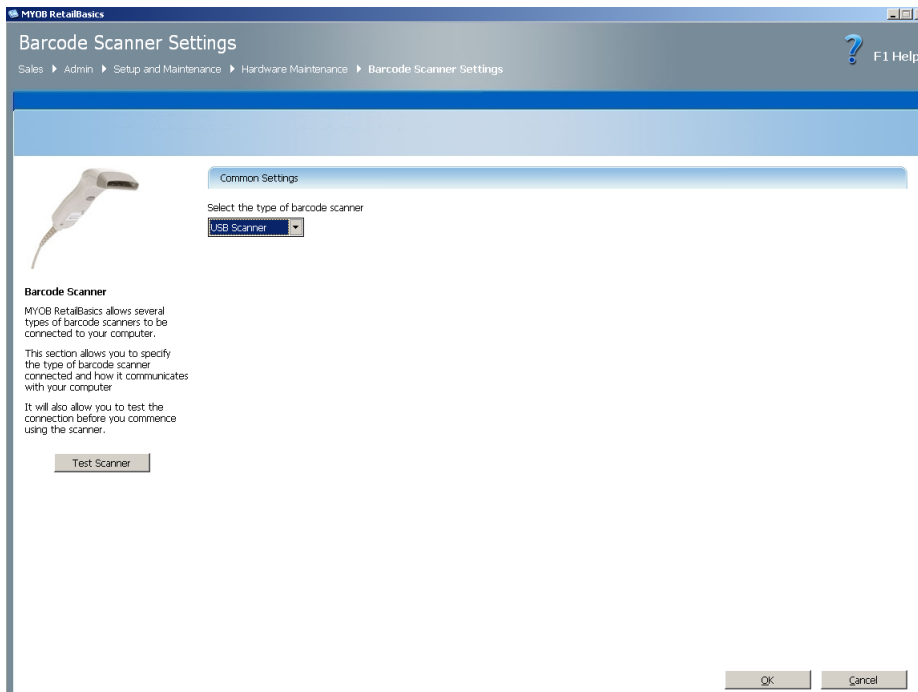
- 1 Go to the **Admin** window.
- 2 Click **Setup and Maintenance**. The **Setup and Maintenance** window appears.



- 3 Click **Hardware Maintenance**. The **Hardware Maintenance** window appears.



- 4 Click **Barcode Scanner**. The **Barcode Scanner Settings** window appears.



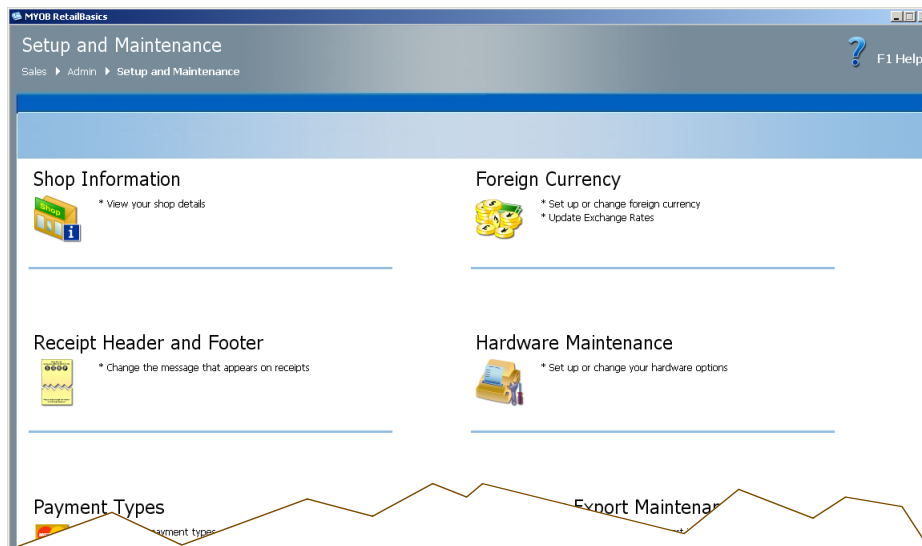
- 5 Choose the type of setup you have for your scanner.
- 6 To test the scanner, click **Test Scanner**.
- 7 If you are experiencing difficulties with your scanner, consult the manufacturer's user guide.
- 8 Click **OK**.

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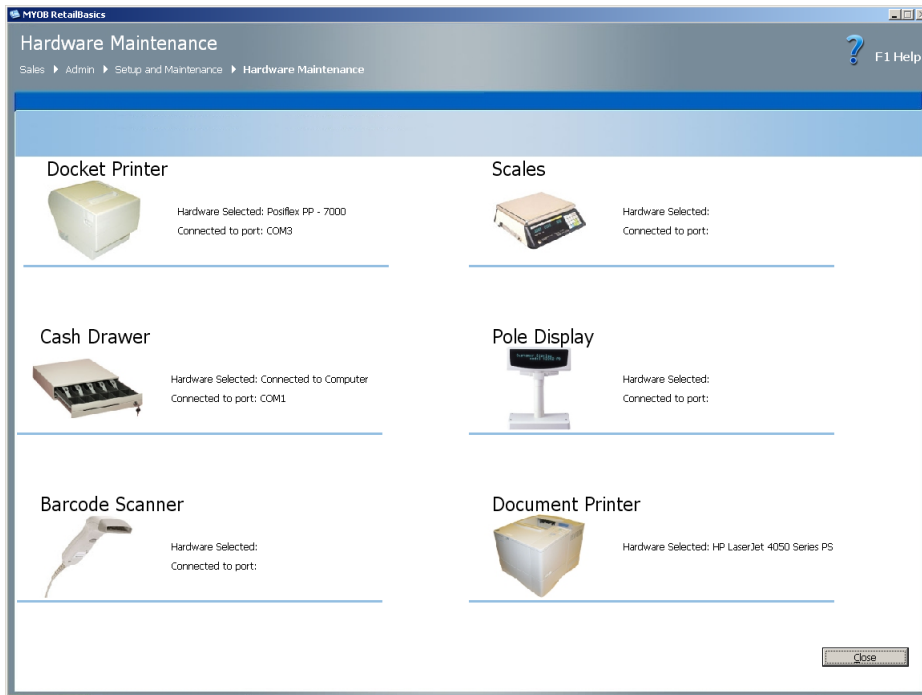
## Document printer

### To set up, troubleshoot or modify your document printer

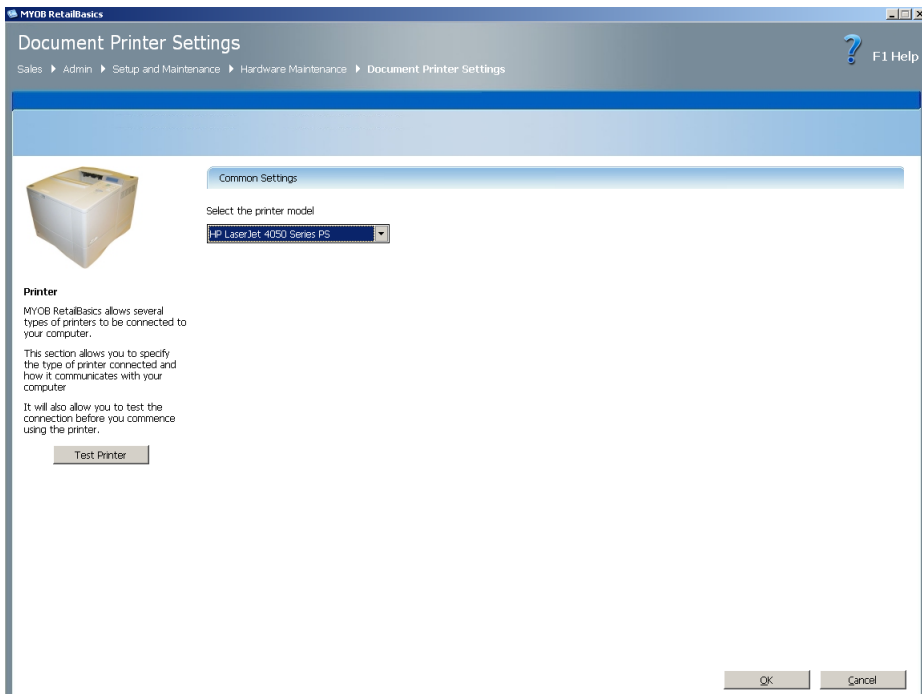
- 1 Go to the **Admin** window.
- 2 Click **Setup and Maintenance**. The **Setup and Maintenance** window appears.



- 3 Click **Hardware Maintenance**. The **Hardware Maintenance** window appears.



- 4 Click **Printer**. The **Document Printer Settings** window appears.



- 5 Choose the printer you want to use to print documents from RetailBasics.
- 6 To test the printer, click **Test Printer**.
- 7 If you are experiencing difficulties with your printer, consult the manufacturer's user guide.
- 8 Click **OK**.

---

**NOTE: Adjusting your printer** Use the standard Windows printer settings (available from the Windows Control Panel) to modify the settings of your Windows printer. For more details, consult the Windows help.

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# Appendix A: Import and Export

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## Importing data

You can import stock, customer and staff data into RetailBasics. You could, for example, import stock data that you have stored in a spreadsheet or a text file. By importing that data into RetailBasics, you save the time you would otherwise have spent manually entering each item.

## Preparing your data for import

You can only import certain types of files into RetailBasics. Before you try to import a file into RetailBasics, check:

- if the file is in the right format
- if the data in the file is organised correctly.

You may need to edit your file so that it meets these requirements.

**File format** RetailBasics can only import files where the fields in each record are separated by commas or tabs. A comma-separated values file usually has a `.csv` extension and a tab delimited file usually has a `.tab` or `.tsv` extension. These files may also be text files (with a `.txt` extension).

**Organisation of data** The order and content of the data fields should match the fields in RetailBasics. For example, if you are importing stock, the stock code should come first, the description second, and so on.

Further, there must be data present for the mandatory fields. For example, if you are importing customers, you must have, for each customer, the customer ID and either the customer's first name or their last name. Other fields can be left blank.

Consult the following table to understand how different types of data should be organised. Mandatory fields have a check ( ✓ ) next to them.

To import...	Make sure the fields are in this order...	Mandatory field
Stock	Stock Code	✓
	Description	✓
	Department	
	Unit of Measure (This should match the units in RetailBasics)	✓
	Tax Code (This should match the tax codes in RetailBasics)	✓
	RRP (This can be inclusive or exclusive of tax)	✓
	Tare Weight	
	Stock Status (The status should be either <i>Active</i> or <i>Inactive</i> )	✓
	Up-sell Prompt	
Staff	Staff ID	✓
	First Name	✓
	Last Name	✓
	Docket Name	✓
	Address Line 1	
	Address Line 2	
	Address Line 3	
	State	
	Postcode	
	Phone	
	Mobile	
	Date of Birth	
	Start Date	

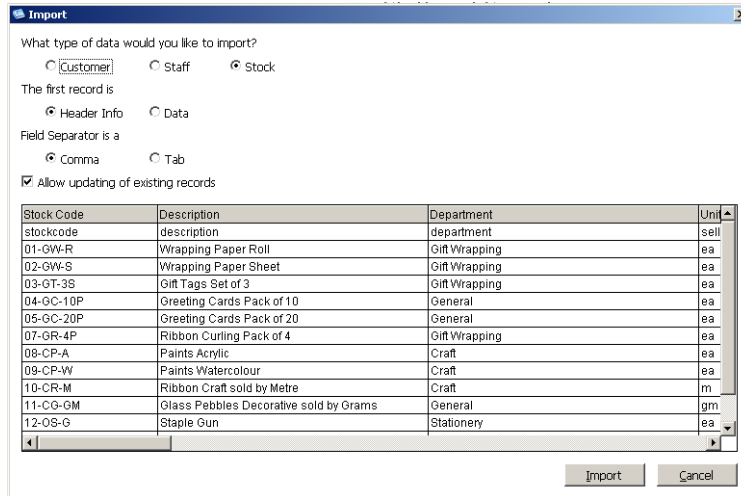
To import...	Make sure the fields are in this order...	Mandatory field	
Customers	Customer ID	✓	
	First Name		
	Last Name	✓	
			<b>Note:</b> You must enter data in at least one of these fields.
	Company Name		
	Address Line 1		
	Address Line 2		
	Address Line 3		
	State		
	Postcode		
	Phone		
	Mobile		
	Fax		
	Email		
Memo			

## To import data

**Information you need before you import** Before you can import a file, you need to know:

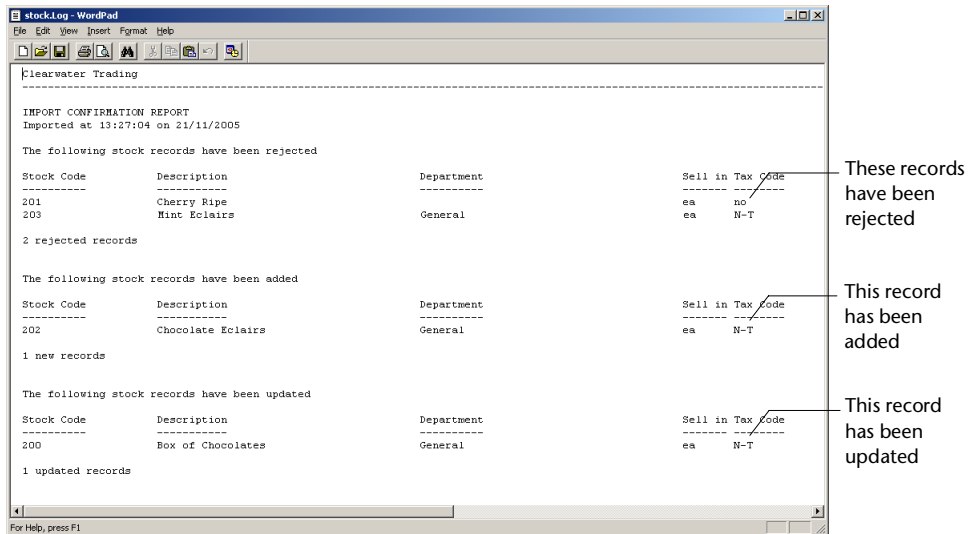
- whether the first record in the file is a header record (which has names for each column of data) or a data record.
- what character—a comma or tab—has been used to separate the fields in each record. A comma-separated values file usually has a `.csv` extension and a tab delimited file usually has a `.tab` or `.tsv` extension.
- if you are importing stock, whether the price includes or excludes tax.

- 1 Go to the **Admin** window.
- 2 Go to the **File** menu and choose **Import**. A message appears asking you to make sure that your file is in the right format.
- 3 Click **OK** to close the message. The **Open Import File** appears.
- 4 Select the file to import.
- 5 Click **OK**. The **Import** window appears.



- 6 Select the type of data to import:
  - **Customer**
  - **Staff**
  - **Stock.**
- 7 Indicate whether the first record in the import file is a header record or a data record. Select:
  - **Header Info** if the first record in the file contains just the names of the fields in the file. If you select this option, the header info record is ignored when the file is imported.
  - **Data** if all the records in the file are data records. If you select this option, all the records in the file are imported.
- 8 Select the field separator:
  - **Comma**—if each field in each record is separated by a comma.
  - **Tab**—if each field in each record is separated by a tab character.

- 9 If existing records can be updated by imported records, click the **Allow updating of existing records** checkbox.  
If this checkbox is selected, records that are duplicated in the import file will be overwritten by the imported data. Records are identified as duplicates if they have identical data in the mandatory fields.
- 10 Click **Import**. RetailBasics backs up your existing records. A message appears stating that the backup was successful.
- 11 Click **OK** to close the message.  
If you chose to import stock, a message appears asking whether the price present in the data is inclusive or exclusive of tax. If this message appears, perform the following steps:
  - a Select the kind of price you are importing—**RRP (inc)**, if the price is inclusive of tax, or **RRP (ex)**, if the price is exclusive of tax. RetailBasics will import the price you specify and automatically calculate the other one
  - b Click **OK**.
- 12 When the import is completed, a log file appears. The file will list the records that were either rejected, added or updated.



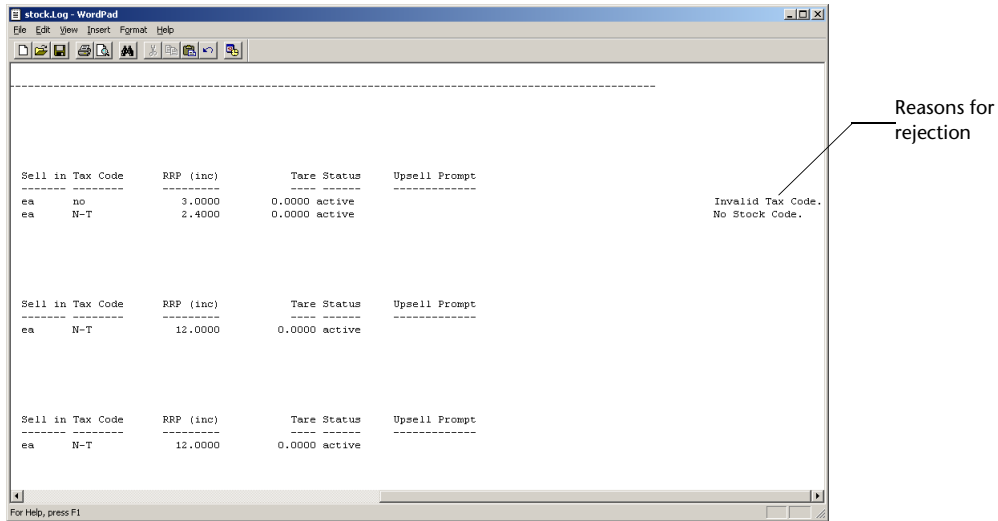
**NOTE: Rejected records?** See 'Troubleshooting imports' on page 198.

- 13 Click the close icon ( ) to close the log file.

## Troubleshooting imports

RetailBasics will reject records if they have invalid data or if they do not have data for the mandatory fields. The reasons for rejecting a record are listed in the import log file.

To find out why a record has been rejected, scroll to the last column entry against a record. For example, the log file below shows two rejected records. The first record has been rejected for having an invalid tax code and an invalid unit of measure. The second record has been rejected for not having a stock code and for having an invalid status and an invalid tax code.



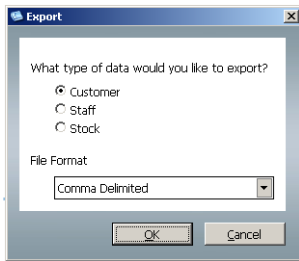
## Exporting data

You can export the customer, staff and stock data that you have created in RetailBasics. Once exported, that data can be opened in other applications such as Microsoft Excel and Microsoft Word. You could, for example, export your customer data, import it into Microsoft Word and then generate mail merge letters to send to your customers.

**NOTE: Exporting accounting data** For details on exporting accounting data, see '[Setting up accounting export](#)' on page 172 and '[To export accounting data](#)' on page 93.

## To export data

- 1 Go to the **Admin** window.
- 2 Go to the **File** menu and choose **Export**. The **Export** window opens.



- 3 Select the type of data to export:
  - **Customer**
  - **Staff**
  - **Stock.**
- 4 Select the file format to export the data in:
  - **Comma Delimited**—if each field in each record should be separated by a comma.
  - **Tab Delimited**—if each field in each record should be separated by a tab.
  - **Excel**—if you want a format compatible with Microsoft Excel.
  - **Fixed Column**—if the fields should be arranged in columns of a fixed width.
- 5 Click **OK**.

If you chose to export stock, a message appears asking whether the price present in the data includes or excludes tax. If this message appears:

  - a Select the kind of price you want to export—**RRP (inc)**, if you want to export the price inclusive of tax, or **RRP (ex)**, if you want to export the price exclusive of tax.
  - b Click **OK**.
- 6 In the **Save As** window, specify a name and location for the export file.
- 7 Click **Save**.





# Appendix B:

# Technical Support

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## Contacting Technical Support

Our Technical Support team can assist with installing, using and troubleshooting your MYOB software. This support only covers the usage of RetailBasics software, RetailReady hardware, and their commands and functions. We cannot provide support on issues arising from operating system faults, incompatible software, or the use of other hardware. For these issues, you may need to contact your reseller or a professional adviser.

### Before you call Technical Support

#### Gather information about the problem

- Try to recall and write down details of the problem, including what you did before the problem occurred, and the exact text of any error message that appeared. See if you can reproduce the problem.

#### Gather the following information about your software

- The serial number, which you can find on the base of the box and on the CD sleeve. You can also find the serial number in the software. Open the RetailBasics **Admin** window, go to **Help** and choose **About RetailBasics**.
- The version of the software. You can find the version number on the box. To check this in the software, open the RetailBasics **Admin** window, go to **Help** and choose **About RetailBasics**.

#### Gather the following information about your computer

- The computer type, model and processor.
- The version of the operating system. To find the version of the operating system, right-click the **My Computer** icon on your desktop and choose **Properties**. Click the **General** tab to see the version.

#### Be prepared for the call

- If you are using Pay-Per-Call support, you may need to have your credit card ready.
- Call while you are at your computer, with the RetailBasics software running, so you are ready to follow any instructions and advice from our support staff.
- Have a pen and paper ready to note down any instructions or advice.

---

# Support plans

**30 day introductory support** You have free support for 30 days from the date you register RetailBasics.

**MYOB Cover** Once your introductory support expires, you can purchase a subscription to MYOB Cover for your RetailBasics software. This entitles you to one year of phone, fax and email support, automatic upgrades to new versions of RetailBasics and notification of new MYOB support notes on the MYOB website.

**MYOB Pay-Per-Call support** If your introductory support has expired and you do not want to subscribe to MYOB Cover, you can call MYOB Technical Support on a pay-per-call basis.

## Technical support phone number and charges

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**NOTE:** Charges for technical support calls are subject to change without notice.

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Support Plan	Phone number	Available times (AEST)	Charges
<b>30 days introductory support</b> If you call within 30 days of registering your software.	1 300 555 115	9.00 am to 7.00 pm (Monday to Wednesday) 9.00 am to 9.00 pm (Thursday to Friday) 9.00 am to 5.00 pm (Saturday to Sunday)	Local call charges
<b>MYOB Cover</b> If you have paid for subscription to this service.	1 300 555 115	9.00 am to 7.00 pm (Monday to Wednesday) 9.00 am to 9.00 pm (Thursday to Friday) 9.00 am to 5.00 pm (Saturday to Sunday)	Local call charges
<b>Pay-Per-Call support</b> If your introductory support period has expired and you are not subscribed to MYOB Cover.	1 300 555 115	9.00 am to 7.00 pm (Monday to Friday)	Local call charges and Pay-Per-Call charges. To find out what our current Pay-Per-Call charges are, visit our website: <a href="http://myob.com.au">myob.com.au</a>

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## Support on the Web

**Support Notes** Support notes can be found at [myob.com.au/supportnotes](https://myob.com.au/supportnotes)

**RetailBasics on the web** The RetailBasics home page contains all the latest RetailBasics information and news. To find the RetailBasics home page, go to [myob.com.au](https://myob.com.au)

## Face-to-face assistance

RetailManager Professionals are experts in MYOB retail point-of-sale solutions and can assist with RetailBasics software enquiries and problem solving, as well as with MYOB accounting software integration and point-of-sale hardware.

To discuss your retail needs with an MYOB RetailManager Professional near you, visit [myob.com.au/partners](https://myob.com.au/partners)



# Index

## A

**A.B.N** 17  
**A.C.N.** 17  
**access options** 28, 131  
**access rights** 28, 129  
**accounting**  
   accounting methods 29  
   accrual-based 29  
   cash-based 29  
   exporting data for 92  
   prompts for export 164  
   setting up account numbers 30, 174  
   setting up for export 29  
   using MYOB accounting software 28  
**Accounting Export Assistant** 28  
**Accounting Information window** 29  
   in assistant 29  
**accrual-based accounting** 29  
**activation** 33  
   by telephone 37  
   online 35  
**Add Stock window** 100  
**Add Tax Code window** 113  
**Add Unit of Measure window** 116  
**adding**  
   customer details 136  
   foreign currency 150  
   payment types 145  
   staff members 124

**Admin window** 49  
   menus in 49  
   opening 51, 120  
   screen map 121  
   setting as default in assistant 22  
   shortcuts for 49  
**administrator**  
   assigning 17  
   changing 132  
**Advanced Settings for hardware** 24  
**assistants** 14  
   Accounting Export Assistant 28  
   Hardware Assistant 23  
   Shop Assistant 16  
   Staff Assistant 26  
   Stock Assistant 25  
**audit trail** 91

## B

**backing up** 170  
   setting prompt for 164  
**bank account** 30  
**barcode scanner**  
   setting up and troubleshooting 188  
**barcode, adding for stock item** 101  
**breadcrumb trail** 51

## C

**Cancel a Lay-by window** 73  
**cash drawer**  
   account number for discrepancies in 30  
   counting takings 88  
   opening without sale 60  
   setting float in assistant 22  
   setting up and troubleshooting 176  
**cash-based accounting** 29  
**cashing up** 88  
**changing.** *See* editing  
**chart of accounts** 30, 174  
**Choose Stock window** 106  
**closing RetailBasics** 47  
**comma-separated file** 193  
**confirmation** 40  
   by telephone 43  
   online 41  
**connecting hardware** 23  
**count takings** 88  
   discrepancy 89  
   session report 96  
**Count Takings Summary report** 95  
**Create a Lay-by window** 66  
**credit card**  
   account for surcharges 30  
   adding as payment type 145  
   paying with 64  
   setting up surcharge fee 56  
**csv file** 193

Currency Converter 61  
Customer Search window 59  
customers 136  
    adding 136  
    deleting 139  
    editing 138  
    exporting 199  
    labels for 141  
    printing list of 140  
    viewing transactions of 144  
customising  
    receipts 168  
    sales windows 156  
    text displayed on the pole display 187

---

## D

data  
    export accounting data 172  
    exporting 199  
    importing 195  
day's takings 88  
default window 160  
deleting  
    customer details 139  
    payment types 148  
    staff members 127  
departments 111  
    adding 111  
    deleting 111  
    renaming 111  
desktop shortcut 46  
discounts  
    editing reasons for 158  
    lay-bys 68  
    sales 62  
    selecting reasons for 62  
discrepancy  
    account number for 30  
    in takings 89  
docket printer  
    setting up and troubleshooting 182  
dockets. *See* receipts  
document printer  
    setting up and troubleshooting 190

---

## E

Edit Stock window 102  
Edit Tax Code window 113  
Edit Unit of Measure window 117  
editing  
    customer details 138  
    foreign currency 153  
    payment types 147  
    shop information 166  
    staff members 125  
    stock items 102  
    tax codes 113  
    units of measure 117  
equipment. *See* hardware  
Euros. *See* foreign currency  
exchange rates 21, 151  
    updating 154  
exporting 198  
    accounting data 92, 172  
    customer, staff and stock data 199  
    setting prompt for 164  
    setting up accounting export 172

---

## F

fees collected  
    account for 30  
fields, skipping 156, 158  
File menu 49  
finding  
    customers 59  
    stock 58  
    transactions 91  
float 160  
    setting in Shop Assistant 22  
foreign currency 150  
    adding 150  
    deleting 155  
    editing 153  
    exchange rates 21, 151  
    refunds in 76  
    sales in 63

Foreign Currency window 20, 151  
FRE 112

---

## G

GST (Goods and Services Tax) 112  
GST-free 112

---

## H

hardware 175  
    barcode scanner 188  
    cash drawer 176  
    changing 175  
    connecting and setting up 23  
    docket printer 182  
    document printer 190  
    pole display 185  
    printer 190  
    RetailReady 9, 10  
    scales 179  
    selecting in assistant 23  
    testing 24  
    troubleshooting 175  
Hardware Assistant 23  
    Advanced Settings 24  
Help menu 50

---

## I

ID 46, 125  
importing 193, 195  
    field order 193  
    file format for 193  
    troubleshooting 198  
    updating existing records 197  
installing RetailBasics 11  
    checklist for 10  
    installing hardware 23  
inventory management 97

---

## K

### keyboard shortcuts

- for the Admin window 49
- for the Make a Sale window 48

---

## L

### labels

- printing for customers 141
- printing for stock 105

### lay-bys 65

- account for 30
- cancelling 74
- creating 67
- making payments on 71
- records of 92
- reports 83
- setting up terms for 162

### Lock RetailBasics button 80

### log of transactions 91

### Log On window 46

### logging off 80

- options for 28, 131

### logging on 46

---

## M

### Make a Lay-by Payment window 70

### Make a Sale window 48, 60

- customising 156
- opening 51
- setting as default in assistant 22
- shortcuts for 48

### menus 49

- File 49
- Help 50
- View Transactions 50

### multicurrency. *See* foreign currency

### MYOB

- details for registration 33
- using accounting software 28

### MYOB accounting software

- account numbers in RetailBasics 30, 174
- using with RetailBasics 28

---

## N

### navigating in RetailBasics 51

### no sale 60

- records of 92

### N-T (No Tax) 112

---

## O

### online activation 35

### online confirmation 41

### Open Till 60

### opening RetailBasics windows 51

### options

- setting receipt printing 158

---

## P

### password

- creating during login 47
- entering during login 47
- resetting 134

### payment types

- adding 145
- deleting 148
- editing 147
- rounding rules 146

### Payment Types window

- in Accounting Export Assistant 31
- in Shop Assistant 19

### payments in foreign currency 150

### point-of-sale hardware

- connecting 10
- connecting and setting up 23
- RetailReady 9

### pole display

- customising text display 187
- setting up and troubleshooting 185

### Posiflex hardware 9

### preferences

- setting float 160

### Preferences window

- in Shop Assistant 20

### Print Stock Code Label window 105

### printing

- customer list 140
- labels for customers 141
- labels for stock 105
- receipt printing options 158
- staff list 128

### Process Refund window 76

- customising 156

### prompts

- backup and export 164
- up-sell 54, 101

---

## R

### Read Scales 60

### Receipt Header & Footer window

- in assistant 18

### receipt printer

- setting up and troubleshooting 182

### receipts 168

- altering header and footer 168
- preview in assistant 19
- printing options 158

### recommended retail price

- adding for stock items 101

### records of transactions 91

### refunds 77

- paying in foreign currency 76
- record of 92

### regional settings 13

### register, cash. *See* cash drawer

### registration 32

- addresses and numbers for 33
- information needed 32
- procedure for 33

- rejected records 198
- reports
  - count takings session 96
  - count takings summary 95
  - discounts 86
  - end-of-day procedures 94
  - lay-bys 83
  - refunds 84
  - sales 80
  - Sales Period 81
  - stock list 109
  - tax collected 85
  - What's Selling 82
- resetting
  - user passwords 134
- restoring data 171
- RetailBasics
  - about 9
  - finding version number 33
  - installing 11
- RetailReady
  - about 9
  - connecting 10
  - settings for in Hardware Assistant 24
- rounding 146
- RRP
  - adding for stock items 101

---

## S

- Sale windows
  - customising 156
- sales
  - fully paid
    - making 61
  - history 90
  - locking RetailBasics 80
  - paying in foreign currency 63
  - records of 92
  - records of for the day 90
  - refunds 77
  - reports for 80
  - setting up prompts 54
- sales account 30
- scales
  - setting up and troubleshooting 179

- scanner, barcode
  - setting up and troubleshooting 188
- searching
  - for customers 59
  - for stock 58
  - for transactions 91
- security 129
  - access to RetailBasics 129
  - locking RetailBasics 80
  - passwords 123
  - resetting staff member passwords 134
  - setting log off options 131
  - setting log on options 28
- serial number, where to find 33
- setting up
  - barcode scanner 188
  - cash drawer 176
  - docket printer 182
  - document printer 190
  - foreign currency 150
  - lay-by terms 162
  - pole display 185
  - scales 179
  - See also* setup assistants
- setup assistants 14
  - Accounting Export Assistant 28
  - Hardware Assistant 23
  - Shop Assistant 16
  - Staff Assistant 26
  - Stock Assistant 25
- Shop Assistant 16
  - float amount 22
  - Foreign Currency window 20
  - Payment Types window 19
  - Preferences window 20
  - Receipt Header & Footer window 18
  - Shop Information window 16
- shop data
  - backing up 170
  - restoring 171
- shop data file
  - activation of 33
  - confirmation of 40
- Shop Information window 166
  - in assistant 16

- shortcuts
  - desktop 46
  - for the Admin window 49
  - for the Make a Sale window 48
- skipping fields 156, 158
- Staff Assistant 26
  - access options 28
  - access rights 28
  - Staff Information window 26
  - Staff Security 27
- Staff ID 46, 125
- Staff Information window
  - in assistant 26
- Staff Log Off button 80
- staff members
  - access 129
  - adding 124
  - adding in assistant 26
  - deleting 127
  - editing 125
  - exporting 199
  - report listing 128
  - resetting passwords 134
  - security setting in assistant 27
  - setting access rights 28, 129
  - setting log off options 131
  - viewing transactions 129
- Staff Security window in assistant 27
- Start Making Sales 15
- starting RetailBasics 46
- Stock Assistant 25
  - departments 26
  - Stock List window 25
- stock items
  - adding 100
  - code 101
  - deleting 104
  - departments 111
  - editing 102
  - exporting 199
  - importing 99
  - labels for 105
  - report listing 109
  - RRP (recommended retail price) 101
  - setting up 97
  - tare weight 115
  - tax codes 112



- tracking levels [97](#)
- transactions [108](#)
- units of measure [115](#)
- up-sell prompt [101](#)
- Stock List report** [109](#)
- Stock Search window** [58](#)
- Stock window** [98](#)
  - in assistant [25](#)
- support services** [201](#)
- surcharge**
  - account for credit card [30](#)
  - setting up for credit card payments [56](#)
- system requirements** [10](#)

---

**T**

- tab delimited file** [193](#)
- tab order** [156](#), [158](#)
- takings**
  - counting [88](#)
  - discrepancy [89](#)
  - takings session report [96](#)
  - takings summary report [95](#)
- tare weight**
  - setting for stock items [115](#)
- tax account** [30](#)
- tax codes** [112](#)
  - adding [112](#)
  - defaults for [112](#)
  - editing [113](#)
  - FRE (GST-Free) [112](#)
  - GST (Goods and Services Tax) [112](#)
  - N-T (No Tax) [112](#)

- Tax Codes window** [112](#)
- Tax Collected report** [85](#)
- technical support details** [201](#)
- telephone activation** [37](#)
- telephone confirmation** [43](#)
- terms for lay-by** [162](#)
- till**
  - account number for discrepancies in [30](#)
  - counting takings [88](#)
  - opening without sale [60](#)
  - record of when opened [92](#)
  - setting float in assistant [22](#)
  - setting up and troubleshooting [176](#)
- transactions**
  - customers [144](#)
  - lay-bys [92](#)
  - open till [92](#)
  - refunds [92](#)
  - sales [92](#)
  - stock [108](#)
  - viewing [91](#)
- troubleshooting**
  - barcode scanner [188](#)
  - cash drawer [176](#)
  - contacting MYOB [201](#)
  - docket printer [182](#)
  - document printer [190](#)
  - pole display [185](#)
  - scales [179](#)
- tsv file** [193](#)

---

**U**

- units of measure** [115](#)
  - adding [116](#)
  - defaults in RetailBasics [115](#)
  - editing [117](#)
- Units of Measure window** [116](#)
- up-sell prompt** [54](#), [101](#)
- US Dollars.** *See* **foreign currency**
- user name** [46](#), [125](#)

---

**V**

- version of RetailBasics** [33](#)
- View Sales window** [90](#)
- viewing**
  - sales history [90](#)
  - transactions [91](#)

---

**W**

- weight, tare** [115](#)
- windows in RetailBasics** [48](#)
  - navigating [51](#)

