# Counter Sales

## Install Guide

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# Version

| Date | Author | Version | Change |
|---|---|---|---|
| August 4, 2020 | J. Dei | 1.0 | Initial Version |

# 1 Application Description

Industrial users and smaller retail operations often require simple and efficient point of sale capabilities in Microsoft Dynamics 365 Business Central system. With **Insight Works Counter Sales**, users quickly process retail sales starting with simplified order entry and barcode scanning to accepting multiple payment types per order.

**Insight works Counter Sales** is an add-on for Microsoft Dynamics 365 Business Central that provides users an easy-to-use industrial and retail point of sale solution.

***Note:*** *A valid Microsoft Dynamics 365 Business Central User License is required.*

# 2 Installation

## 2.1 Install

After choosing “Free Trial” in AppSource, the **Insight Works Counter Sales** extension will be installed in Microsoft Dynamics 365 Business Central.

## 2.2 Uninstall

**Insight Works Counter Sales** can be uninstalled from the **Extension Management** page in Business Central.

1. Select the **Insight Works Counter Sales** extension
2. Select “Manage”
3. Select “Uninstall”

# 3 Configuration

The following sections describe the various configuration tasks required to set up the **Insight Works Counter Sales** extension.

## 3.1 Counter Sales Setup Wizard

The **Counter Sales Setup Wizard** will initialize basic setup to support quick and easy use of the extension. It is highly recommended to complete this step before any other.

You can start the wizard in two ways:

1. Navigate to the **Assisted Setup** page and click on “Set up Counter Sales”.
2. Navigate to the **Counter Sales Setup Wizard** using the search bar.

### 3.1.1 Terms and Conditions

To begin, click the “Click to view the license agreement” to access the End User License Agreement. Once it has been read and agreed to, enable the “I agree to the terms and conditions” setting and click the Next button to continue.

### 3.1.2 Contact Information

Enter the details for the contact person at your organization who will be responsible for managing the **Insight Works Counter Sales** extension. Once the details are entered click the Next button to continue.

### 3.1.3 Counter Sales Setup

The **Counter Sales Setup Wizard** will initialize the default configuration for payment posting and documents however if you choose to use different settings, such as specific document numbers, you can adjust them from this page. Once the settings are confirmed click the Next button to continue.

### 3.1.4 Payment Methods

To process customer payments in **Insight Works Counter Sales** you need to set up at least one payment method. To set up a payment method you need to specify both the ***Bal. Account No.*** and ***Counter Sales Payment Type***. Optionally, you can specify the ***Authorization No. Required*** to require users enter an authorization number when recording the customer payment for the method. Once you are finished with the payment methods click the Next button to continue.

### 3.1.5 Counter Sales Users

For users to access **Insight Works Counter Sales** they must be set up in the **Counter Sales Users**. To set up users choose their ***User ID*** and specify their configuration as required. For information on the various configuration options you can point the mouse cursor to the caption for the setting to view its tooltip. Once the users are set up click the Next button to continue.

### 3.1.6 Confirmation

The final page in the **Counter Sales Setup Wizard** displays a message confirming the setup process is complete. Click the Finish button to close the wizard.

## 3.2 Counter Sales Setup

To configure **Insight Works Counter Sales** manually or for advanced functionality, navigate to the **Counter Sales Setup** page. One the page, you can specify:

### 3.2.1 Payment Posting

- ***Payment General Journal Batch Name*** specifies the name of the general journal batch to use for posting payments. It is strongly recommended users do not manually enter journal lines in the specified batch otherwise it may result in errors during posting.
- ***Source Code*** specifics the code linked to posted payment entries.

### 3.2.2 Documents

- ***Counter Sales Order Nos.*** specifies the number series that will be used to assign numbers to counter sales orders.
- ***Counter Sales Return Order Nos.*** specifies the number series that will be used to assign numbers to counter sales return orders.
- ***Default Posting Date*** specifies how to set the posting date on counter sales documents.

### 3.2.3 Cash Sales

- ***Cash Payment Terms Code*** specifies the code for the payment terms that will indicate if the counter sales document is a cash sale. When the counter sales document has the same payment terms code as the cash payment terms code the user will be required to process the customer payment prior to posting the transaction.
- ***Default Cash Customer*** specifies the customer account that will be used on cash sales orders created from the take order wizard.
- ***Default Cash Customer External Document No.*** specifies the code that will be used for the external document number on cash sales orders created from the take order wizard.
- ***Enable Cash Payment Rounding*** specifies if rounding rules will be applied when processing cash only payments on the same counter sales document. For

example, set this to yes if you require cash only payments to round to the nearest 0.05 value.

- ***Cash Payment Rounding Type*** specifies the type of rules to be used when rounding cash only payment amounts. For example, set this to nearest if you require cash only payments to round to the nearest 0.05 value.
- ***Cash Payment Rounding Precision*** specifies the size of the interval to be used when rounding cash only payment amounts. For example, set this to 0.05 if you require cash only payments to round to the nearest 0.05 value.
- ***Cash Payment Rounding G/L Account*** specifies the general ledger account to post cash rounding adjustments.
- ***Cash Back Payment Method*** specifies the code for the payment method that will be used when providing cash back payment amounts, such as cash change, when processing customer payments.

### 3.2.4 Price Override

- ***Price Override Behavior*** specifies how the price override is handled when users adjust the default pricing on sales lines. When the setting is set to:
    - 'No Code Required' there are no restrictions or change in standard behavior when users adjust the unit price, line discount, or line amount.
    - 'User Code Required' the price override page will open when users adjust the unit price, line discount, or line amount. If the current user is set up with a ***Price Override Code*** in the **Counter Sales Users** page it will open the price override page unlocked and the user can record the reason for the price override and confirm the adjustment. If the current user does not have a ***Price Override Code*** then a valid code for another user will need to be entered to unlock the price override page in order to record the reason and confirm the adjustment.

### 3.2.5 Special Order Items

Special order items are items requested by customers but are not currently carried by the company however can be purchased from vendors when requested. Functionality exists in **Insight Works Counter Sales** for users to easily create special order items and add them to the customer's sales order.  The following fields specify the default configuration when creating special order items:

- ***Special Order Item Nos.*** specifies the number series that will be used to assign numbers to special order items.
- ***Special Order Item Template*** specifies the configuration template that will be used when creating special order items.

### 3.2.6 Enhanced Item Search

- ***Maximum Item Search Results*** specifies the maximum number of search results that will be returned on the enhanced item search. Setting the value to zero will result in all matches returned. If you are experiencing performance issues when performing searches in the enhanced item search, consider adjusting this setting to a value between 1 and a reasonable value based on the size of your item list and business needs.

### 3.2.7 Enhanced Contact Search

- ***Maximum Contact Search Results*** specifies the maximum number of search results that will be returned on the enhanced contact search. Setting the value to zero will result in all matches returned. If you are experiencing performance issues when performing searches in the enhanced contact search, consider adjusting this setting to a value between 1 and a reasonable value based on the size of your contact list and business needs.

### 3.2.8 Quick Scan

The **Quick Scan** page in **Insight Works Counter Sales** provides users functionality to quickly add items to the sales order by scanning barcodes. The following fields specify the rules for reading barcodes when they are scanned:

- ***Barcode Rules*** specifies the barcode rules to be used when scanning barcodes on the **Quick Scan** page. Currently only the base counter sales rules are available. These rules require the barcode to consist of only the ***Item No.*** or ***Item Cross-Reference No.*** to find and add the item to the sales order.
- ***Barcode Rules Custom Codeunit*** specifies the custom codeunit to be used when scanning barcodes on the **Quick Scan** page. Currently this field is not available.

## 3.3 Counter Sales Users

To configure users interacting with **Insight Works Counter Sales**, navigate to the **Counter Sales Users** page. On the page you can specify:

- ***User ID*** specifies the ID of the user.
- ***Take Order Default View*** specifies the default order entry page to use for counter sales orders created from the take order wizard.
- ***Price Override Code*** specifies the code to use for entering price overrides on counter sales document lines. This field should only be set for users authorized to perform price overrides. When the ***Price Override Behavior*** is set in the **Counter Sales Setup** there should be at least one user with a price override code.
- ***Show Sales Margin*** specifies whether sales margin details will be shown for the user.
- ***Default Location Code*** specifies how to default the location code on counter sales documents. When the setting is set to:
    - 'Sales Resp. Ctr. Filter' the location code will be set to what is specified for the user in the **User Setup** page.

- ‘System Default’ the location code will be set based on the base application behavior.
  - ‘User Specific’ the location code will be set to what is specified for the ***User Specific Location Code***.
- ***User Specific Location Code*** specifies the default location code to use when ‘User Specific’ is set for the ***Default Location Code***.
- **Post Behavior** specifies how counter sales documents are posted for the user. When the setting is set to:
  - ‘User License Type’ the ability to post will be based on the user setup, such as license type and user permissions.
  - ‘Limited User’ the ability to post will be limited to registered, meaning the transaction will not be fully recorded until the counter sales document is posted by a user with the proper user setup or by running the daily close report.
- ***Daily Close Update Allow Posting Date Behavior*** specifies how the allow posting dates in the **User Setup** is updated when running the daily close report.

## 3.4 Payment Methods

To configure the payment types to accept in **Insight Works Counter Sales**, navigate to the **Payment Methods** page. On the page you can specify:

- ***Counter Sales Payment Type*** specifies the type of payment, this must not be blank to use the payment method in counter sales.
- ***Authorization No. Required*** specifies if an authorization number is required when the payment method is used in counter sales.
- ***Bal. Account Type*** specifies the type of account that a balancing entry is posted to.
- ***Bal. Account No.*** specifies the number of the account that a balancing entry is posted to, this must not be blank to use the payment method in counter sales.

## 3.5 Customer Accounts

To configure specific customer accounts for cash sales processed at specific locations in **Insight Works Counter Sales**, navigate to the **Counter Sales Customer Accounts** page. On the page you can specify:

- ***Customer No.*** specifies the number of the customer account.
- ***Default Cash Account for Location*** specifies if the customer account is the default cash customer account for the associated location.

## 3.6 Reason Codes

To configure the standard reasons for processing price overrides and capturing lost sales in **Insight Works Counter Sales**, navigate to the **Counter Sales Reason Codes** page. On the page you can specify:

- ***Type*** specifies the type for the reason code, can be either Lost Sale or Price Override.
- ***Code*** specifies the code for the reason, this is what the user will choose when capturing reasons in counter sales.
- ***Description*** specifies the description for the reason, this provides additional detail to users.

## 3.7 User Configuration

The **Insight Works Counter Sales** permission sets will provide access to features for individual users.  On the **User Card** page, you can set the appropriate permission set to the user.

| Permission Set ↑ | Name | Type ↑ | Extension Name |
|---|---|---|---|
| COUNTERSALESMANAGER | Counter Sales Manager | Extension | Counter Sales |
| COUNTERSALESUSER | Counter Sales User | Extension | Counter Sales |

- For manager level users assign the *COUNTERSALESMANAGER* permission set.
- For retail or order-taking users assign the *COUNTERSALESUSER* permission set.