



**School-POS** emulates today's Business world  
and educates Students planning careers in  
**Marketing and Management**

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## School Store POS Vocabulary

**Address Verification** - a feature of credit card processing which confirms that you have an address for the customer paying by credit card. This feature may decrease your processing fees.

**Alternate SKU** - an inventory item can be assigned more than one SKU. The primary SKU will be printed on the customer invoice, but the alternate SKU(s) make finding the item easier.

**AR Aging** - a report showing accounts receivables still due and how much is overdue.

**Archive** - a saved copy of PFW program files and data.

**Authorized Buyers** - individuals working for a company who are approved for making purchases, especially purchases placed on accounts receivable.

**Available** - a number of inventory items in stock which are NOT reserved for a customer order in process.

**Average Cost** - the sum cost of items in stock divided by the number of items in stock.

**Backorder** - an inventory item on an order or invoice for which there is insufficient stock to fill the order or invoice. Important settings relative to backorders are Allow Backorders On Invoice and Allow Negative Inventory.

**Backup** - to save current data in an unchangeable state so that if current data is lost or corrupted the saved data can be used to replace it. Backups should be made daily.

    PFW - built-in backup of data only in a zip format

    Auto Backup Setup - sets PFW's times and location of the backup

    Scheduler - a program used for launching the backup

    Path - the location of the backed up files

    Duration - how long PFW will be inoperable for backup schedule

    Master Station - the PFW workstation which will be initiating the backup

**Balance Forward - AR Statements** - an AR Statement will print details of invoice charges and payment for the current time period. The previous period will be reflected only as a balance forward amount.

**Barcode** - a graphical pattern of lines representing various numbers and letters of the alphabet. There are several barcode symbologies, but PFW supports 3OF9 and Code 128 symbologies.

**Batch** - a group of items processed at one time, such as recurring invoices or processed AP.

**Bin Location** - a reference to a shelf or section of the store where items are displayed

**Bulk e-mail** - sending a common e-mail message to multiple e-mail addresses.

**Bulk Inventory** - an inventory item which is purchased as one large unit and then packaged into smaller selling units

**Calculated Prices** - the selling price which is computed from a category margin or markup can end in various amounts.

**Cashier** - the sales person who processed the invoice. This is not necessarily the same as the **Salesperson**.

**Cash Sale** - an invoice created without a customer name attached.

**Category** - a classification to which like inventory is assigned. See **Department**.

**Chart Of Accounts** - classification of various accounting activities

**Check Validation** - to print bank account on the back of a check

**Clock In/Out** - 1) employees can punch in and out to record hours worked. 2) service technicians may record start and stop times for working on a particular service order.

**Clone** - to make a copy of an invoice in invoice history as the basis of a new invoice.

**Code** - an identifying number or word; an ID

**Color/Size Grid** - a matrix or series of rows and columns of closely related inventory items.

**Committed** - number of inventory items on a purchase order which are designated for a customer order in process. Tip: you may click on the word Committed (of the stock panel of Inventory List) to see customer orders.

**Commission** - to pay a percentage of a sale to the sales person.

**Commit** - a button which serves as a confirmation that the new changes will be applied to PFW.

**Common Path** - the location of the PFW executable files is usually c:\pfw; not the data files

**Condition** - the status of a used inventory item

**Confirmation Number** - an authorization number from a vendor.

**Consignee** - you, the storekeeper, who will be selling consignments.

**Consigner (consignor)** - the owner of the consignment item.

**Consignment** - an inventory item on loan which you agree to sell for another person.

**Consignment Agreement** - a signed document specifying the terms and conditions for the sale of consigned inventory.

**Contacts** - names and phone numbers of people associated with a business account or vendor account

**Control Properties** - settings and format of an element on a windows report.

**Copy and Paste** - a Windows procedure to highlight text, copy it (Ctrl-C) to the clipboard, and paste it (Ctrl-V) in another location.

**Copy Record** - to add a new inventory item by making a nearly exact copy of an existing inventory item.

**Cost Verifier** - a routine for reviewing costs of items sold and changing costs on invoices as needed.

**Coupon Manager** - a centralized listing of coupons which can be created and applied to invoices and orders.

**Credit Amount** - a dollar amount which you owe the customer. This amount is part of the customer importer so that you can import customers with an "advance pay" status.

**Credit Card Manager** - a screen for executing reports or for tracking use of a specific credit card number.

**Credit Limit** - a maximum dollar amount allowed a customer for making accounts receivable purchases

**Customer Contact Log** - a record of calls made to a customer regarding a specific service order in process.

**Customer Rewards** - see Frequent Buyer

**Customer Sale** - an invoice to a customer who has provided his name, address, and phone number. (In a multi-store setting, customers added locally are "residents" and customers initially added at other stores are "non-residents.")

**Data Collector** - an electronic instrument for scanning barcodes and recording stock quantities.

**Date Range** - a time period with a starting and ending date.

**Day View** - a calendar showing all service work to be performed on a specific day.

**Default** - an automatic selection. If you take no action, then the information will be filled in automatically.

**Definitions** - settings and choices for various parts of the program which you can create.

**Department** - a classification to group multiple categories into one reporting unit. See **Category**.

**Deposits** - money accepted in payment of a pending layaway, order, service order, or internet order.

**Detail** - a report which lists all individual specifics to justify the grand totals of transactions.

**Discard** - a choice for handling inventory items returned by customers which removes the item from further processing.

**Dot Matrix Printer** - a type of printer which forms typed characters by striking through a ribbon to create patterns of dots. Other printer types are **Laser**, **Ink Jet**, and **Thermal**.

**Download** - to get internet orders from Account Wizard or Yahoo Store

**Drag And Drop** - a technique in Windows of selecting an item with the LeftMouseButton and, without releasing the button, moving the mouse cursor to a desired location before releasing the button. This technique is optional in PFW, but it is a required technique when Defining The Import Setup and Assigning Pictures To Internet Inventory.

**Driver** - a program of sorts with instructions for operating a printer or other computer device.

**Driver's License** - a customer's driver's license number for authorization of check tendering.

**Drop Ship** - to have a vendor ship inventory items directly to your customer, but to bill you for the items.

**Dump** - to transfer information in a data collector to a file or to PFW's data connection

**Duplicates** - the use of the same SKU, or ID, or number is not allowed and an error message will be displayed if it is attempted.

**Duplicate SKUs** - an option in PFW Setup does allow you to create two or more inventory items which will all have the same alternate SKU, but not a primary SKU (checkmarked SKU). When you attempt to sell that SKU, you will be shown all items sharing that alternate SKU and prompted to select the appropriate item for the invoice.

**E-Commerce** - the ability to sell inventory on an internet web page

**E-Mail** - the ability to send transmit a copy of an invoice or order via e-mail. This feature must be activated in the employee setup window.

**E-Mail Marketing** - to send an e-mail message or offer to all or a select list of PFW customers.

**Electronic Credit Card Capture** - the use of PCCharge or ICVerify for scanning and processing credit cards in payment for purchases.

**Electronic Journal** - PFW can create a captured copy of every invoice as a text file. This text file can be printed if there are questions about invoices in PFW Invoice History

**ESCAPE** - a menu or option activated by pressing the ESC key on the keyboard.

**Event Log** - If PFW encounters an operational error it is recorded in Help: Event Log and you can choose to print and fax it or e-mail it to POSitive Software Company.

**Extended Description** - very detailed notes and selling points of a product as part of e-commerce.

**Expand / Contract** - some lists such as the Department list can be set to show more or less detail.

**Export** - to extract PFW data into a file which can be used by other computer programs.

**Extra** - the number of inventory items on a purchase order which are not already **pre-sold** or on order for a customer (**committed**).

**Field** - a portion of a record, a space needing to be filled in. See also **Record**.

**Filter** - a method of selecting specific data which has pass specific criterions or "filters".

**Finance Company** - third party billing option allowing you to transfer payment responsibility to an actual finance company or employer matching funds. This is not to be construed as Store Account.

**Fixed Commission** - a set dollar amount to be paid in commissions when an inventory item is sold.

**Fixed Price** - a set dollar amount for selling an inventory item on promo.

**Foreign Currency** - money which is not of your own local denomination.

**40 Column Receipt Printer** - a printer which uses rolls of paper like a cash register tape for printing invoices.

**Freight** - shipping charges; name of a special usage PFW category

**Frequent Buyer** - special program rules for rewarding customer purchases

**GIF or JPG Files** - formats of picture files.

**Gift Certificate** - an inventory item with the SKU of GIFTCERT for the sale of gift certificates of all denominations which can later be used as tender for purchases.

**Gift Certificate Manager** - an editable list of all gift certificates issued and status of those gift certificates.

**Gift Registry** - a listing of inventory items in a quote which a couple would like purchased in their behalf..

**GL Credit - GL Debit Account** - a link to a general ledger account number. This is optional and used only if you are tracking GL

**Global Changes** - a routine for changing selling prices of items en masse.

**Global Pricing** - 1) on a category level, it is a set selling price and permanently set cost for all items assigned to the category. 2) the ability to change pricing to all items assigned to a category or all categories.

**Heading** - the title of a column.

**Held** - a number of inventory items in stock which are reserved for a customer order in process. Tip: you may click on the word Held (of the stock panel of Inventory List) to see customer orders.

**History** - completed or processed activities.

**Hold Back** - to force an in-stock item into backorder status on an invoice because you do not want to deliver the item at this time.

**Hold Invoice As** - to suspend the processing of an invoice and save the transaction for later as an order, layaway, or other type of transaction.

**HotKeys** - keystroke combinations to activate an option or feature of PFW. These hotkeys are usually visible on screen and use the Function keys, CTRL, SHIFT, and ALT keys in combination with numbers or letters.

**HTML** - Acronym for Hyper Text Markup Language, the language of the World Wide Web. **HTML Editor** allows you to type text displaying colors and formatting as it would be visible on a web page.

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**Icon** - a picture representing a PFW activity or process.

**InfoBar** - A floating screen can show a variety of information about a highlighted inventory item.

**In Transit** - RMA items which are waiting for reply from the vendor

**Item Specials** - an e-commerce setting of promo pricing without necessarily changing the selling price. Account Wizard automatically rotates item specials on the web page.

**Images, Image File** - pictures of inventory items

**Import** - to transfer items or data into PFW. Typically, one would have a file containing data which is compatible with PFW to be joined with PFW data.

**Inactive** - an inventory item which is not available for selling during a season but which will not be deleted because it could be available later.

**Ink Jet Printer** - a type of printer which squirts ink on a page as it prints. Other printer types are **Laser**, **Dot Matrix**, and **Thermal**.

**Installments** - the ability to pay vendor invoice charges in monthly increments. PFW will calculate the monthly amounts due.

**Integrated Invoices** - an option for printing AR Statements which include a listing of the inventory purchased.

**Internal Mail Messages** - a feature for sending messages to either individuals or groups using PFW.

**Internal Note** - a type of note on service orders for internal use only. It is not printed with the service order nor shared with the customer. It is for techs to keep notations about a product being repaired.

**Internet Inventory** - inventory items in PFW which are marked and prepared to be displayed and sold through e-commerce on your

web page.

**Internet Mailing List** - a customer setting to include the customer's e-mail address when sending mass e-mail messages.

**Internet Order** - a type of customer invoice used to list items a customer has selected from your web page and wants to purchase, but which have not yet been delivered. Full payment by credit card or payment arrangements are automatically applied. An Internet Order MUST be converted to an invoice when the items are delivered to the customer. Other types are **Layaway, Order, Quote, Service Order, Contract Pricing, and Recurring Invoice**.

**Item Count** - the number of items included on a customer invoice.

**JPG or GIF Files** - formats of picture files.

**Journal Path** - the computer directory where copies of invoices are saved as a text file

**Justification** - alignment on the left or right margin.

**Label** - a printed price tag or customer address to be affixed to an inventory item or mailing package.

**Label Form** - an ID number of a designed label.

**Label List** - a listing of inventory items for which pricing labels will be printed.

**Landed Cost** - the cost of an item with shipping charges factored in.

**Large Text** - a type of field found in Transaction Reports Editor for entering paragraph type text messages on the invoice.

**Laser Printer** - a type of printer which uses toner and heat to print. Other printer types are **Dot Matrix, Ink Jet, and Thermal**.

**Last Order Cost** - your cost of an inventory item from the vendor; if costs fluctuate this was the cost of the item when you last ordered it.

**Layaway** - a type of customer invoice used to list items a customer has asked to be held until paid in full. Usually scheduled payments are expected. A layaway MUST be converted to an invoice when the items are delivered to the customer. Other types are **Order, Service Order, Internet Order, Contract Pricing, and Recurring Invoice**.

**Leading Zeros** - a series of zeroes added at the beginning of a generated SKU. See **AutoSKU**.

**Line Note** - a text message as part of list of inventory items on an invoice, order, or purchase order.

**List Box** - a screen designer allowing some modification of a window's contents. Also known as a **Browse Box**.

**Load Pic** - to select a picture to be attached to an inventory item or customer record.

**Locked** - 1)  an item or entry is in use by another workstation. If you know that that is not the

**Mail Group** - a collection of employees to whom internal mail messages are simultaneously sent one message.

**Mag Stripe Reader** - a device for reading the magnetic stripe on a credit card.

**Map** - a street map showing a customer's location can be accessed from the Customer List if the computer is linked to the internet.

**Margin** - the difference between the selling price and the cost *as a percentage of the cost* A \$10.00 item at 50% margin sells for \$20.00

**Markup** - the difference between the selling price and the cost *as a percentage of the selling price* A \$10.00 item at 50% markup sells for \$15.00

**Master Category / Defaults** - the fundamental setting used when new categories are created.

**Master Store** - one store of a multi-store group which controls inventory and operations of remote stores.

**Matrix** - a two dimensional grid consisting of rows and columns. The matrix organizes and displays related inventory items which differ by size, color, style, or other characteristics. A matrix is typically used for managing articles of clothing such as shirts, shoes, and hats or hardware such as furnace filters, light bulbs, nuts and bolts, etc

**Matrix Definition** - a standardized row and column title template for creating PFW matrices.

**Matrix Header** - 1) a set of row titles and column titles to be used when creating matrix inventory. 2) the master inventory item of a matrix, type M, to which multiple inventory items are linked.

**Matrix Item** - an individual inventory item created by and linked to the matrix header.

**Maximum Stock** - a stock count setting of the limit of stock to have on hand. This is used in conjunction with Category options.

**Merchant Code** - an ICVerify code for running multiple companies through ICVerify software

**Message** - an option on the customer list which acts as an alert to the cashier when creating an invoice for the customer.

**Mfg ID** - a code for a specific manufacturer

**Mfg's #** - a product identifying number used by a manufacturer. This is NOT to be considered a Vendor SKU.

**Minimum Finance Charge** - a set fee for accounts receivable processing.

**Minimum Order** - a suggested quantity of items to be ordered.

**Minimum Stock** - a stock count level which should be on hand for sale at all times.

**Multiple Vendors** - an inventory item which can be purchased from more than one vendor, is created only once in PFW, but it can be linked to more than one vendor. When the item is to be re-stocked, you may select any of the vendors who sell the product. Your choice will likely be swayed by costs, speed in delivery, or reliability of the vendor.

**Line** - a text message added among the inventory items on an invoice, order, or quote, etc. in explanation of the item or alternatives. Also used on purchase orders.

**Invoice** - a text message added at the top of an invoice, order, or quote, etc. in explanation of terms or conditions or other general information.

**ODBC Driver** - a means of extracting data from PFW database files into other file formats

**Opening Balance** - the amount of money in the cash drawer for making change.

**On Order** - number of inventory items on a purchase order which are designated for a customer order in process. Tip: you may click on the word On Order (of the stock panel of Inventory List) to see vendor POs for the item.

**Order** - a type of customer invoice used to list items a customer wants to purchase, but which have not yet been delivered. Sometimes a partial payment as a deposit on the items is expected. An Order MUST be converted to an invoice when the items are delivered to the customer. Other types are **Layaway**, **Quote**, **Service Order**, **Internet Order**, **Contract Pricing**, and **Recurring Invoice**.

**Orders In Process** - a listing of layaways, orders, service orders, and quotes which have not yet been converted to an invoice.

**Package** - the selling of multiple inventory items for one lump sum total without revealing the selling price of each individual item.

**Packing Slip** - a printout of an invoice or order without pricing details to be used shipping or packaging purposes. Also known as a **Pick List**.

**Partial Delivery** - to convert selected items from the Layaway/Order to an invoice

**Password** - an employee's secret code of up to 5 characters to validate access rights.

**Paste** - a Windows procedure to highlight text, copy it (Ctrl-C) to the clipboard, and paste it (Ctrl-V) in another location.

**PCCharge** - third party software program for verifying and processing credit card charges.

**Pending** - a listing of layaways, orders, service orders, and quotes which have not yet been converted to an invoice.

**Pole Display** - a device so the customer can see the selling prices of items being purchased..

**Policy Statement** - messages to print at the bottom of invoices and orders

**Portable Scanner** - more accurately a data collector which will store SKU's and quantities of items with barcodes which have been scanned.

**Post** - the action of selecting and processing an entry. This term relates to accounts payable, unposted inventory, and purchase orders

**PostNet Ship To** - an element on customer labels which converts the zip code to scannable barcodes.

**Post To AP** - an option under vendor terms to automatically include a purchase order charges to Accounts Payable.

**Post To Internet** - to set an inventory item to be included as **Internet Inventory**.

**Prepaid Order From Invoice Number xxxx** - This note is automatically generated when an invoice with a backorder item is paid for in full and the backordered items are retained as customer orders.

**Pre-Sold** - an inventory item which was sold when PFW thought there was no stock available. This is only used in conjunction with the "Allow Negative Inventory" option. Tip: you may click on the word Pre-Sold (of the stock panel of Inventory List) to see customer Pre-Sales.

**Preview** - to view a report or invoice on screen. You may then choose to print or cancel the report.

**Price Break** - automatic price changes when selling multiples of an inventory item. See **Quantity Break**.

**Price Check or Price Lookup** - a feature for scanning the SKU of an inventory item to find its current selling price.

**Price In SKU** - Also known as Random Weight or UPCB. Define the structure of a barcode which will include a price or weight in the barcode. This option is often used in retail stores which sell products by weight. In the packaging process the scale prints a barcode with the price embedded in the barcode.

**Price Level** - the selling price of an item. You can designate up to six different selling prices for an item. These price levels are assigned to individual customers.

**Primary SKU** - if an inventory item has more than one SKU for lookup purposes, only one can be the main SKU. It is this main or primary SKU which will be used when printing labels for the inventory item.

**Printer Driver** - a program of sorts with instructions for operating a printer or other computer device.

**Process** - to finish or complete.

**Promo Manager** - a centralized listing for creation of inventory with promotional pricing.

**Promo Pricing** - an automatic selling price effective for pre-set time periods such as a sales event.

**Properties** - the settings of an item.

**Purchase Order** - a list of inventory items being purchased from a vendor.

**Purge** - to delete a list of activities or entries.

**Quantity Break** - automatic price changes per item when selling increasing multiples of an inventory item. See **Price Break**.

**Quantity Equation** Some inventory product is sold by the linear or square inch or foot. An inventory item can be flagged to prompt for Quantity and open a formula box for entering dimensions and the resultant answer will be automatically applied to the quantity field. In addition, the dimensions are printed as notes on the invoice.

**Quantity Separator** - a character such as the slash "/" to distinguish between the quantity and the SKU in expressions like 4/00829432442 wherein the 4 is the quantity and 00829432442 is the SKU.

**Query** - a filtering device for limiting the results of a search or report. From several places in PFW you can choose to "apply a query" to the work being done. The query can be simple, one field with one search criteria, or more complex involving multiple fields of information. The query can be named and saved for future use.

**Quick Add** - a method for adding a sale to an invoice if an item is not recognized by a scan of the barcode.

**QuickNote** - a fast method of adding a note to a customer record.

**Quick RMA** - a return to vendor by using a negative quantity value on a purchase order.

**Quote** - a type of customer invoice used to list items a customer is considering to purchase. Items on a quote do not "hold" or reserve your inventory. If accepted it is converted to an Order and eventually to an Invoice. Other types are **Layaway**, **Order**, **Service Order**, **Intenet Order**, **Contract Pricing** and **Recurring Invoice**.

**Random Weight or UPCB** - see Price In SKU

**Range of Dates** - a screen for defining a Start Date/time to an End Date/time for reports and promotional prices

**Re-Calc Markups** - a button which will automatically calculate the selling price based upon the cost and the markup or margin setting on the category to which the item is assigned.

**Recall** - to use a saved list such as an e-marketing e-mail list. See **Store**.

**Receive** - 1) to complete a purchase order and accept inventory on the PO into stock. 2) to get e-mail messages.

**Reconcile** - to review and adjust inventory stock counts.

**Record** - a group of all segments or fields which make up an item such as an inventory item.

**Recurring Invoice** - a type of customer invoice used to list items a customer wants to purchase, but which have not yet been delivered. Sometimes a partial payment as a deposit on the items is expected. An Order MUST be converted to an invoice when the items are delivered to the customer. Other types are **Layaway**, **Order**, **Quote**, **Service Order**, **Intenet Order**, and **Contract Pricing**.

**Refund** - to give back money or credit.

**Register** - a computer using PFW. Also called a **Station** or **Workstation**.

**Related Items** - inventory items which are similar to other inventory items; a part of e-commerce sales. see **Accessories**.

**Release Item** - to transfer an inventory item from one customer's order to fill another order you are currently working on.

**Remote Store** - a member of a multi-store group dependent upon a master store.

**Resale Number** - a business tax id or federal identification number authorizing exemption from paying sales tax.

**Reset Inventory** - to globally change inventory item properties or settings.

**Restore Backup** - to replace current data with data saved earlier.

**Return** - 1) an inventory item received back from a customer purchase 2) an inventory item sent back to the vendor

**Return Action** - an explanation of what should be done with an inventory item returned on an RMA to a vendor.

**Return To Stock** - a choice for handling inventory items returned by customers which removes the item from the return list and updates the stock count.

**Return To Vendor** - a choice for handling inventory items returned by customers which removes the item from the return list and places it in a pending RMA list for its vendor, or if the vendor is unknown it will be held as an 'orphan' until further processed

**RightMouseClicked** - to press the right hand button on a mouse, usually to open additional options.

**Round** - 1) to automatically adjust selling price within a quote or contract pricing to the full dollar or nearest tenth of a dollar. 2) an international setting to take payment to the nearest five cents.

**RMA** - "return merchandise authorization" or the process of sending inventory back to a vendor for credit or repair.

**RMA Letter** - a printout to the vendor to whom you are returning products stating what is being returned and why.

**Salesperson** - the employee who initiated the sale to the customer by creating an order, quote, or invoice. Printouts will say "Sold By".

**Sales ID** - an employee code of up to 3 characters to identify the user of PFW

**Save As** - to save the project with a different name; when using Reports Editor

**Save/Post** - to either save for later or to process.

**Save For Later** - to not process a PO, but to hold it for later processing.

**Scan** - to read a barcode using a scanner.

**Screen Prompt** - the title of a field on the inventory edit screen.

**Search** - to look for or find something by entering letters and or numbers

**Search String** - the sequence of letters and or numbers used as part the entry being sought.

**Secure Log Out** - requires the next person to use the computer to enter a valid PFW Sales ID and Password

**Serial Number** - inventory items marked with a unique number as a means of individualized identification

**Service Order** - a type of customer invoice used to list items a customer wants repaired or serviced. It can also include other items to be purchased. A service order features extensive notes about work to do and work done. Sometimes a partial payment as a deposit on the items is expected. A Service Order MUST be converted to an invoice when the items are delivered to the customer. Other types are **Layaway, Order, Quote, Internet Order, Contract Pricing, and Recurring Invoice.**

**Service Time Cards** - apply to employees who are designated as service technicians. If you have the Service Module of PFW you are able to create service orders which are specially designed to record work needing to be done and work performed. For each service order, multiple service technicians can record how much time they spent on that particular service order, hence the Service Time Cards.

**Service Tech** - an employee with rights and ability to schedule and edit service orders.

**Set Ship Days** - an option to calculate how long it will take an item to arrive from the vendor when ordered.

**Settlement Discount** - allows the end-user to offer their customers a discount on goods paid before a certain number of days, with the tax calculated on the discounted amount

**Shift** - work periods with a beginning and an ending time

**SKU** - "Stock Keeping Unit" also known as a PLU. It is a unique code number or name combination often used as a Barcode for an item.

**SKU Prefix** - a leading identifier of a used inventory item.

**SKU Suffix** - a trailing identifier of a used inventory item.

**Station** - a computer using PFW. Also called a **Register** or **Workstation**.

**Snapshot** - a consolidated summary of a customer's purchases.

**Split Commission** - the ability to take the commission due and apply it to just one individual.

**Split Tender** - the ability to take a combination of payment types such as cash, plus a check, plus a credit card, in payment for one invoice.

**Stock** - number of inventory items

**Stock Panel** - a small section on screen which displays stock counts, In Stock, Held, Available, etc.

**Store** - to save an e-mail marketing list of e-mail customers.

**Store Account** - internal tracking of customer Accounts Receivable.

**Store Code** - an alpha-number used for store identification when using PFW Multi-Store

**Store Number** - a number for setting customer account numbering when using PFW Multi-Store

**Subject** - a brief title of an e-mail message

**Subtotal** - 1) a total of items before calculating coupons and deposits. 2) a closing line of a "package" so that additional items will not be treated as part of the package.

**Suggested Add Ons** - inventory items which are Accessories or Related Items

**Summary** - a report with just the totals and no details showing the sources of the totals.

**SupportNET** - creates help tickets with your questions and problems and PFW support staff sends you an e-mail reply

**SupportNET Forum** - a chat room of sorts allowing users, dealers, and programmers to share ideas, problems, and suggestions.

**Tag, Tagging** - to tag is to checkmark one or more items for inclusion in an operation. Frequently you will see tag all, untag all as options.

**Tag Along Items** --when one inventory item is sold, you can link other items to it so that they will automatically be added to the invoice. For example, selling an alternator will add a core charge or deposit until the old part is turned in.

**Tax Category** - inventory products and services are assigned a tax category, either taxable or non-taxable. Some products may require more sophisticated definition such as inclusion of an additional luxury tax.

**Tax Group** - people are classified or assigned a tax group which will determine to what extent they are liable for paying taxes. Typical tax groups are state residents, out of state residents, and government exemptions.

**Tax On Freight** - an amount of taxes charged on the freight charge of a purchase order.

**Tax On Order** - an amount of taxes charged by the vendor for items purchased.

**Tax Rate** - the percentage of the sale which is collected as taxes.

**Tender** - to take payment or the type of money used such as by cash, check, or credit card.

**Template** - a grouping of inventory items and notes to be added to an invoice or order as one complete unit.

**Thermal Printer** - a type of printer which applies heat to heat sensitive paper to print characters. Such printers are used for printing 40 column receipts (cash register tape) and labels. Other printer types are **Laser**, **Ink Jet**, and **Dot Matrix**.

**Third Party Billing** - transferring billing liability to someone other than the person making the purchase. The responsible party could be matching funds provided by an employer or an actual finance company.

**Thumbnail Picture** - a low resolution (50 by 50 pixel) picture. PFW will convert large pictures into thumbnail sizes for e-commerce purposes.

**Toggle %** - a button which will display either the markup or margin of the selling price of an item.

**Tool Bar** - a group of icons used as links to important functions and activities. Some tool bars can be repositioned on the screen.

**TopCopy™** - a utility program for repairing data files

**TopScan™** - a utility program for viewing data files.

**Touchscreen** - a computer monitor which allows for selection of program options by just touching a section of the screen.

**Trade-In** - an inventory item which you accept from a customer through an invoice. (Ctrl-T while creating an invoice.) Also see Used Items Manager.

**Trade-In Price** - value placed upon an item taken in trade which now becomes your store cost.

**Tracking** - keeping count of the number of inventory items in stock.

**Tracking Number** - a number which PFW assigns each inventory item when it is received into stock to link it to a specific vendor purchase order.

**Trailing Zeros** - a series of zeroes added at the end of a generated SKU. See **AutoSKU**.

**Transaction** - an activity such as a purchase or payment

**Transaction Log** - a listing of activities completed.

**Transaction Note** - a text message that will be automatically added to an invoice or order when an inventory item is placed on the invoice or order. It can include special directions or notification.

**Unapplied Credit** - the amount of money the store owes the customer. The sources of unapplied credit can come from a deposit refund, a refund for returned products, advance payment, and commissions earned.

**Uncollectable** - an accounts receivable charge which will not ever be paid for is processed as uncollectable.

**Undefined** - a setting which has not been created and named.

**Unlock Codes** - registration numbers to activate PFW so that it is no longer in demonstration mode and remove all limitations.

**Unit Cost** - the each cost of an inventory item. If Units Per Order is greater than one, then it is the Last Order Cost divided by Units

Per Order. See **Bulk Inventory**. If you have activated Landed Cost, then the Unit Cost reflects freight charges and can be higher than the Last Order Cost.

**Units Per Order** - the number of pieces which can be sold individually. See **Bulk Inventory**.  
**Update** - to apply the most current changes.

**Upload** - to transfer internet inventory from PFW to Account Wizard or Yahoo Store.

**Used Item** - a trade-in item assigned to a current inventory item and can be sold as a used item

**Used Items Manager** - tracks used inventory intake and sales

**User Defined Fields** - blank fields which you, the user can title. There are two types of User Defined Fields: Customer and Inventory which allow to record and track additional information about a person or inventory item. Also referred to as **User Defined Names** or **UDF**

**Value** - a number

**Vendor** - any company or individual who provides you with product for resale or services such as electricity, rent, etc.

**Vendor Inventory** - items which can be purchased from a specific vendor. An **important concept** that you should understand is that items in this list are NOT real inventory items. The real inventory item is the definition you created with Your SKU in the All Inventory List. The item in the vendor list is Your Item with a vendor SKU linked to it.

If you delete an item from the vendor list, you are not deleting the true item. However, if you delete the item from your inventory list, then it will also be deleted from the vendor inventory list.

**Vendor SKU** - the vendor's identification code for the product.

**Vendor Terms** - terms of payment for purchases from your vendors.

**Verify Inventory Files** - a procedure to compare inventory stock levels with reported stock counts. Also checks for proper assignment of SKUs, vendor inventory, and serial numbers.

**Verify Pricing** - to review current price, cost, and margins before accepting automatic changes or before printing of labels.

**Wallpaper** - a picture or image as background for PFW.

**Warranty** - the coverage or guarantee of an inventory item or service.

**WAV Files** - files which make sounds when activated have the extension .wav

**Web** - the world wide web; internet; e-commerce.

**Witness Block** - the signature section of a consignment agreement.

**Wizard** - a sequence of windows to guide you through all the necessary steps of creating setups.

**Word Wrap** - to display long text descriptions of an item so that all words will be visible within the window.

**Work Center** - a menu of selected activities.

**Workstation** - a computer using PFW. Also called a **Station** or **Register**.

**Yahoo™ Store** - an e-commerce method of selling inventory on the internet.

