Keystroke™

Point Of Sale

The Clear Choice in Retail Automation

A Perfect Solution for…

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

Product Overview

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

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

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

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

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

Point of Sale

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

Employee/Clerk Management

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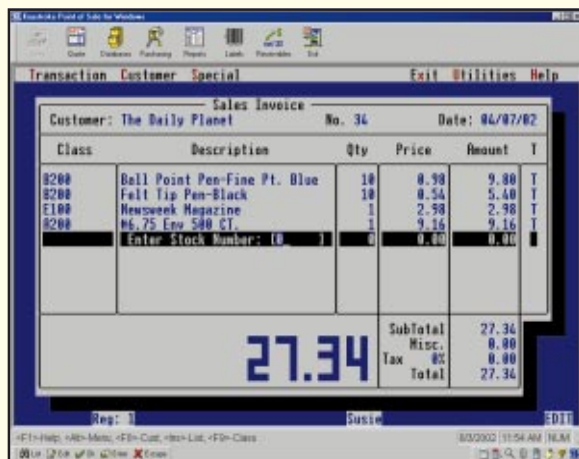
Customer Tracking

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

Accounts Receivable

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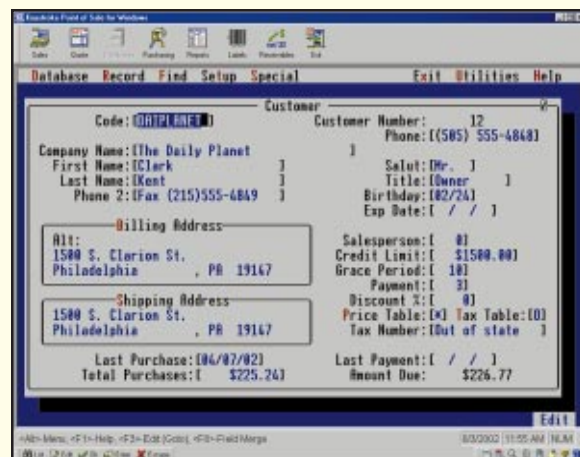- ROA payments with easy access to payment history and invoice details.

Table of Contents

About Key*stroke* **POS**

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

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

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

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

A typical **Key***stroke* **POS** *workstation*

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

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

Base Systems

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

Evaluation System *(included on every* **Key***stroke* **POS** *CD)*

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

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

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

Single-User System

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

Network System

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

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

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

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Keystroke POS for DOS and Windows

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

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

DOS Version

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

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

Windows Version

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

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

Keystroke POS *Features*

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

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

*The **Keystroke POS** Main Menu*

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

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

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

Purchase Manager
Automatic Reorders and Inventory Purchasing/Receiving

Accounts Receivable
ROA Payment Entry, Finance Charges, and Billing Statements

Report Manager
Comprehensive Reporting Features to Screen, Printer, or ASCII File

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

Configuration Manager
Define Hardware Devices and Extensive System Options

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

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

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Sales Manager

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

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

Invoice entry screen

Point Of Sale Features

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

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

Database Manager

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

Database Features

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

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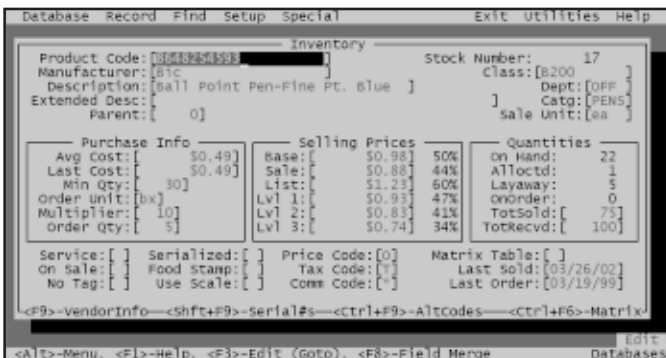
Additional information associated with an Inventory item can also be accessed by pressing the special hotkeys displayed in the lower border of the Inventory record.

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

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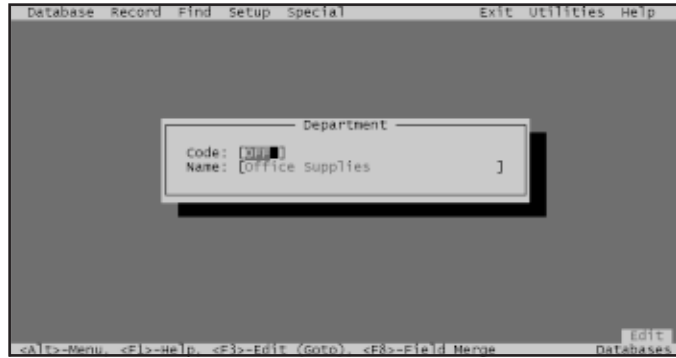
Department Database record

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

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

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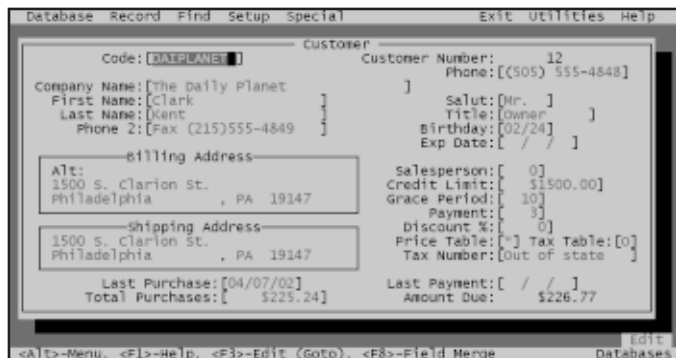
Customer Database record

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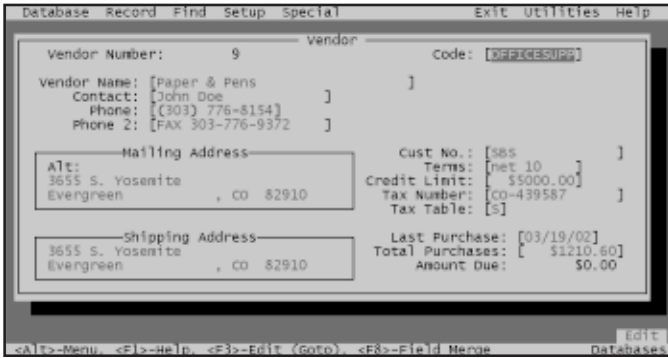
Vendor Database record

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

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

Clerk Database record

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

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

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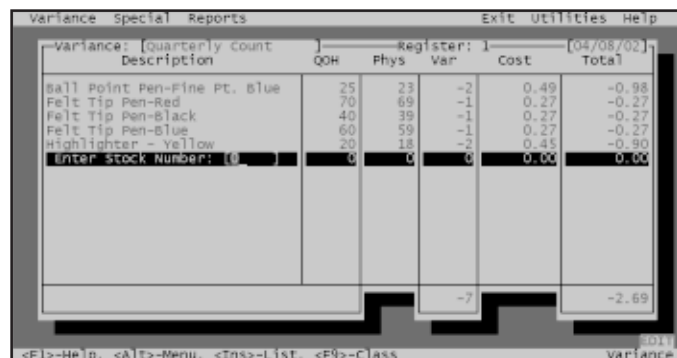
Inventory Variance

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

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

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

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

Inventory Variance screen

Inventory Variance Features

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

Summarize History

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

These Summary Totals provide a monthly overview of Customer Activity.

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

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

Purchase Manager

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

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

Purchase Order entry screen

Purchasing Features

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

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

Accounts Receivable

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

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

ROA Payment entry screen

Accounts Receivable Features

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

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Report Manager

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

*Key***stroke** *reports provide accurate and detailed information regarding the day-to-day operations of your business.*
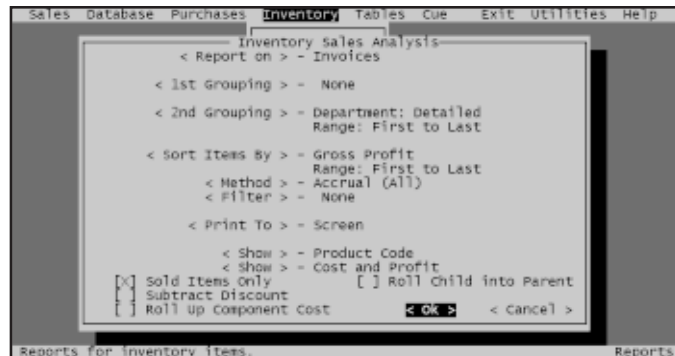
Inventory Sales Analysis report setup

Reporting Features

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

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

Standard Keystroke Reports

Sales Transactions – Invoices, Layaways, Sales Orders, and Quotes (Summary, Detailed)

Sales Tax – Reporting on Sales Tax Collected (Summary, Detailed, by Table/Code/District)

Time of Day – Analysis of Average Sales Activity for Various Periods of the Day

Salesperson – Sales Activity and/or Commission Totals

Accounts Receivable – (Summary, Detailed, Aging)

Profit – Summary of Profit Totals by Day or Detailed by Invoice

Sales Payments – Grouped by Payment Type

Audit – Detailed Report of System Activity (down to the individual keystroke)

Customer Activity – Sales Activity per Customer

ROA Payments – ROA Payments and/or Open Credit Memos

Back Orders – Items Ordered but not Shipped

Customer, Vendor, Clerk, Department, or Category Database Information

Purchases Transactions – Purchase Orders, Invoices, and Reserved Orders

Purchase Tax – For Reporting Tax Calculated on Purchases

Purchases Summary – Total Purchases by Vendor

Purchases Payments – Payments Entered on Purchases, Grouped by Payment Type

Vendor Activity – Purchase Activity per Vendor

Open Orders – Items Ordered but not Yet Received

Inventory Database – (Price, Quantity, Critical List, Profit/Markup, On Sale, etc.)

Sales Analysis – Sales Activity by Item and/or Department/Category

Sales History – Sales Activity per Inventory Item (with Serial Numbers, Qty Sold, Revenue, Profit)

Sales Exceptions – Sales Returns, Non-Inventory Sales, or Item Mark-downs

Purchase Analysis – Purchase Activity by Item and/or Department/Category

Purchase History – Purchase Activity per Inventory Item (with Serial Numbers)

Purchase Exceptions – Purchase Returns or Non-Inventory Purchases

Security Levels –Current System Security Level Settings

Payment Types – Current Sales and Purchase Payment Type Configurations

Print Buttons – Current Print Button Configurations

Price Tables – Current Price Table Configurations

Tax Tables –Current Tax Table Configurations

Commission Tables – Current Commission Table Configurations

Time Clock – Time Clock Entries and Total Hours per Clerk

Alternate Codes – Alternate Inventory Codes per Stock Number

Report Cues – Set Up and Run Pre-configured Reports and/or Cues (groups of Reports); Can be Set Up to Run Automatically

Label Manager

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

Keystroke can print most barcode formats on a wide range of label stock.
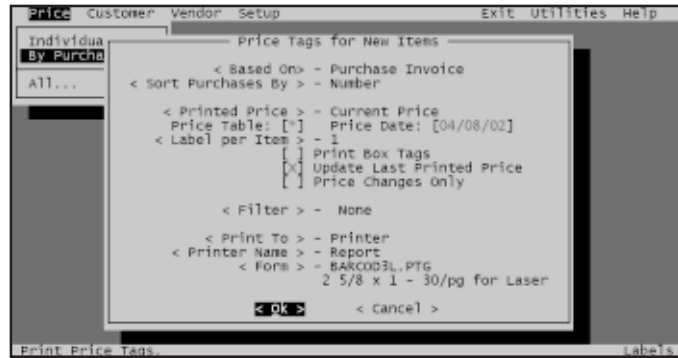
Price Tag printing setup screen

Label Printing Features

Price Tags	Customer/Vendor Mailing/Shipping Labels
By Individual Item	Postnet Barcodes
By Purchase Order/Received	Most Printers – laser, thermal, dot matrix,
All Items (definable Range/Filters)	plus many custom Label Printers
Encrypted Costs	User-definable Label Formats
Shelf Tags, Box Tags	1" square, 1"x2⅝", jewelry tags,
Price Changes Only	large formats, etc.
Promotional Prices Only	Barcodes – most formats and printers
	(Code 3of9, 2of5, EAN, UPC, etc.)

Configuration Manager

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

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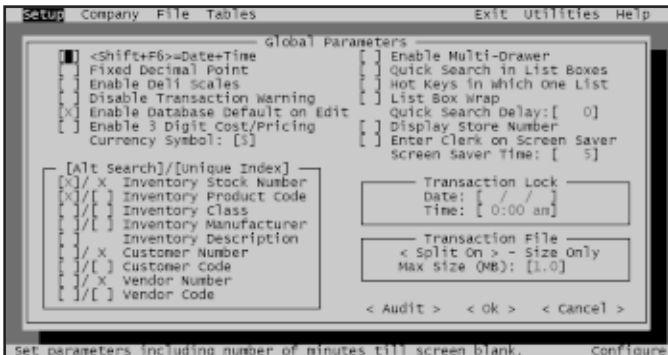
Global Parameters setup screen

Configuration Features

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

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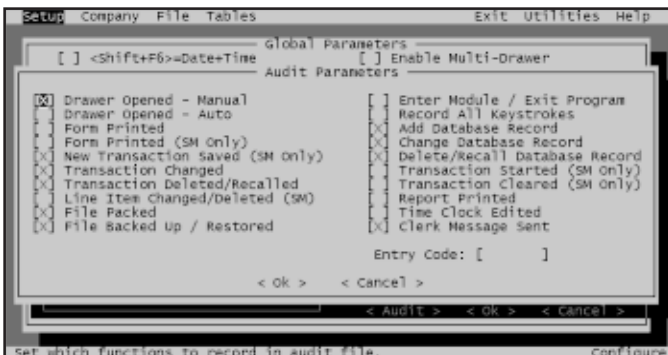
The Audit function allows you to track and report on various aspects of user activity.

Audit setup screen

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Optional Custom Modules

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

User Bundle

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

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

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

General Ledger Link

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

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

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

GL Report, set to Summary by Day

GL-Link Features

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

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

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Script Editor

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

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

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

Tag-along Script entry screen
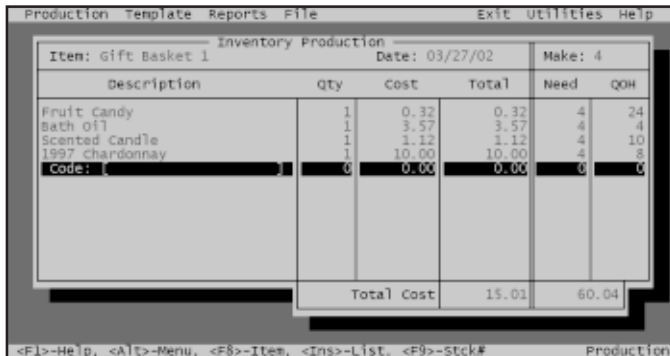
Scripting Features

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

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

Production

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

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

Production entry screen

Production Features

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

Importer

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

Importer Features

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

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

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PCCharge Payment Server™

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

PCCharge Payment Server makes processing credit card transactions a breeze!
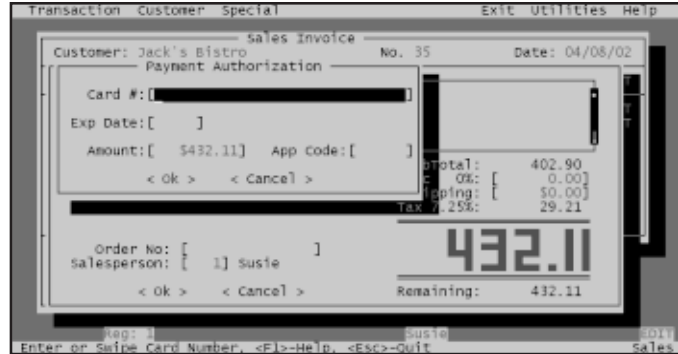
*Accepting a credit card payment in **Key**stroke*

PCCharge Payment Server™ Features

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

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

Matrix Manager

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

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

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

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

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

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

A Matrix item Grid showing Quantities On-Hand

Matrix Manager Features

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

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MultiStore

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

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

Inter-store Inventory transfer screen

MultiStore Features

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

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

Technical Support & Software Updates

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

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

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

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

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

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

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

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

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

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

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

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

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

- **Priority Technical Assistance** (for emergencies and non-**Key*stroke*** software issues)
- **Variable Extended Hours**
- **Software Updates** <u>Not</u> **Included** (available only through Software Maintenance Service plans)

"900" Number Support

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

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

Visa/Mastercard Support

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

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

Free Non-Emergency Support   *(970) 468-4842*

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

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

Custom Programming

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

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

Training

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

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

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

On-Site Training

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

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Frequently Asked Questions

Who is Specialized Business Solutions?

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

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

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

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

What is Keystroke POS?

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

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

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

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

How does Keystroke compare to other POS/IC systems?

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

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

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

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

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

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

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

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

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

Can Keystroke handle the demands of my business?

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

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

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

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

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

Who uses Keystroke POS?

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

Auto Supply
BMW of Orlando
    (and other motorcycle shops)
Duraliner / Pick'em Up Trucks
Beauty/Day Spa
Strands of Saratoga
Ultra Hair & Beauty
Book
Christian Publishers Outlet
Dekalb Bookstore/Books Plus
Bicycles
Bicycle World
Recycled Cycles
Clothing/Shoes
Fitness Things
Fleet Feet Triathlete
Computers/Electronics
American Telecom
Computer Warehouse
Phones Plus
Radio Shack
Hardware
Ace Hardware
Coast to Coast Hardware
True Value Hardware
Health Food/Nutrition
Max Muscle stores
Nutri-Sport stores
Hospital Gift/Cafeteria
Cedar Sinai Hospital
Saint Joseph's Medical Center

Lighting
House of Lights
Lighting Design
Liquor/Vineyards/Home Brew
Brown-Foreman Corporation
    (makers of Jack Daniels)
Duane's Home Brew
Fetzer Vineyards
The Liquor Store
Nursery/Garden Supply
Beardsley Gardens
Fossil Creek Nursery
Office Supply/Stationery
Northern Stationers
Party Time Paper & Crafts
Ridgefield News & Office Supply
Pet Supply
Backyard Bird Shops
Pet Food Centers
Wild Birds Unlimited stores
Pool & Spa
All Season Pools & Service
Pool & Spa Connection
Specialty/Gifts/Collectables
Big League Baseball Cards
Los Angeles Police Academy
Monograms Plus
Real Goods
Successories
Top Line Distributing
... and many, many more

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

Keystroke
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What hardware is required for use with Keystroke?

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

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

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

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

Typical point of sale peripherals

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

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

What hardware is recommended for Keystroke?

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

The following are some of our hardware recommendations and suggestions:

Computers:

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

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

Operating Systems:

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

Printers:

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

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

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

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

Barcode Scanners:

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

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

Cash Drawers:

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

Other Optional Peripherals:

Programmable Keyboards – a very useful option in extremely fast paced environments, most commonly used for entry of frequently used items/services and payments.
Magnetic Stripe Reader – mostly for credit card processing (keyboard wedge interface).
Customer Pole Display – for customer to view entry of items & prices (serial or parallel).
Portable Data Collector – mostly used for periodic physical inventory checking, can also be used for receiving items into inventory (typically serial interface).
Electronic Scale – for automatically inputing weight as sale quantity (serial interface).
"Deli" Scale/Printer – for variable weight items such as meat & cheese; barcode label scans as item code and quantity (weight).
Check Reader – for scanning MICR information from bank checks.
PIN Pad – for customer to input personal identification number.
Telequip Change Dispenser – automatically distributes correct coin change (serial interface).

What if I have several stores and a warehouse?

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

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

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

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

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

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

What People Are Saying About Keystroke POS

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

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

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

*"POS Power: [****Keystroke****] POS software can streamline your company's sales and inventory."*

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

– Independent Business Magazine

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

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

– CPA Software News

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

– Retail Systems Reseller

"Simplicity, ease of use, is key..."

– Retail Systems Reseller

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

– Bicycle Dealer Showcase

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

– Greg Peterson, owner of Ridgefield Office Supply

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

– Richard Aal, owner of American Telecom

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

– Allan McCleod, owner of Harmony Flowers

BRACCI HOME CENTER

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

Dear David Hunsinger:

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

When we originally ordered Keystroke, we were merely hoping that it would do the bare minimum of what we needed it to do. It has far surpassed our expectations, and for this I can say "Thank You!"

Sincerely,

Gary A. Falco

Gary A. Falco
Controller

Red Rock Canyon
Interpretive Association

March 18, 2002

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

Dear Mike:

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

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

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

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

Best regards,

Laurie B. Stephens

Laurie B. Stephens
Store Manager and Buyer

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

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

email: info@redrockcanyonlv.org
URL: redrockcanyonlv.org

HCR 33   Box 5500
Las Vegas, NV 89124

Wild Flowers

FEB 1996
RECEIVED

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

FACSIMILE

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

Paul Maynell

keep the coll
through another round
without your help Paul!

Thanks again,

Dan

Dan Jones

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

1701 MADISON STREET DENVER CO 80206 3433
303/333 4050 FAX 333-3870 E MAIL WLDFLRS@AOL.COM

LINDELL DELI & GROCERY

577-579 WEST PARK AVE ♦ LONG BEACH, N.Y. 11561
Phone 432-9171 ♦ Fax 432-1092

September 19, 2001

Dear David Hunsinger,

We are now entering our 6th year using Keystroke. Words can't say how much we enjoy the software and how easy it is to use. We started the Keystroke era using 3,000 items in the store. We now record over 8,400 plus items. This software is invaluable and I can't imagine life without it. I gladly pass any information to retailing friends when they are looking for an affordable point of sale system.

We're looking forward to more years using the Keystroke point of sale software and welcome the upgrades. I still enjoy getting a "live" representative on the phone. I also enjoy using the web site to talk to other retailers about Keystroke. Keep up the good work and stay in touch.

Sincerely yours,

P. J. Whelan

Patrick J. Whelan

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Sample Forms & Reports

Introduction

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

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

Selecting a Printer

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

Dot Matrix Printers

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

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

Laser Printers

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

Receipt Printers

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

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

Label Printers

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

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

Inkjet Printers

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

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Price Tags

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

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

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

BB1x1.PTG:
1 x 1 – 1 across label for
the Barcode Blaster.
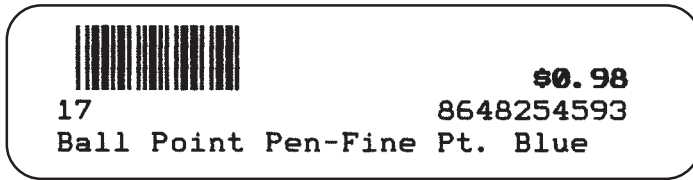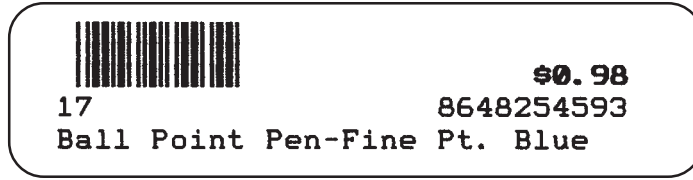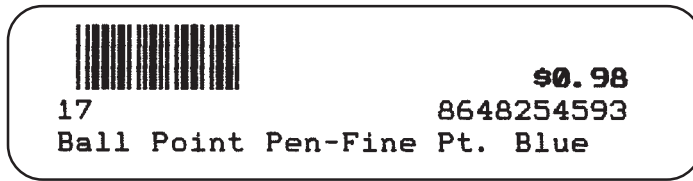
BARCODE.PTG: 3 5/8 x 15/16 – 1 across barcode label for a dot matrix printer.
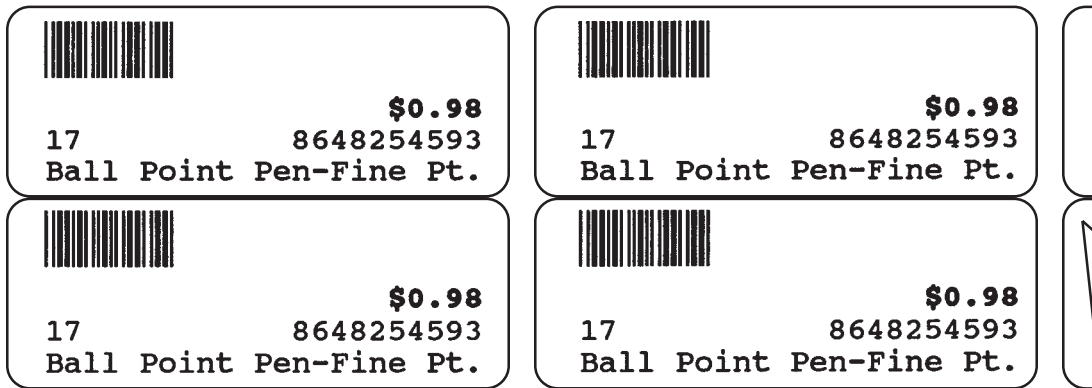
BARCODE3L.PTG: 2 5/8 x 1 – 3 across for laser printer with Stock Number as barcode.

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

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Mailing/Shipping Labels

Mailing and shipping labels can be printed for Customers and Vendors using any of the standard **Key*stroke*** label formats. Custom label formats may also be created to your specifications.

```
Mr. Sam Malone                    Mr. Norm Peterson
Cheers                            Winston, Watson & Peters
P.O. Box 8549                     2300 Main St.
Boston, MA   02134-1694           Boston, MA   02134-1694


Mr. Clark Kent                    Mr. Elmo Anderson
The Daily Planet                  Elmo's Electronics
1500 S. Clarion St.               2300 Munster Blvd.
Philadelphia, PA  19147           Munster, IN  46423
```

LASER30.LBL: 2 5/8 x 1 – 3 across mailing label for a laser printer.

```
The Daily Planet
Mr. Clark Kent
1500 S. Clarion St.
Philadelphia, PA  19147
|..|lll.|.....ll|.|.ll..ll.|.l


Elmo's Electronics
Mr. Elmo Anderson
2300 Munster Blvd.
Munster, IN  46423
|.l.l.|lb..|.l.|.lb.|.ll...lll


BB's Billiards & Beer
Mr. Bobby Brickhouse
3467 Corona Avenue
Long Neck, TX  79242
ll...|ll.l....|.l.l.|.l.|.l.l.|
```

MAIL1PN.LBL: 3 5/8 x 15/16 – 1 across label with Post Net barcode
for a dot matrix printer.

Business Forms

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

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

Sales Invoices and Receipts

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

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


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

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


 Cust. Order #:                    Salesperson: #1  - Susie

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




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

                                             Total:      27.34
                                  DUE UPON RECEIPT:      27.34

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

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

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

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

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

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

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

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

```
Specialized Business Solutions                Page: 1
PO Box 2019                                    Date: 04/03/02
352 Lake Dillon Dr., Ste. C
Dillon, CO  80435                              RECEIVED ON ACCOUNT
970-262-1720
970-262-2387


Bargelly Bean's Bakery
Bob Bean                                       Account No: 2
3401 Hot Bread Blvd.
Yeasting, TX  80401                            Phone: (213) 555-6244

Payment: Check                          Amount:    1000.00
         Check 8012

 Date     Invoice No.      Total     Amount Due     Amount Applied     Balance

03/31/02  CUR FN CHG       11.37        11.37              11.37         0.00
03/10/02  11             3596.00      2096.00             988.63      1107.37




                                    Total Applied:    1000.00
                                    Amount Left:          0.00
    Thank you for your Payment!
```

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

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

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Quotes

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

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

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

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


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

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

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

                                                   Quote Total:     9004.50

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

Statements

Key*stroke*'s powerful Accounts Receivable module simplifies the tracking of Customers' credit accounts, calculates finance charges, and generates statements for any specified period of time.

NEB12507.SMT, printed at 42% on a dot matrix printer.

Standard forms for printing plain statements to a laser printer are also available.

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Purchase Orders/Invoices

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

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

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

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

```
        Specialized Business Solutions            Order No: 15        A
                  PO Box 2019
        352 Lake Dillon Dr., Ste. C               Date: 03/19/02
            Dillon, CO  80435
               970-262-1720                       Page: 1
               970 262 2387


   Vendor: Paper & Pens                     Vendor No: 9
           John Doe                         Phone No: (303) 776-8154
           3655 S. Yosemite
           Evergreen, CO  82910

    By:  Susie                         Vendor Invoice:
  Terms:  Check (03/19) 1311

 Stock# Product Code    Description          Order  Rev  Unit Price    Amount
 ==============================================================================
 18     5526345812      Felt Tip Pen-Red        6    6       2.70      16.20
 19     5526345812      Felt Tip Pen-Black      6    6       2.70      16.20
 17     8648254593      Ball Point Pen-Fine Pt  5    5       4.90      24.50




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

Reports

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

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

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

Sales Reports

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

```
05/18/02               Specialized Business Solutions              Page 1
 9:15 am
                          DEPARTMENT SALES REPORT
                  03/01/02 through 03/31/02 - All Registers
                     0:00 am        11:59 pm - Clerk #1

Department                             Qty   Gross Rev.
_____

       ** NO DEPARTMENT **              0        --
BOOK  Books                             7       83.86
CLO   Clothing                          0        --
FOOD  Food Items                       18        9.24
GIFT  Gifts/Specialty                   2       62.00
HW    Computer Hardware                 9     9370.60
LIQ   Liquor                            0        --
MAG   Magazines / Periodicals           3        9.94
OFF   Office Supplies                 222      482.18
SERV  Service                           3       85.00
SW    Computer Software                 6     3183.98
_____

                                      270    13286.80
```

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

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

Keystroke
Point Of Sale

Sales Transactions Reports

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

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

```
05/18/02                    Specialized Business Solutions                    Page 1
 8:09 am
                            SALES INVOICE REPORT - DETAILED
                               04/02/02 through 04/07/02


 Trans#      Date      Time    Slpsn   Customer                              Total
   S#     Description                  Product Code          Qty            Price

 29        04/02/02   2:50 pm  1         14 Cogwell's Cogs
 38     Dbase Software                 5484874858             1 ea         598.00T

 Visa 4421-0000-0000-1234  04/02/02     641.36      Sub-Total:            598.00
                                                    Discount:              0.00
                                                    Shipping:              0.00
                                                    Tax[7.25%]:           43.36S
                                                    Total:               641.36

 31        04/03/02   3:48 pm  1          9 Murphy's Publishing
 4      #6.75 Env 500 CT.             8567452163            10 ea @         9.16T
 19     Felt Tip Pen-Black            5526345812            30 ea @         0.54T
 10     Staples - Jumbo Box           23059085              6 ea @          1.94T

 Master Card 3822-1904-332 04/03/02     119.44     Sub-Total:            119.44
                                                    Discount:              0.00
                                                    Shipping:              0.00
                                                    Tax[  0%]:             0.000
                                                    Total:               119.44

 34        04/07/02   9:41 am  1         12 The Daily Planet
 17     Ball Point Pen-Fine Pt. Blue  8648254593            10 ea @         0.98T
 19     Felt Tip Pen-Black            5526345812            10 ea @         0.54T
 44     Newsweek Magazine             4247858643             1 ea          2.98T
 4      #6.75 Env 500 CT.             8567452163             1 ea          9.16T

 Cash                      04/07/02     27.34      Sub-Total:             27.34
                                                    Discount:              0.00
                                                    Shipping:              0.00
                                                    Tax[  0%]:             0.000
                                                    Total:                27.34

 _____
        Totals:       Number of Invoices = 3      Sub-Total:            744.78
                                                    Discount:              0.00
                                                    Shipping:              0.00
                                                    Tax:                  43.36
                                                    Total:               788.14
```

Sales Tax Reports

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

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

```
05/18/02                         Specialized Business Solutions                    Page 1
 8:13 am
                               SALES TAX REPORT - BY TAX DISTRICT
                                   03/01/02 through 03/31/02


District/Code     Sub Total   Discount    Taxable  NonTaxable   Shipping   Net Total   Sales Tax*    Total

S State/Local
  T Taxable        5265.62       0.00     5264.74       0.88       0.00     5265.62      381.69     5647.31
  N Non Taxable       0.00       0.00        0.00       0.00       0.00        0.00        0.00        0.00
                  _____
                   5265.62       0.00     5264.74       0.88       0.00     5265.62      381.69     5647.31

O Out of State
  T Taxable        7910.22       0.00        0.00    7910.22       0.00     7910.22        0.00     7910.22
  N Non Taxable      85.00       0.00        0.00      85.00       0.00       85.00        0.00       85.00
                  _____
                   7995.22       0.00        0.00    7995.22       0.00     7995.22        0.00     7995.22

R Resale/WholeSale
  T Taxable          25.96       0.00        0.00      25.96       0.00       25.96        0.00       25.96
  N Non Taxable       0.00       0.00        0.00       0.00       0.00        0.00        0.00        0.00
                  _____
                     25.96       0.00        0.00      25.96       0.00       25.96        0.00       25.96

                                                                                        381.69


TAX CODE TOTALS:

T Taxable                                                                               381.69
N Non Taxable                                                                             0.00
                  _____
                                                                                        381.69

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

Time of Day Reports

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

```
05/27/02                    Specialized Business Solutions              Page 1
 3:40 pm
                      TIME OF DAY SALES REPORT - SUMMARY
                          03/01/02 through 03/31/02


      Time                Number of Sales                    Total Amount
  ────────────────────────────────────────────────────────────────────────
   0:00 -  8:00                 0%      0                    0%       0.00
   8:00 -  9:00 ###             8%      2        $$         22%    2997.20
   9:00 - 10:00 ###            12%      3        $           6%     788.43
  10:00 - 11:00 ####           17%      4                    3%     467.13
  11:00 - 12:00 ###             8%      2                    0%       2.90
  12:00 -  1:00 ###            12%      3        $$$         29%    3952.78
   1:00 -  2:00 ###            12%      3        $            9%    1242.41
   2:00 -  3:00 ###             8%      2        $$$         26%    3612.07
   3:00 -  4:00 ####           17%      4                    4%     573.78
   4:00 -  5:00 ##              4%      1                    0%      31.80
   5:00 -  6:00                 0%      0                    0%       0.00
   6:00 -  0:00                 0%      0                    0%       0.00
  ────────────────────────────────────────────────────────────────────────
                                      24                           13668.50
```

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

Salesperson Reports

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

```
05/27/02                    Specialized Business Solutions              Page 1
 3:43 pm
                      SALESPERSON SALES REPORT - DETAILED
                          03/01/02 through 03/31/02


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

                                 13   6790.22     3426.39    50%
```

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

```
05/27/02                    Specialized Business Solutions              Page 1
 3:42 pm
                      SALESPERSON SALES REPORT - DETAILED
                          03/01/02 through 03/31/02


      Number    Date      Time     Sub-Total        Profit        Commission
  ────────────────────────────────────────────────────────────────────────────
  1    Susie Chapstick                                          M Manager
       3         03/04/02  9:34 am     674.96      333.98    49%       33.75
       4         03/04/02  3:10 pm      15.96        7.98    50%        0.80
       5         03/05/02 10:17 am     319.76      159.88    50%       15.99
       6         03/05/02  1:47 pm     166.10       76.45    46%        8.31
       8A        03/10/02  8:54 am     659.00      332.00    50%       32.95
       11        03/10/02  2:55 pm    3596.00     1798.00    50%      179.80
       12        03/11/02  3:52 pm      25.96       12.98    50%        1.30
       13        03/12/02 10:22 am      23.30       11.65    50%        1.17
       17        03/18/02 12:09 pm      62.00       31.98    52%        3.10
       22        03/25/02 11:44 am       1.88        0.94    50%        0.09
       23        03/25/02  3:04 pm     105.00       55.00    52%        5.25
       24        03/26/02 10:25 am      73.30       34.55    47%        3.67
       25        03/27/02  1:18 pm    1067.00      571.00    54%       53.35
  ────────────────────────────────────────────────────────────────────────────
                                 13   6790.22     3426.39    50%      339.51

                                 13   6790.22     3426.39    50%      339.51
```

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

Keystroke *Point Of Sale*

Receivables Reports

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

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

```
06/02/02                              Specialized Business Solutions                            Page 1
 1:45 pm
                                  RECEIVABLES REPORT - AGING - DETAILED


Number        Customer          Phone          Total    Current    30 - 60    60 - 90    OVER 90  Amount Due

12    The Daily Planet         (505) 555-4848
        Finance   03/31/02  Current Charge      1.53      1.53                                        1.53
        6         03/05/02                     166.10                          166.10              166.10
        10        03/07/02                      31.80                           31.80               31.80
        34        04/07/02                      27.34               27.34                            27.34
                                              _____
                          Finance Chrg: 1.53             1.53     27.34     197.90      0.00       226.77


FncChgs[ Past: --      Crnt: 1.53     Tot: 1.53 ]        1.53     27.34     197.90      0.00       226.77
```

Profit Reports

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

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

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

```
05/26/02                  Specialized Business Solutions                    Page 1
12:06 pm
                     SALES INVOICES PROFIT REPORT - DETAILED
                        03/10/02 through 03/13/02

Trans#      Discount  Shipping      Tax      Total      Cost       Profit
03/10/02
8A           0.00      0.00     0.00 O    659.00     327.00     332.00    50%
11           0.00      0.00     0.00 O   3596.00    1798.00    1798.00    50%

      2      0.00      0.00     0.00     4255.00    2125.00    2130.00    50%
03/11/02
12           0.00      0.00     0.00 R     25.96      12.98      12.98    50%

      1      0.00      0.00     0.00       25.96      12.98      12.98    50%
03/12/02
13           0.00      0.00     1.69 S     24.99      11.65      11.65    50%

      1      0.00      0.00     1.69       24.99      11.65      11.65    50%
03/13/02
14           0.00      0.00     1.39 S     20.59       9.60       9.60    50%

      1      0.00      0.00     1.39       20.59       9.60       9.60    50%

      5      0.00      0.00     3.08     4326.54    2159.23    2164.23    50%
```

Payments Reports

Payments reports summarize payments received on Sales transactions.

```
05/26/02                    Specialized Business Solutions                 Page 1
12:08 pm
                          PAYMENTS TENDERED REPORT - DETAILED
                              03/10/02 through 03/13/02


Invoice          Date    Cust. Clerk        Reference                Amount

0    Paid Out (Cash)

                                        Total Payments = 0                 0.00

2    Cash
     12          03/11/02  8     1                                        26.00
     12          03/11/02  8     1             Change made               -0.04
     13          03/12/02  0     1                                       25.00
     13          03/12/02  0     1             Change made               -0.01

                                        Total Payments = 4                50.95

3    On Account
     11          03/10/02  2     2                                      3596.00

                                        Total Payments = 1              3596.00

4    Check
     14          03/13/02  7     4                            4165        20.59

                                        Total Payments = 1                20.59

5    Visa
     8           03/10/02  6     2     {03/10} 4424-9001-0000-3006      659.00

                                        Total Payments = 1               659.00

6    Master Card

                                        Total Payments = 0                 0.00

7    American Express

                                        Total Payments = 0                 0.00

8    AR Adjustments

                                        Total Payments = 0                 0.00

9    Food Stamp

                                        Total Payments = 0                 0.00


                                   Cash Totals = 6                       730.54
                                   Credit Totals = 1                    3596.00
                                   Other Totals = 0                        0.00

                                 Total Payments = 7                     4326.54
```

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

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

Audit Reports

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

```
05/27/02                    Specialized Business Solutions                 Page 1
 8:06 am
                                   AUDIT REPORT
                                     04/08/02
                               12:13 pm through 12:14 pm


Seq#   Date    Time   Reg Clerk Modl  Action     Details

89    04/08/02 12:13p  1    2    TRN   Trn Save   Sales Invoic #37      04/08/02 Cust#0      $134.06   1 Lines
90    04/08/02 12:14p  1    2    TRN   Ln Itm Chg Sales Invoic #37      Cust#0      Ln#1
       From: Stk#45    Programming the IBM  Slspn#0    PrCode: * TxCode: T CmCode: *  OrdQ: 5    ShpQ: 5      $25.00
       To: Stk#45      Programming the IBM  Slspn#0    PrCode: * TxCode: T CmCode: *  OrdQ: 3    ShpQ: 3      $25.00
91    04/08/02 12:14p  1    2    TRN   Trn Chgd
       To: Sales Invoic  #37       04/08/02 12:13 pm Cust#0    Slspn#2   P/T Tbl: */S    $80.44   1 Lines
       From: Sales Invoic  #37     04/08/02 12:13 pm Cust#0    Slspn#2   P/T Tbl: */S   $134.06   1 Lines
```

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

Keystroke
Point Of Sale

Customer Activity Reports

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

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

ROA Payments Reports

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

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

Back Orders

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

```
05/18/02                          Specialized Business Solutions                        Page 1
8:37 am
                                       BACK ORDER REPORT


Invoice#    Date    Customer  Stck# Description              Code        OnOrd QOH+AL   Qty  Avlbl   Price    Total
8         03/06/02 6 - Rosy   16 Letter Tray Deluxe Model   8564721584    0    11      6*    11      5.50     33.00
8         03/06/02 6 - Rosy   18 Felt Tip Pen-Red           5526345812    0    70      50*   70      0.54     27.00
8         03/06/02 6 - Rosy   35 Microsoft Word             5248558745    0    9       1*    9       594.00   594.00
8         03/06/02 6 - Rosy   70 Shipping & Handling        001          --    --      1*    --      5.00     5.00
22        03/20/02 9 - Murph  25 Acer P350-32MB-4GB-24XCD-EDOV3 2245854856 0   5       1*    5       2400.00  2400.00
22        03/20/02 9 - Murph  32 21-Pin Printer Cable       2395975987    1    3       1*    3       9.90     9.90
22        03/20/02 9 - Murph  28 Iomega Zip Drive           234907593     0    5       1*    5       98.00    98.00
22        03/20/02 9 - Murph  30 40 Column Printer          2548682147    2    2       1*    2       398.00   398.00
23        07/15/02 11 - Chee  17 ACER P133-16MB-2GB-6XCD-MVGA 5157485632  0    25      1*    25      1699.00  1699.00
23        07/15/02 11 - Chee  21 132 COLUMN PRINTER MODEL C3P0 5246856848 0    50      1*    50      499.00   499.00
27        03/31/02 13 - Wins  27 Acer P500-128MB-12GB-DVD/ZIP 2541586963  2    2       2*    2       3598.00  7196.00
27        03/31/02 13 - Wins  29 Laser Printer              5246856848    1    4       1*    4       608.50   608.50
27        03/31/02 13 - Wins  39 Microsoft Office           9780553348    0    9       2*    9       600.00   1200.00
27        03/31/02 13 - Wins  70 Shipping & Handling        UPS          --    --      1*    --      40.00    40.00
32        04/04/02 1 - Gebul  27 Acer P500-128MB-12GB-DVD/ZIP 2541586963  2    2       1*    0       3238.20  3238.20
33        04/04/02 2 - Barge  58 Gift Basket 1              2323745704    0    2       6*    2       31.00    186.00

                                            Total Printed = 16    77                            18231.60
```

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

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

Closeout Reports

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

```
04/08/02                          Specialized Business Solutions
12:22 pm
                          03/10/02 through 03/13/02 - Register 1
                          0:00 am         11:59 pm - Clerk #1

        Payment Type     Start     Payments    ROA     Total    Count   Over/Short  Deposit   Drawer

Cash                    300.00      50.95       --     350.95   350.95     --        50.95     300.00
On Account               --       3596.00       --    3596.00  3596.00     --       3596.00     --
Check                    --         20.59       --      20.59    20.59     --         20.59      --
Visa                     --        659.00       --     659.00   659.00     --        659.00      --
Master Card              --          --         --       --       --       --          --        --
American Express         --          --         --       --       --       --          --        --
AR Adjustments           --          --         --       --       --       --          --        --
Food Stamp               --          --         --       --       --       --          --        --

    Credit Totals:       --       3596.00       --    3596.00  3596.00     --       3596.00      --
    Cash Totals:       300.00      730.54       --    1030.54  1030.54     --        730.54    300.00
    Other Totals:        --          --         --       --       --       --          --        --

       Totals:        300.00     4326.54       --    4626.54  4626.54     --       4326.54    300.00



                          SALES SUMMARY

    Number of Sales: 5              Number of Layaways: 0
                                      Total Layaways:          --

        Sub-Total:     4323.46               Taxable:         42.50
        Discount:        --               Non-Taxable:      4280.96
        Sales Tax:       3.08              Net Total:        4323.46
        Shipping:        --               Amount Due:        1107.37

    Total Sales:       4326.54         Total Payments:       4326.54
                                         -Paid Outs:            --
                                     -Layaway Deposits Made:    --
    -Deposits Used:      --            -Order Deposits Made:     --

            4326.54   = New Payments on Sales =       4326.54

* Deposits Used is a calculated figure of payments which were either entered
  on a date and/or register different than the invoice (usually from layaway
  or sales order deposits).
```

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

Keystroke Point Of Sale

Purchases Reports

Purchase Transactions Reports

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

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

```
05/18/02                  Specialized Business Solutions             Page 1
 8:38 am
                          PURCHASE ORDERS REPORT - DETAILED
                             03/01/02 through 03/31/02

Trans#       Date      Time    Clerk  Vendor                             Total
   S#      Description                Product Code        Qty             Cost

17           03/18/02  7:51 am  1          6 Maxx Computers
  32      21-Pin Printer Cable            2395975987           1 ea        4.95T
  30      40 Column Printer              2548682147           2 ea  @   199.00T
  29      Laser Printer                  5246856848           1 ea      304.25T

                                               Sub-Total:      707.20
                                               Discount:         0.00
                                               Shipping:         0.00
                                           Tax[  0%]:           0.000
                                               Total:         707.20

19           03/18/02  7:52 am  1         14 Cookie Cutter Gifts
  61      Bath Oil                       23059095089         12 ea  @     3.57T

                                               Sub-Total:       42.84
                                               Discount:         0.00
                                               Shipping:         0.00
                                           Tax[  0%]:           0.000
                                               Total:          42.84


          Totals:       Number of Invoices = 2      Sub-Total:   750.04
                                               Discount:         0.00
                                               Shipping:         0.00
                                                    Tax:         0.00
                                               Total:         750.04
```

Open Orders Reports

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

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

```
                                                                      04/08/02
 12:29 pm
                                      OPEN ORDER REPORT

Order#   Date    Vendor        Stck# Description          Code     OnOrd  QOH  Qty    Cost    Total

17      03/18/99 6 - Maxx Comput    32 21-Pin Printer Cable  2395975987    1    3    1     4.95     4.95
17      03/18/99 6 - Maxx Comput    30 40 Column Printer     2548682147    2    2    2   199.00   398.00
17      03/18/99 6 - Maxx Comput    29 Laser Printer         5246856848    1    4    1   304.25   304.25
19      03/18/99 14 - Cookie Cut    61 Bath Oil              2305909508   12    4   12     3.57    42.84
21      04/01/99 1 - Acme Comput    23 Acer P266-6MB-1GB-24XCD-SVGA 2254856987  1   1    1  1100.00  1100.00
21      04/01/99 1 - Acme Comput    27 Acer P500-128MB-12GB-DVD/ZIP 2541586963  2  -1    2  1799.00  3598.00

                                       Total Printed = 6          19             5448.04
```

Database Reports

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

Customer/Vendor Reports

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

```
05/18/02                          Specialized Business Solutions                    Page 1
  1:56 pm
                                     CUSTOMER ADDRESS LIST


Number  Code       Name                    Address                City, State  Zip            Phone

  1     GEBTRASERV Gebular Travel Services  210 Atomic Ave.        Jackson Hole, WY 83001      (307) 555-3458
  2     BARBEABAK  Bargelly Bean's Bakery   3401 Hot Bread Blvd.   Yeasting, TX 80401          (213) 555-6244
  3     BUFBOBBBQ  Buffalo Bob's Bar B Q    3456 Rodeo Road        Rodeo City, WY 98643        (307) 987-6543
  4     BBBILL&BEE BB's Billiards & Beer    3467 Corona Avenue     Long Neck, TX 79242         (214) 976-BEER
  5     ELMELECTRO Elmo's Electronics       2300 Munster Blvd.     Munster, IN 46423           (219) 555-0342
  6     ROSRECORDS Rosy Records             123 Terrapin Trail     San Francisco, CA 91453     (415) 555-9454
  7     JACBISTRO  Jack's Bistro            3523 2nd St.           Denver, CO 80202            (303) 555-0201
  8     SANJUNYARD Sanford's Junk Yard      P.O. Box 8739          Watson, CO 83054            (303) 555-9899
  9     MURPUBLISH Murphy's Publishing      6503 Grandview Blvd.   New York, NY 10028          (212) 555-7849
 10     MAGTRIINC  Magical Tricks, Inc.     P.O. Box 409394        Colorado Springs, CO 80028  (719) 555-7787
 11     CHEERS     Cheers                   P.O. Box B549          Boston, MA 02134-1694       (617) 555-5446
 12     DAIPLANET  The Daily Planet         1500 S. Clarion St.    Philadelphia, PA 19147      (505) 555-4848
 13     WINWAT&PET Winston, Watson & Peterson 2300 Main St.        Boston, MA 02134-1694       (617) 555-4949
 14     COGCOGS    Cogwell's Cogs           9999 Space Alley Way   Aurora, CO 81903            (303) 555-5253
 15     CHRDRESHO  Chrissy's Dress Shop     P.O. Box 9459          Breckenridge, CO 80424      (970) 555-0384
 16     MUELAU     Laurie Mueller           PO Box 77              Dillon, CO 80435            (970) 230-5932

                                                                              Total Printed = 16
```

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

Clerk Reports

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

```
04/08/02                  Specialized Business Solutions              Page 1
12:38 pm
                                 PHONE LIST

FILTER - Checked IN/OUT: IN

Number      Name                          Phone

   1   Susie Chapstick                    555-1223

                                          Total Printed = 1
```

Keystroke
Point Of Sale

Inventory Reports

Inventory Database Reports

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

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

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

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

The On Sale report shows all items currently On Sale.

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


Stck#    Manufactur    Description                   QOH     Price   Sale Price

   3     Steno         #10 Window Env. 500 Ct.        16     14.00       12.60*
   4     Steno         #6.75 Env 500 CT.               9     10.18        9.16*
   5     Steno         #10 Env 500 Ct.                14     13.18       11.86*
   6     Steno         Envelopes Clasp 9X12 100 Ct.   18      8.32        7.49*
   7     Steno         12X15 Clasp Env 100 Ct.        20      8.78        7.90*

         Total Printed = 5                            77    825.50      742.90
```

```
05/26/02                    Specialized Business Solutions                        Page 1
 1:07 pm
                              CRITICAL INVENTORY REPORT


Stck#  Manufactur Description           QOH Alc Lwy  OnO MnQ  OrdrQ LastCost Vend1 Vend2 Vend3 Vend4     Profit
   17  Bic        Ball Point Pen-Fine Pt. Blue  23   0   0    0  30     5     0.49    9    2     8    0     0.49 50%
   19  Bic        Felt Tip Pen-Black      39   0   0    0  50     6     0.27    9    2     8    0     0.27 50%
   23  Acer       Acer P266-6MB-1GB-24XCD-SVGA   1   0   1    1   3     1  1100.00    1    6     7    0  1100.00 50%
        s/n:  1: 41K22E974
   27  Acer       Acer P500-128MB-12GB-DVD/ZIP  -1   3   1    2   2     1  1799.00    1    6     0    0  1799.00 50%
        s/n:  1: K23939746
              2: P40932401
   58  SBS        Gift Basket 1           -4   6   0    0   2     6    15.01    0    0     0    0    15.99 52%
   69  Patagonia  Ladies Fleece Pullover   0   0   0    0   1     1    24.00   15    0     0    0    24.00 50%

     Total Printed = 6
```

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

Inventory Sales Analysis Reports

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

```
05/26/02                    Specialized Business Solutions                        Page 1
 1:11 pm
                      INVENTORY SALES ANALYSIS REPORT BY DOLLAR PROFIT
                              03/10/02 through 03/13/02


Stck#  Code         Description            Qty  Avg Cost  Tot. Cost  Avg Price  Gross Rev.    Profit
   26  2387625147   Acer P400-128MB-9GB-DVD-EDOV  1  1599.00   1599.00   3198.00   3198.00   1599.00   50%
   35  5248558745   Microsoft Word          1   297.00    297.00    594.00    594.00    297.00   50%
   30  2548682147   40 Column Printer       1   199.00    199.00    398.00    398.00    199.00   50%
   16  0564721584   Letter Tray Deluxe Model  6   2.75     16.50      5.50     33.00     16.50   50%
   18  5526345812   Felt Tip Pen-Red       50   0.27     13.50      0.54     27.00     13.50   50%
   49  TWAIN1548457 Huckleberry Finn        1   9.99      9.99     19.98     19.98      9.99   50%
   19  5526345812   Felt Tip Pen-Black     35   0.27      9.45      0.54     18.90      9.45   50%
    2  230920357    Steno Notebook White   10   0.69      6.90      1.38     13.80      6.90   50%
   70  UPS          Shipping & Handling     1    --        --        5.00      5.00      5.00  100%
   17  8648254593   Ball Point Pen-Fine Pt. Blue  10  0.49   4.90      0.98      9.80      4.90   50%
   53  SMITH1574984 Curious George Rides a Bike  1  2.99     2.99      5.98      5.98      2.99   50%

                                         117  18.46    2159.23     36.95   4323.46   2164.23   50%
```

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

```
05/26/02                    Specialized Business Solutions                        Page 1
 1:13 pm
              DEPARTMENT INVENTORY SALES ANALYSIS REPORT - DETAILED BY GROSS REVENUE
                              03/10/02 through 03/13/02


Department: INDIVIDUAL

Stck#  Code         Description            Qty  Avg Cost  Tot. Cost  Avg Price  Gross Rev.    Profit

BOOK   Books
   49  TWAIN1548457 Huckleberry Finn        1   9.99      9.99     19.98     19.98      9.99   50%
   53  SMITH1574984 Curious George Rides a Bike  1  2.99     2.99      5.98      5.98      2.99   50%

                                           2   6.49     12.98     12.98     25.96     12.98   50%

HW     Computer Hardware
   26  2387625147   Acer P400-128MB-9GB-DVD-EDOV  1  1599.00   1599.00   3198.00   3198.00   1599.00   50%
   30  2548682147   40 Column Printer       1   199.00    199.00    398.00    398.00    199.00   50%

                                           2   899.00    1798.00    1798.00    3596.00    1798.00   50%

OFF    Office Supplies
   16  0564721584   Letter Tray Deluxe Model  6   2.75     16.50      5.50     33.00     16.50   50%
   18  5526345812   Felt Tip Pen-Red       50   0.27     13.50      0.54     27.00     13.50   50%
   19  5526345812   Felt Tip Pen-Black     35   0.27      9.45      0.54     18.90      9.45   50%
    2  230920357    Steno Notebook White   10   0.69      6.90      1.38     13.80      6.90   50%
   17  8648254593   Ball Point Pen-Fine Pt. Blue  10  0.49   4.90      0.98      9.80      4.90   50%

                                         111   0.46     51.25      0.92    102.50     51.25   50%

SERV   Service
   70  UPS          Shipping & Handling     1    --        --        5.00      5.00      5.00  100%

                                           1    --        --        5.00      5.00      5.00  100%

SW     Computer Software
   35  5248558745   Microsoft Word          1   297.00    297.00    594.00    594.00    297.00   50%

                                           1   297.00    297.00    594.00    594.00    297.00   50%

                                         117  18.46    2159.23     36.95   4323.46   2164.23   50%
```

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

Keystroke
Point Of Sale

Sales History Reports

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

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

This is particularly helpful for tracking serial numbers.

```
05/26/02                    Specialized Business Solutions                Page 1
 1:15 pm
                              INVENTORY SALES HISTORY
                              03/01/02 through 03/31/02


Stock#  Description                         Product Code        Class
   Invoice#    Date    SlsPsn  Customer               Qty      Price      Total

 17     Ball Point Pen-Fine Pt. Blue    8648254593      B200
          6  03/05/02  1          12 The Daily Planet    20     0.98      19.60
         13  03/12/02  1           0 Walk-In             10     0.98       9.80
         24  03/26/02  1           0 Walk-In             24     0.98      23.52

                                                         54               52.92


                                                         54               52.92
```

Sales Exceptions Reports

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

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

```
05/26/02                           Specialized Business Solutions                  Page 1
 1:15 pm
                                   SALES INVOICE RETURNS REPORT
                                    03/01/02 through 04/08/02


Trans#      Date    Clerk Cust# Stck# Description            Product Code    Qty    Price     Total

36       04/08/02  1       5     23  Acer P266-6MB-1GB-24XCD-SVGA  2254856987   -1 ea  1980.00  -1980.00 T
               90R87B398
               Returned due to faulty motherboard.

                                                                               -1             -1980.00
```

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

```
05/26/02                           Specialized Business Solutions                  Page 1
 1:16 pm
                                   SALES INVOICES ITEM MARK-DOWN REPORT
                                    03/01/02 through 04/08/02


Trans#      Date    Clerk Customer            Stck# Description              Qty    Price  Mark-down  Tot Disc

1        03/03/02  2      5 - Elmo's Electroni  23  Acer P266-6MB-1GB-24XCD-SVGA  1   1980.00  220.00   220.00
1        03/03/02  2      5 - Elmo's Electroni  30  40 Column Printer             1    358.20   39.80    39.80
2        03/03/02  2      0 - Walk-In            6  Envelopes Clasp 9X12 100 Ct.  2      7.49    0.83     1.66
3        03/04/02  1      7 - Jack's Bistro      3  #10 Window Env. 500 Ct.       5     12.60    1.40     7.00
6        03/05/02  1     12 - The Daily Plane    5  #10 Env 500 Ct.              10     11.86    1.32    13.20
21       03/24/02  2      1 - Gebular Travel S   1  Steno Notebook Yellow         4      0.80    0.14     0.56
24       03/26/02  1      0 - Walk-In            3  #10 Window Env. 500 Ct.       3     12.60    1.40     4.20
26       03/28/02  2      0 - Walk-In            4  #6.75 Env 500 CT.             4      9.16    1.02     4.08
31       04/03/02  1      9 - Murphy's Publish   4  #6.75 Env 500 CT.            10      9.16    1.02    10.20
34       04/07/02  1     12 - The Daily Plane    4  #6.75 Env 500 CT.             1      9.16    1.02     1.02
36       04/08/02  1      5 - Elmo's Electroni  23  Acer P266-6MB-1GB-24XCD-SVGA -1   1980.00  220.00  -220.00
36       04/08/02  1      5 - Elmo's Electroni  23  Acer P266-6MB-1GB-24XCD-SVGA  1   1980.00  220.00   220.00

                                                                               41               301.72
```

Inventory Purchases Analysis Reports

Inventory Purchases Analysis reports are similar to Sales Analysis reports.

```
05/26/02                    Specialized Business Solutions              Page 1
  1:23 pm
        VENDOR INVENTORY PURCHASES ANALYSIS REPORT - DETAILED BY STOCK NUMBER
                          03/01/02 through 03/31/02

Number: 1 to 2

Stck#  Code           Description                 Qty   Avg Cost   Tot. Cost

1        Acme Computer Technology
   23   2254856987     Acer P266-6MB-1GB-24XCD-SVGA     4   1100.00    4400.00
   24   5157485632     Acer P300-32MB-2GB-24XCD-MVGA    5   1199.00    5995.00
   25   2245854856     Acer P350-32MB-4GB-24XCD-EDOV3   6   1200.00    7200.00
   26   2387625147     Acer P400-128MB-9GB-DVD-EDOV     4   1599.00    6396.00
   27   2541586963     Acer P500-128MB-12GB-DVD/ZIP     3   1799.00    5397.00
   35   5248558745     Microsoft Word                  12    297.00    3564.00
   36   5248567452     Microsoft Excel                 12    199.00    2388.00
   37   6415875416     Lotus 123                       12    299.99    3599.88
   38   5484874858     Dbase Software                  10    299.00    2990.00
   39   978055334875   Microsoft Office                10    300.00    3000.00

                                                       78    576.02   44929.88

2        Jackson Stationary Supply
    1   10395875839    Steno Notebook Yellow           10      0.47       4.70
    2   230920357      Steno Notebook White            10      0.69       6.90
    8   4528765128     Standard Stapler                10      3.75      37.50
    9   204957         Staples - Std. Box              24      0.59      14.16
   10   23059085       Staples - Jumbo Box             24      0.97      23.28
   11   5321865748     Paper Clip Holder               10      2.75      27.50
   12   203574         Paper Clips - 100 Ct.            6      0.37       2.22
   13   5547842361     Hole Punch - 3 Hole             10      5.99      59.90
   14   5512475546     Hole Punch - 2 Hole             10      4.99      49.90
   15   5267478512     Pencil Sharpener                10      5.99      59.90
   16   8564721584     Letter Tray Deluxe Model        10      2.75      27.50

                                                      134      2.34     313.46

                                                      212    213.41   45243.34
```

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

Purchases History Reports

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

```
05/26/02                  Specialized Business Solutions              Page 1
  1:24 pm
                          INVENTORY PURCHASES HISTORY
                          03/01/02 through 03/31/02

Stock#  Description                        Product Code      Class
   Invoice#    Date    Clerk   Vendor              Qty        Cost       Total

17      Ball Point Pen-Fine Pt. Blue     8648254593        B200
        9  03/01/02  1          9 Paper & Pens        5      4.90       24.50
       15A 03/19/02  1          9 Paper & Pens        5      4.90       24.50

                                                     10                 49.00


                                                     10                 49.00
```

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

Purchases Exceptions Reports

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

```
05/26/02                  Specialized Business Solutions              Page 1
  1:24 pm
                          PURCHASE INVOICES RETURNS REPORT
                          03/01/02 through 04/08/02


Trans#    Date    Clerk  Vend#  Stck#  Description         Product Code    Qty     Price     Total

22      04/08/02  1        0     23  Acer P266-6MB-1GB-24XCD-SVGA  2254856987   -1 ea  1100.00  -1100.00 T
                9OR87B398
                Returned due to faulty motherboard.

                                                                              -1              -1100.00
```

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

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

Keystroke™
Point Of Sale

Miscellaneous Reports

Security Levels Report

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

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

```
04/04/02                   Specialized Business Solutions              Page 1
 1:43 pm
                                  SECURITY LIST


Function                       Level   Function                        Level

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

Time Clock Reports

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

```
05/18/02                    Specialized Business Solutions              Page 1
 9:12 am
                               TIME CLOCK REPORT
                            03/01/02 through 03/31/02


Clerk
        Date In   Time In   Date Out   Time Out    Hours
_____

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

                                       Total Hours:   196.55
```

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

Alternate Codes Reports

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

```
05/26/02                        Specialized Business Solutions                Page 1
 1:25 pm
                               ALTERNATE INVENTORY CODES LIST
                                 03/01/02 through 04/08/02


Alternate Code      Stck#  Description              Product Code     Class    Manufacturer
_____

BIC54593             17   Ball Point Pen-Fine Pt. Blue   8648254593     B200     Bic
BIC45812RED          18   Felt Tip Pen-Red               5526345812     B200     Bic
BIC45812BLK          19   Felt Tip Pen-Black             5526345812     B200     Bic
BIC45812BLU          20   Felt Tip Pen-Blue              5526345812     B200     Bic

 Total Printed: 4
```

Keystroke
Point Of Sale

Inventory Control

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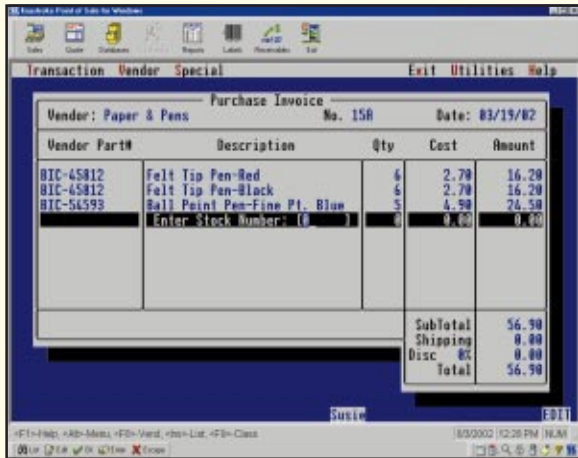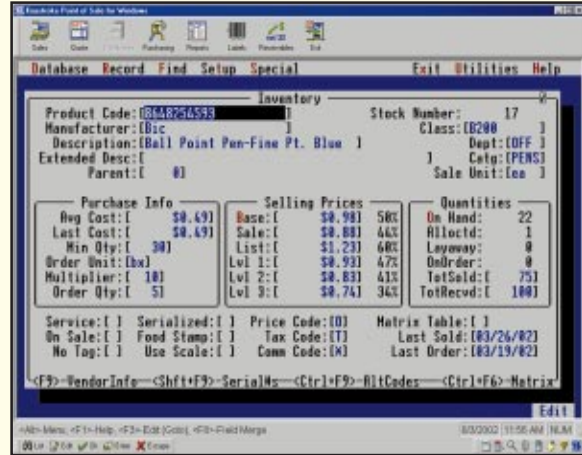
Purchasing and Receiving

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

Reporting/Analysis

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

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

Receipt Printers
Programmable Keyboards
Electronic Cash Drawers
Barcode Scanners

Customer Displays
Portable Data Collectors
Magnetic Card Readers
Electronic Scales

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

Optional Add-On Features

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

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

If you have questions, please call us!
800•359•3458

Keystroke™

Point Of Sale

Keystroke POS is a computer program that turns an IBM-compatible PC into a cash register and a complete automated retail management system. The **Keystroke POS** system offers far more capabilities than a traditional cash register; it's also faster and much easier to use. It's the perfect solution to improve the profitability of nearly any business. Thousands of independent retailers, wholesalers, service shops, and multi-store chains rely upon **Keystroke POS** software and **SBS** support services to help them manage their business. No wonder **Keystroke POS** is *"The Clear Choice in Retail Automation!"*

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

SBS

Specialized Business Solutions

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