ROADSIDE
BY DIRT ROAD SOFTWARE

USER MANUAL



# Roadside Storehouse ERP

Purchase orders, receiving, vendor bills, lots and expiry, transfers, stock value and the price book.

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# Welcome to Storehouse ERP

Storehouse ERP is the part of Roadside that buys, receives and counts. You make purchase orders and email each one to its vendor, check each delivery against its order, and match a vendor's bill before it is paid. You count stock one location at a time, keep lots and expiry dates, move stock on transfers, set it aside on holds, and set the prices particular customers pay.

Storehouse works on the same products the register rings up and the website sells. Basic stock keeps working as the Core Roadside guide describes it (Record a delivery, shelf count or damaged bag, in "Count the shelf and record deliveries" in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/stock)), and this guide covers what Storehouse adds to it.

Dirt Road switches Storehouse on and moves your store over to it. No screen in Roadside does either. Start with What Storehouse adds to basic stock, in Chapter 1 (page 6), which shows the menu lines and product buttons Storehouse adds.

After that, read what you need. Every section is one job, and says what a press does to your stock, your costs or your prices before you make it. Quick answers, after the last chapter, lists the questions a stock room asks. Where to find each screen, at the end, lists every screen with the section that teaches it. How the pages are marked is explained in How to use this manual, at dirtroadsoftware.com/support/roadside-manual/about.

## Who this guide is for

The **Store owner** and the **Managers** run Storehouse, and can do every job in this guide. **Staff** who work the stock room order, receive, count and move stock. A **Read only** person opens no Storehouse screen. Who on your team can do what, in Chapter 2 (page 12) lists what each role can do.

The line under each section's bar says which plans include it. Blends need the Feed Mill add-on (Give a size a recipe, in Chapter 23 (page 158)). The cashier's steps at the register are in the Crossroads POS manual, at dirtroadsoftware.com/support/crossroads.

The pictures show a made-up store, Sample Feed & Country Store. If a screen on your computer looks different from the picture, check your role and your store's plan. If neither explains it, or you have a question about this guide, write to **support@dirtroadsoftware.com**. The current manual and its PDF are at dirtroadsoftware.com/support/roadside.

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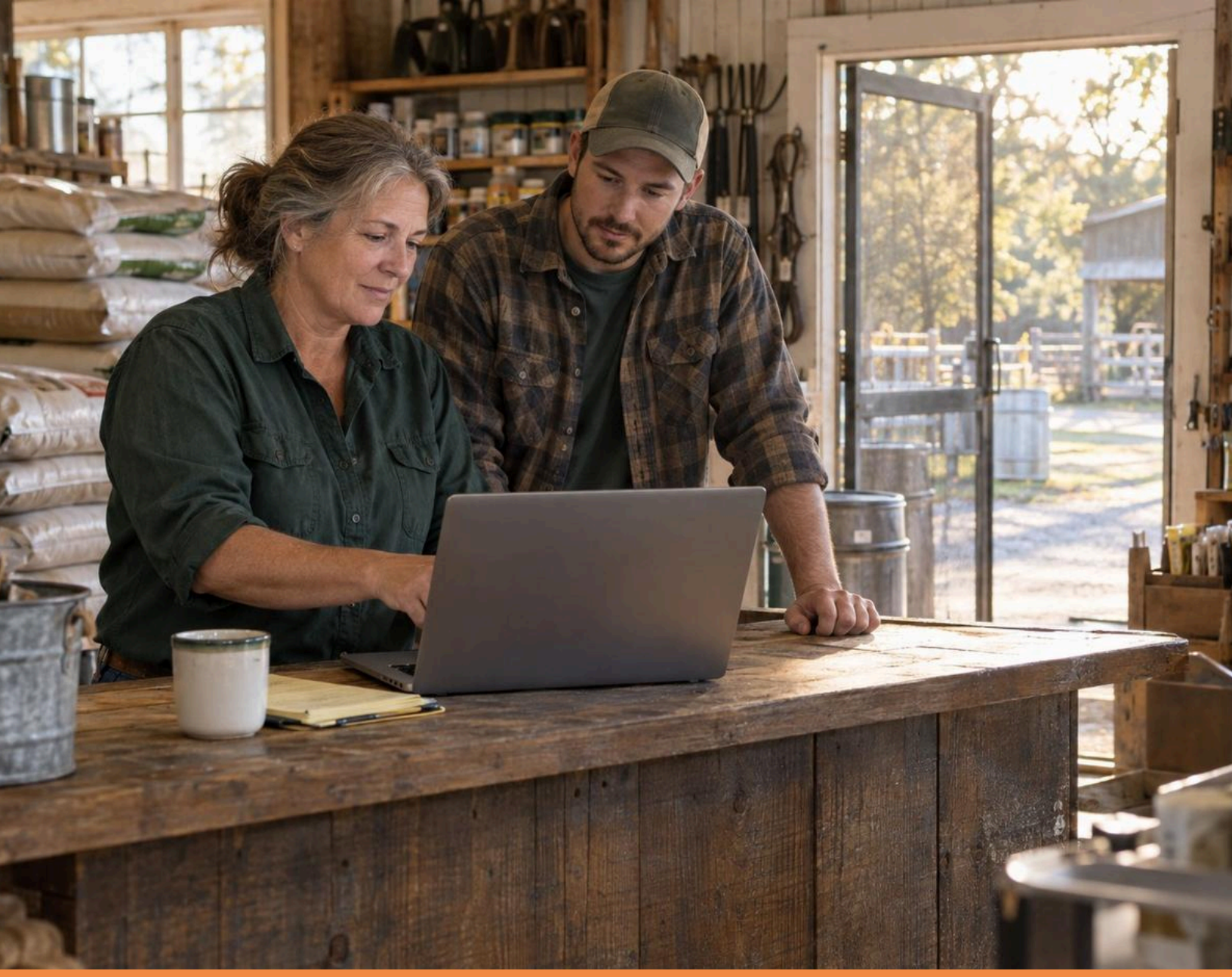


PART 1

# Starting on Storehouse

What Storehouse adds, who can use it, and the tools on a product's page.

# 1 See what Storehouse adds and how your store moves over

Storehouse ERP adds buying, receiving, counting by location, lots and customer prices to the basic stock you already keep. Dirt Road moves the store over; this chapter shows what changes on the screens you know, and what to do if a screen says the move is not finished.

IN THIS CHAPTER

- The menu lines and product buttons Storehouse adds, and where each is covered
- What stays as it was in basic stock
- How a store moves over, and what to do if a screen says it has not

## What Storehouse adds to basic stock

WHERE TO FIND IT **Stock and purchasing; Products** › **Products → a product's page**

Store owner, Manager, Staff

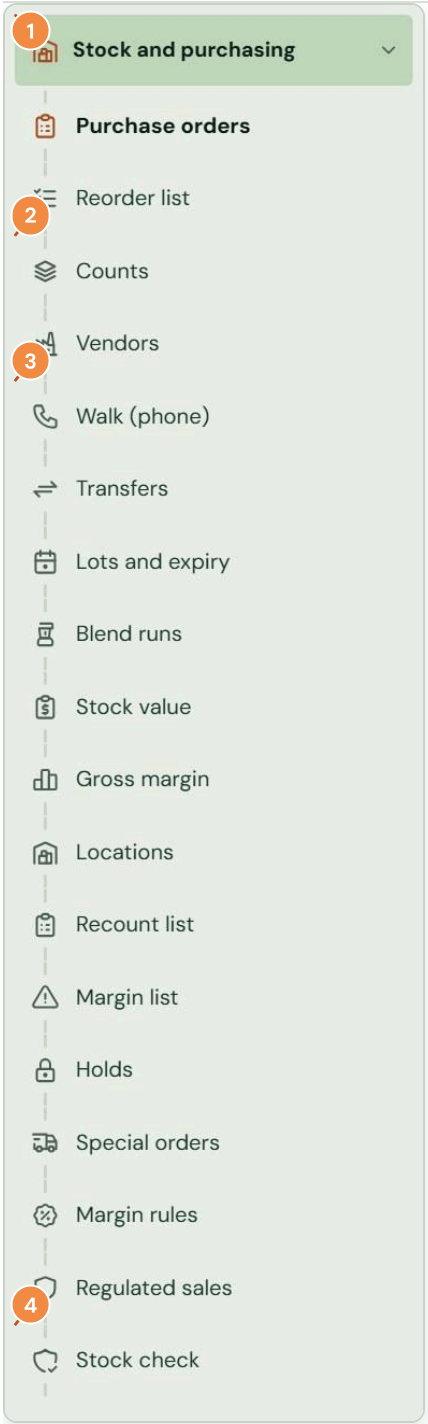
Included on Counter + Stock and Whole Store plans.

Basic stock keeps one count for each size. Storehouse ERP keeps the rest beside it: who you buy from, what is on order, what came in and what it cost, where each size sits, its lot, and what each customer pays. The products are the same records the website shows and Crossroads POS rings up.

WORDS TO KNOW

**Storehouse ERP**
The part of Roadside that keeps purchasing, receiving, stock by location, lots and customer prices.

**Vendor**
A company you buy from, set up under Stock and purchasing > Vendors.




1. Stock and purchasing: press it to open the group. Every line in it is Storehouse's.
2. Counts: open it to count a location.
3. Walk (phone): open it on a phone to count or receive.
4. Stock check: the last line. Store owners and Managers see it.

**The Stock and purchasing group in the menu, as a Store owner sees it.**

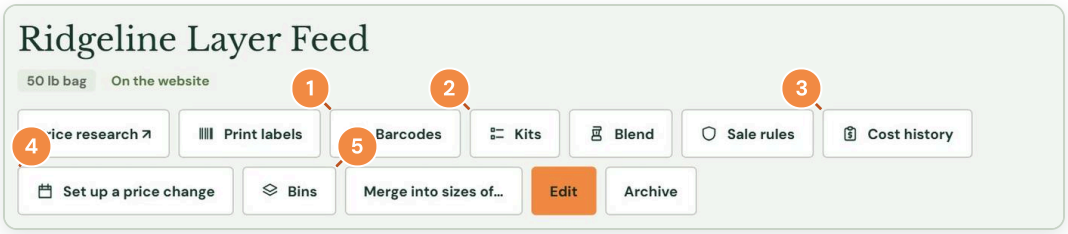
The menu gains a group, **Stock and purchasing**, two lines under **Products** and two under **Store settings**. Each line shows only to a person who may open it.

| MENU LINE | WHERE THIS GUIDE COVERS IT |
|---|---|
| **Purchase orders** | Chapter 6, Order from a vendor with a purchase order (page 44). Its tabs hold **Receipts**, **Vendor returns**, **Vendor bills**, **Vendor credits** and three reports. |

| MENU LINE | WHERE THIS GUIDE COVERS IT |
|---|---|
| **Reorder list** | Chapter 7, Let reorder rules suggest what to buy (page 53) |
| **Counts** | Chapter 16, Count a location and post the differences (page 115) |
| **Vendors** | Chapter 4, Set up the vendors you buy from (page 26) |
| **Walk (phone)** | Chapter 17, Count and receive with your phone (page 124) |
| **Transfers** | Chapter 19, Move stock between locations (page 134) |
| **Lots and expiry** | Chapter 21, Track lots and expiry dates (page 145) |
| **Blend runs** | Chapter 23, Make your own blends (page 158) |
| **Stock value, Gross margin** | Chapter 29, See what your stock is worth and what you made (page 200) |
| **Locations** | Chapter 15, Set up locations and bins (page 108) |
| **Recount list, Stock check** | Chapter 18, Find counts that look wrong (page 130) |
| **Margin list, Margin rules** | Chapter 28, Set margin targets and find thin margins (page 194) |
| **Holds** | Chapter 20, Set stock aside for a customer (page 139) |
| **Special orders** | Chapter 8, Order an item for one customer (page 60) |
| **Regulated sales** | Chapter 22, Keep seed tags and regulated sales on record (page 152) |
| **Customer pricing** | Under Products. Chapter 24, Give customers their own prices (page 169). Its **Price books** button opens Chapter 26, Set a different regular price by place (page 180). |
| **Price changes** | Under Products. Chapter 27, Schedule a price change for a later day (page 186) |
| **QuickBooks** | Under Store settings. Chapter 30, Download files for QuickBooks (page 206) |
| **Export your data** | Under Store settings. Chapter 31, Take a full copy of your Storehouse records (page 214) |

A Store owner and a Manager see every line. Staff see Purchase orders, Reorder list, Counts, Vendors, Walk (phone), Transfers, Lots and expiry, Blend runs, Locations, Recount list, Holds and Special orders, and Price changes under Products. A Read only person has no Stock and purchasing group. You are in the right place when you open **Stock and purchasing** and find the lines for your role. What each role can do on those screens is in Who on your team can do what, in Chapter 2 (page 12).

A product's page gains a row of buttons: **Barcodes**, **Kits**, **Blend**, **Sale rules**, **Cost history**, **Set up a price change** and **Bins**. Find Storehouse's buttons on a product, in Chapter 3 (page 17) says what each one does and who sees it.



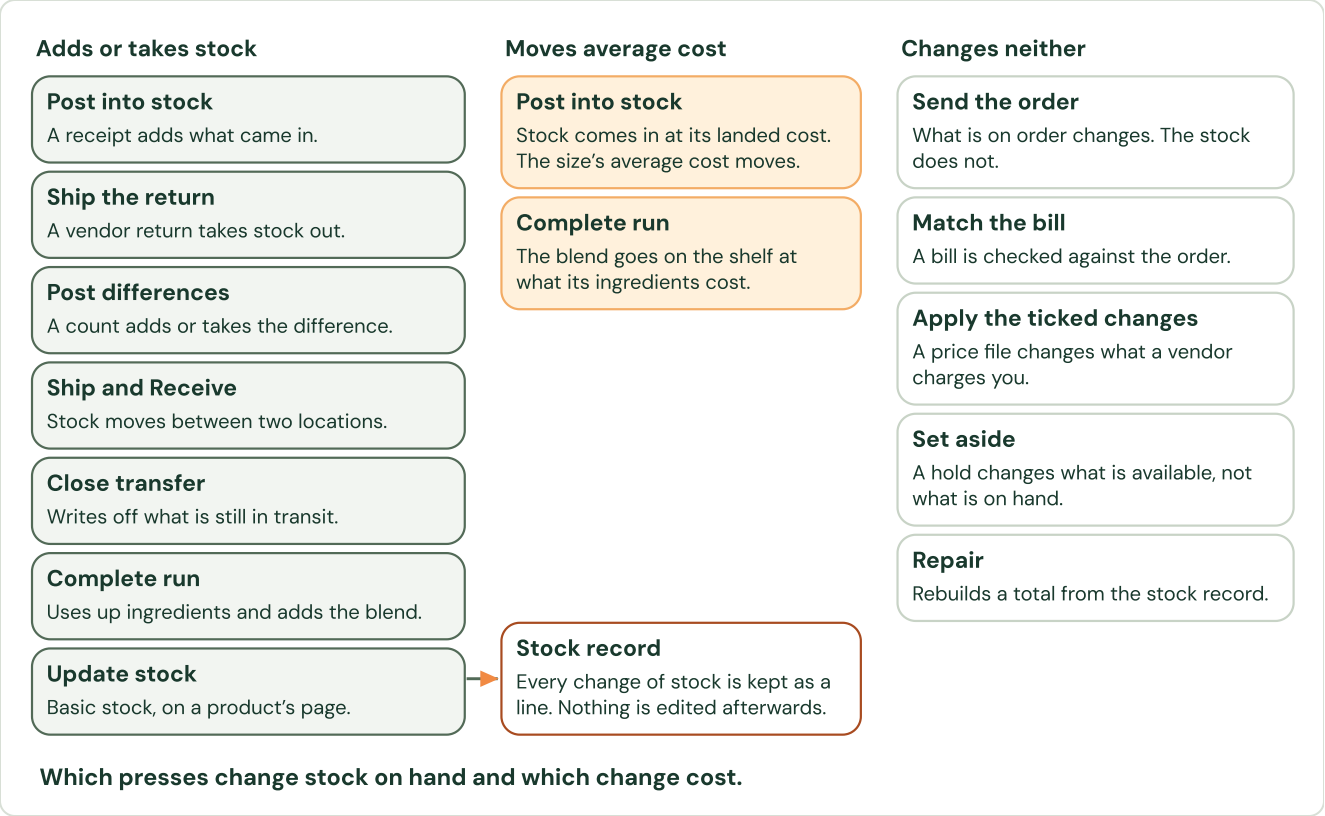

1. Barcodes: give a size more than one barcode.
2. Kits: sell a size as a set of other products.
3. Cost history: read each change of a size's cost.
4. Set up a price change: start one for this product's sizes.
5. Bins: see where each size lives at each location.

**The top of a layer feed's page, with Storehouse's buttons in the row under its name.**

## What stays as it was

The basic stock screens stay and keep working: **Track**, **Reorder point**, **Hold back for the store**, **Update stock**, the stock grid, **Stock history** and the **Stock on hand** card ("Count the shelf and record deliveries" in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/stock)). **Update stock** still records a change at once, at the store's default location, and Storehouse records the same change. A delivery received against its purchase order is already counted, so do not add it again with **Update stock** (Receive a delivery against its purchase order, in Chapter 9 (page 69)).

The store has two lists of the companies it buys from, and they are not joined. Purchase orders, receipts for deliveries, vendor returns, bills, credits, price files and the Reorder list use **Vendors**. The **Suppliers** card on a product's page is basic stock's own list. It stays, and a supplier added there is not a vendor you can order from.




The cashier's side of the same stock is in the Crossroads POS manual, Where the numbers come from.

# How your store moves over to Storehouse

WHERE TO FIND IT **Store account** › **Support (to ask Dirt Road)** Store owner, Manager

Included on Counter + Stock and Whole Store plans.

No screen in Roadside switches Storehouse on or moves a store over. Dirt Road does both, and checks the move before making it. Nothing is lost: Roadside goes on keeping every product, price and stock change, and Storehouse records the same change at the same moment.

After the move, the menu lines and product buttons above are there for each person whose role allows them, and:

- The search box on Products also finds a size by any of its other barcodes, such as a case code, when you type the barcode's digits.
- The customer prices and price books you set are what the counter charges.

> Included on Online Store, Counter + Online Store and Whole Store plans. The website charges them too.

Your vendors are not brought over from the Suppliers cards. Look at **Stock and purchasing > Vendors** first: Dirt Road may have listed your vendors while setting the store up. Add any that are missing before your first purchase order (Add a vendor and its terms, in Chapter 4 (page 26)).

## If a screen says your products or prices are still kept in Roadside

A store that has moved over does not see the lines below. If one shows, that part of your store is still kept in Roadside.

| WHERE | THE SCREEN SAYS | WHAT IT MEANS |
|---|---|---|
| **Customer pricing, one customer's pricing page and Price books** | *These prices take effect once your store's prices are kept in Storehouse.* | What you set is saved and waits. Until then the counter charges your regular and sale prices, and so does the website on a plan with the Online Store. |
| **Barcodes, on a product** | *This store's products are still kept in Roadside, which keeps one barcode for each size. Barcodes beyond the first start once your products are kept in Storehouse.* | Adding a second barcode to a size is refused until then. |
| **Recall report, on a lot** | *This store's stock hasn't moved over to Storehouse yet, so its register and website sales aren't in the stock record and can't be listed here.* | The report cannot name the customers who bought the lot. |

Send Dirt Road a ticket from **Store account > Support** and name the screen and what it says (Send a question about Roadside, in “Ask Dirt Road for help” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/support-tickets)). Nothing you set on those screens is lost while you wait. The move is in place when **Products > Customer pricing** opens with no notice above its cards.

# 2 See who can do what, and what is waiting on Today

A Store owner and a Manager can do every Storehouse job, and Staff do the daily work of the stock room. See which presses wait for a Manager or the Store owner, and find the purchase orders someone started and never sent.

IN THIS CHAPTER


- What a Store owner, a Manager and a Staff member can each do
- The jobs Staff can do that change cost
- What a Read only person sees
- Draft purchase orders waiting on Today


## Who on your team can do what

WHERE TO FIND IT **Admin** › **Users (roles are given there)** Store owner, Manager

Included on Counter + Stock and Whole Store plans.

A Store owner and a Manager can do every Storehouse job. Staff do the daily work of the stock room: they order, receive, count, move stock and enter bills. The presses that review someone else's work, or that show what the stock cost, wait for a Manager or the Store owner. The menu lines each role sees are listed in What Storehouse adds to basic stock, in Chapter 1 (page 6).

| | STORE OWNER, MANAGER AND STAFF | STORE OWNER AND MANAGER ONLY |
|---|---|---|
| **Vendors and buying** | • Set up vendors and what each sells you<br>• Upload a vendor's price file and apply its costs<br>• Add a vendor from a price file to sizes already in the store<br>• Start, send, email, close and cancel a purchase order<br>• Read the Reorder list<br>• Take a special order and mark a customer called | • Add products from a price file<br>• Set reorder rules and make draft orders from the Reorder list |
| **Receiving and vendor bills** | • Receive a delivery and post it into stock<br>• Start a vendor return<br>• Enter a vendor bill and match it<br>• Record a vendor credit and use it on a bill | • Ship a vendor return<br>• Approve a bill that needs review<br>• Void a matched or approved bill<br>• Remove a credit from a bill it was used on, or void a credit |
| **Counting and moving stock** | • Count, and send a count for review<br>• Draft, ship and receive a transfer<br>• Set stock aside on a hold, up to what is available, and release it | • Add and change locations and bins<br>• Start, post or cancel a count<br>• Close a transfer<br>• Hold more than is available |
| **Lots and blends** | • Add lots, receive into them and copy a seed tag<br>• Start, complete and cancel a blend run | • Hold, release or recall a lot, and change the lot settings<br>• See a blend run's unit cost |
| **Products, prices and reports** | • Open Bins on a product<br>• Read Price changes | • Barcodes, Kits, Blend, Sale rules and Cost history on a product<br>• Customer pricing and price books<br>• Set up and cancel price changes<br>• Margin rules, Margin list, Stock value, Gross margin, Recall report, Regulated sales and Stock check<br>• QuickBooks files and Export your data |

Three of the jobs Staff can do change cost. Posting a receipt for a delivery adds the stock and moves the size's average cost, and cannot be undone. Applying a price file changes what a vendor charges you, and so does changing a vendor item's cost by hand.

Where a press waits for a Manager, the screen says so, as in *Shipping a return to the vendor needs someone of Manager rank or above*. A Read only person opens no Storehouse screen, and still reads a product's page without Storehouse's buttons.

Roles are given on **Admin > Users** (Give someone their own sign-in, in “Give the right people access to Roadside” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/team-roles)). It worked when a Staff member signs in and sees Purchase orders and Counts in the menu, and no Stock value.

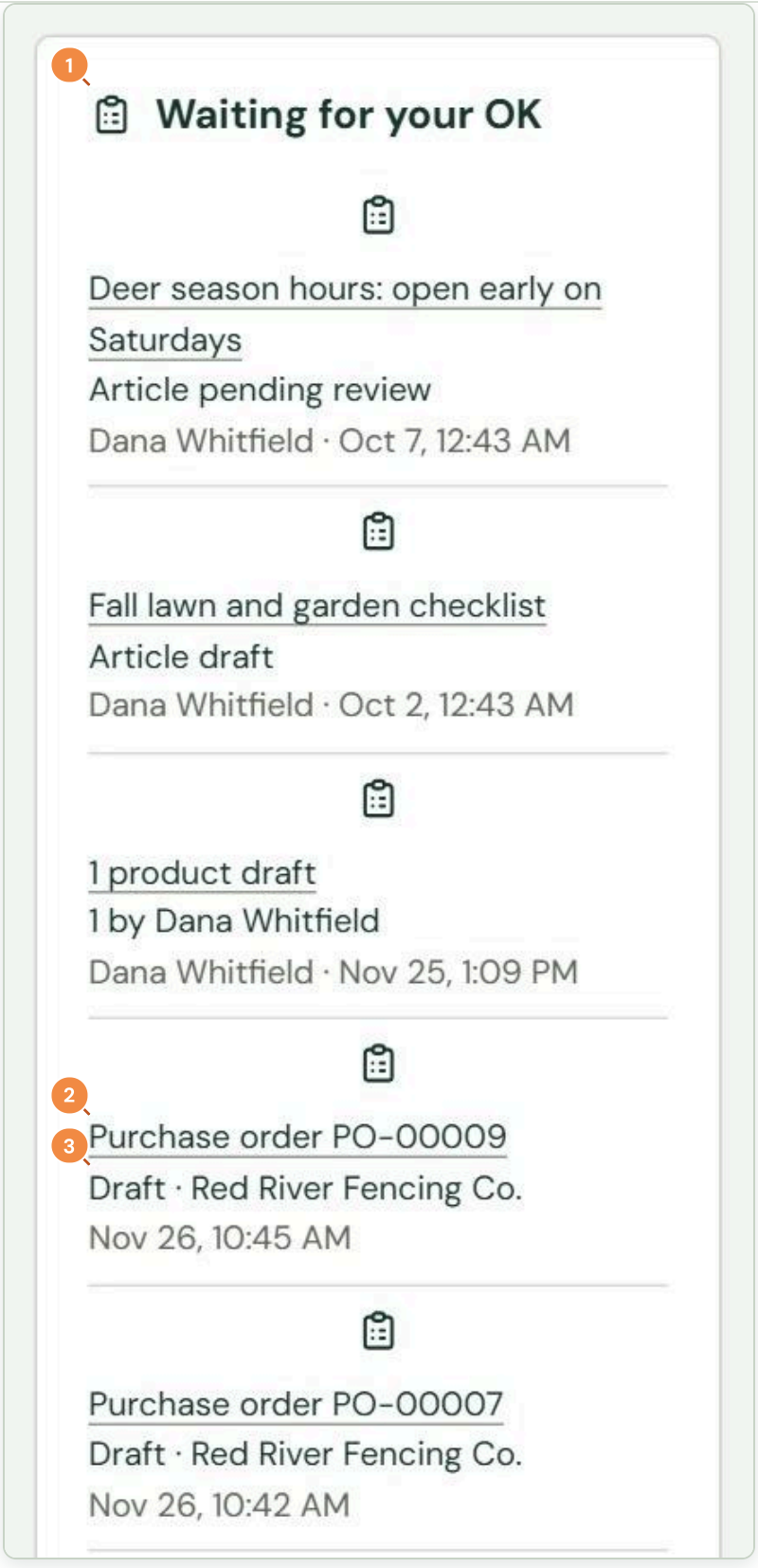
# Find draft orders waiting on Today

WHERE TO FIND IT **Today → Waiting for your OK** Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

A purchase order that was started and never sent orders nothing. Today (See what needs attention today, in “Check the store before opening” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/first-week)) lists draft orders on the **Waiting for your OK** card. The card shows only when something is waiting, and a Read only person does not see the card.

1. **Open Today and find Waiting for your OK.** Each draft order is a row reading *Purchase order* and its number, with *Draft* and the vendor under it, then the person who started it, if a person did, and the time.
2. **Press the order's title, then finish the order and send it,** (Send the order and put it on order, in Chapter 6 (page 48)), or cancel it if it is not wanted (Close or cancel an order, in Chapter 6 (page 50)). A draft order needs nobody's approval. It needs sending.


1
Waiting for your OK
Deer season hours: open early on Saturdays
Article pending review
Dana Whitfield · Oct 7, 12:43 AM
Fall lawn and garden checklist
Article draft
Dana Whitfield · Oct 2, 12:43 AM
1 product draft
1 by Dana Whitfield
Dana Whitfield · Nov 25, 1:09 PM
2
3
Purchase order PO-00009
Draft · Red River Fencing Co.
Nov 26, 10:45 AM
Purchase order PO-00007
Draft · Red River Fencing Co.
Nov 26, 10:42 AM

1. Waiting for your OK: look here for work that someone started and left.
2. Purchase order and its number: press it to open the order.
3. Draft and the vendor's name: read who the order is for.

**Waiting for your OK on Today: draft purchase orders listed with the other waiting work.**

The card shows the five newest draft orders. When there are more, a last row gives the number, such as *and 2 more*, with *Draft purchase orders* under it, and opens the Purchase orders list. An order leaves the card once it is sent or cancelled.

The same card lists other waiting work, such as a change Dusty prepared, which a Store owner or Manager looks over (Look over a change and say yes, in “Check a change Dusty prepared and give your OK” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/dusty-approvals)).

# 3 Use Storehouse's tools on a product

With Storehouse a product's page gains buttons for extra barcodes, kits, cost history and more. Add a case barcode, sell a starter pack as a kit, and read why a size's cost moved.

IN THIS CHAPTER


- Which Storehouse button on a product does which job, and who sees it
- Adding a case code or an old barcode to a size, and giving a size the store's own number
- Choosing a size's main barcode and retiring one
- Selling a size as a kit of other products
- Reading each change of a size's cost


## Find Storehouse's buttons on a product

WHERE TO FIND IT **Products** › **Products → a product's page** Store owner, Manager (Staff see Bins only)

> Included on Counter + Stock and Whole Store plans.

Storehouse's work on one product starts from the row of buttons at the top of its page. Open the product from the Products list (Read one product's record, in “Find and organize what you sell” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/products-at-a-glance)).

| BUTTON | WHAT IT IS FOR |
|---|---|
| **Barcodes** | Several barcodes for one size (Give a size more than one barcode, in Chapter 3 (page 18)). |
| **Kits** | Sell a size as a set of other products (Sell a set of products as a kit, in Chapter 3 (page 20)). |
| **Blend** | Give a size a recipe, so you can make it (Give a size a recipe, in Chapter 23 (page 158)).<br>> Your store must have the Feed Mill add-on, offered on Counter + Stock and Whole Store plans. |
| **Sale rules** | Set the rules for selling a regulated product (Mark a product's sale rules, in Chapter 22 (page 153)). |

| BUTTON | WHAT IT IS FOR |
|---|---|
| **Cost history** | Each change of a size's cost (See why a size's cost changed, in Chapter 3 (page 22)). |
| **Set up a price change** | Opens a price change with this product's SKU filled in, or the SKU of every size when it has several (Set up a price change, in Chapter 27 (page 186)). |
| **Bins** | Where each size lives at each location (Give a size its home bin, in Chapter 15 (page 112)). |

Store owners and Managers see all seven. Staff see **Bins** only, and a Read only person sees none. You are in the right place when the buttons for your role are in that row.




1 Bins: press it to read each size's home bin.

**The same product as a Staff member sees it. Bins is the one Storehouse button in the row.**

When a price change is set up for one of the product's sizes, a line under that size on the **Sizes and barcodes** card says so. It reads, for example, *Price change coming: $18.49 from* the day, with the name of the change as a link. A change that touches several sizes also gets one line above the page's cards, and that line counts the sizes in place of the price. To see which location and lot the stock behind a product is in, use Lots and expiry (Find a lot and see which sells first, in Chapter 21 (page 147)).

# Give a size more than one barcode

WHERE TO FIND IT **Products** › **Products → a product's page → Barcodes** Store owner, Manager

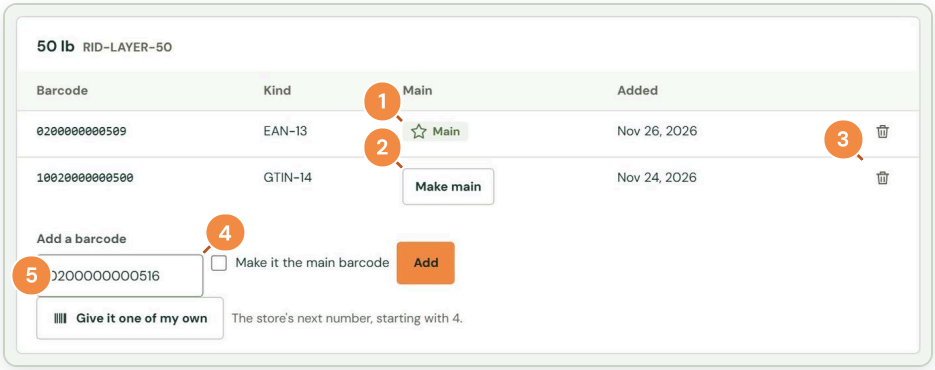
Included on Counter + Stock and Whole Store plans.

A maker changes a package and the barcode with it, or a bag comes in with no barcode at all. The Barcodes screen says: *A size can have several barcodes: the maker's, a case code, an old one, or one of your own. Any of these finds this size in the product search and at the register. The main barcode is the one the product page and labels show.*

The main barcode is also the size's **Barcode** in the product editor, where the first one was typed (Add a size and set how you sell it, in “Set sizes, prices and product photos” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/sizes-photos)). Choosing another main barcode here changes it there.

## Add a barcode

1. **Open the product and press Barcodes.** Each size has a card that lists its barcodes with their **Kind**, such as *UPC-A*, *EAN-13*, *GTIN-14* or *Store number*.
2. **Type the barcode in Add a barcode** on the card of the size it belongs to: the 8, 12, 13 or 14 digits printed under the bars.
3. **Leave Make it the main barcode unticked for a case code or an old barcode.** Ticking it makes this the barcode the product's page, the labels and the product editor show.
4. **Press Add.** Roadside answers *Barcode*, the number and *added*.




1. Main: the barcode the product's page and labels show.
2. Make main: press it to make this barcode the main one.
3. Retire: press the trash button to stop this barcode scanning.
4. Add a barcode: type the digits printed under the bars.
5. Give it one of my own: press it for the store's next number.

**The barcodes of a 50 lb bag: the maker's barcode, which is the main one, and a case code.**

For a size with no barcode on its package, press **Give it one of my own**. Roadside gives the size the store's next number, which starts with 4. It becomes the main barcode when the size had none.

It worked when the digits, typed in the search box on Products, find the product. At the counter the cashier scans it like any other: see Scan a barcode in the Crossroads POS manual.

## Choose the main barcode, or retire one

1. **Making another barcode the main one changes what the product's page, the labels and the product editor show.** The one that was main stays on the size and still scans. Press **Make main** on the row you want.

2. **To retire a barcode, check that nothing on your shelf still carries it.** A retired barcode stops finding the size, in the product search and at the register. Then press the trash button on its row and confirm.

Retiring the main barcode makes the oldest of the size's other barcodes the main one, and the message names it. If it was the only one, the size is left with none. A retired barcode can be added again. When a size has barcodes and none is main, its card reads *This size has no main barcode. Choose Make main on the one the product page and labels should show.*

When a barcode is refused, the message says why:

- *That barcode's last digit doesn't check out*, followed by the digit it should be. A digit was mistyped: read the package again.
- *This store already has the barcode*, then the number and *on a size*. A barcode belongs to one size. Retire it there first if it is on the wrong one.
- *This size isn't in Storehouse yet. Save its product once and try again.* Open the product, press **Edit** and save it.

A notice at the top of the screen that the store's products are still kept in Roadside means extra barcodes have not started for your store (How your store moves over to Storehouse, in Chapter 1 (page 10)).

# Sell a set of products as a kit

WHERE TO FIND IT **Products** › **Products → a product's page → Kits** Store owner, Manager

Included on Counter + Stock and Whole Store plans.

A chick starter pack is a feeder, a waterer and a bag of starter feed sold under one price. Make the pack a product of its own, then tell Roadside what is in it. The Kits screen says: *A kit is a size that sells as a set of your other products: a starter pack, a gift basket, a fencing bundle. It keeps no stock of its own. Each sale takes its components off, a refund puts them back, and the number you can sell is what the components' stock makes.*

WORDS TO KNOW

**Kit**
A size sold as a set of other products, keeping no stock of its own.

**Component**
One of the products inside a kit, with how many of it go in each kit.

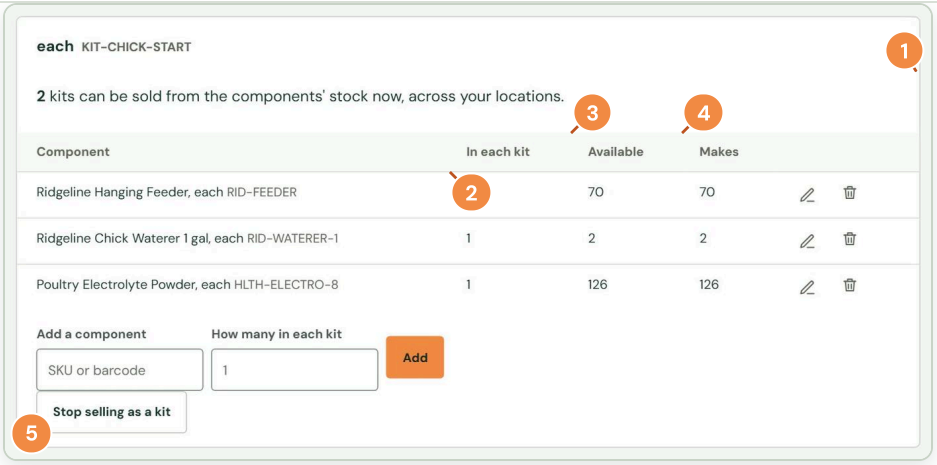
A size can be a kit when it is sold by the each, has no stock of its own, and every component tracks stock or is itself a kit (Set when a size counts as low, in “Count the shelf and record deliveries” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/stock)). A size that still has stock reads *This size has stock of its own. A kit has none, so bring its stock to 0 before you add components*. Record a shelf count of 0 for it first (Record a delivery, shelf count or damaged bag, in “Count the shelf and record deliveries” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/stock)).

1. **Open the kit's product and press Kits.** Each of its sizes has a card.
2. **Know what the first component changes.** From the first component on, the size is a kit: Roadside turns **Track** off for it, and every sale of it takes its components off stock. A refund puts them back.
3. **Type a component's SKU or barcode in Add a component and a number in How many in each kit, then press Add.** Roadside answers *Added to the kit*. Add the others the same way. One kit holds up to 50.
4. **Read the line at the top of the card.** It says how many kits the components' stock can make across your locations, such as 3.

**Available** is a component's stock on hand at all your locations together, less what is on hold. **Makes** is how many kits that component's stock covers, and the component that covers the fewest limits the kit. Stock is counted, received and corrected on the components, never on the kit.

To change a quantity, press the pen on the component's row, type the number and press **Save**. The trash button takes one component out, after asking. Taking out the last one ends the kit.

A component can be refused. *No product of the store's has that SKU or barcode*. and *That product is in the kit already. Change its quantity with the pen*. say what to fix. *Each component tracks stock: its stock is what the kit sells. Turn on Track stock for it first*. means turning **Track** on for that product first. *This size is made as a blend, so it can't be a kit too*. means a size is a kit or a blend, not both. A kit can hold another kit, one level deep.




1. How many kits the components' stock makes: read it before you promise a kit.
2. Component: each product in the kit.
3. In each kit: how many of it one kit holds. The pen changes it.
4. Available: what the store has of the component to sell.
5. Stop selling as a kit: press it to take every component out.

**A chick starter kit with three components. One of them is short, so it sets how many kits can be sold.**

### Stop selling a size as a kit

1. **Decide whether the size should keep stock of its own afterwards.** Stopping takes every component out, and sales of the size stop taking them off stock. The components and their stock stay as they are. **Track** stays off for the size until you turn it on.
2. **Press Stop selling as a kit and confirm.** Roadside answers *This size isn't a kit any more. Turn on Track stock in its product if it should keep stock of its own.*
3. **Turn Track on in the product's editor if you will stock the size itself.**

## See why a size's cost changed

WHERE TO FIND IT **Products** › **Products → a product's page → Cost history** Store owner, Manager

Included on Counter + Stock and Whole Store plans.

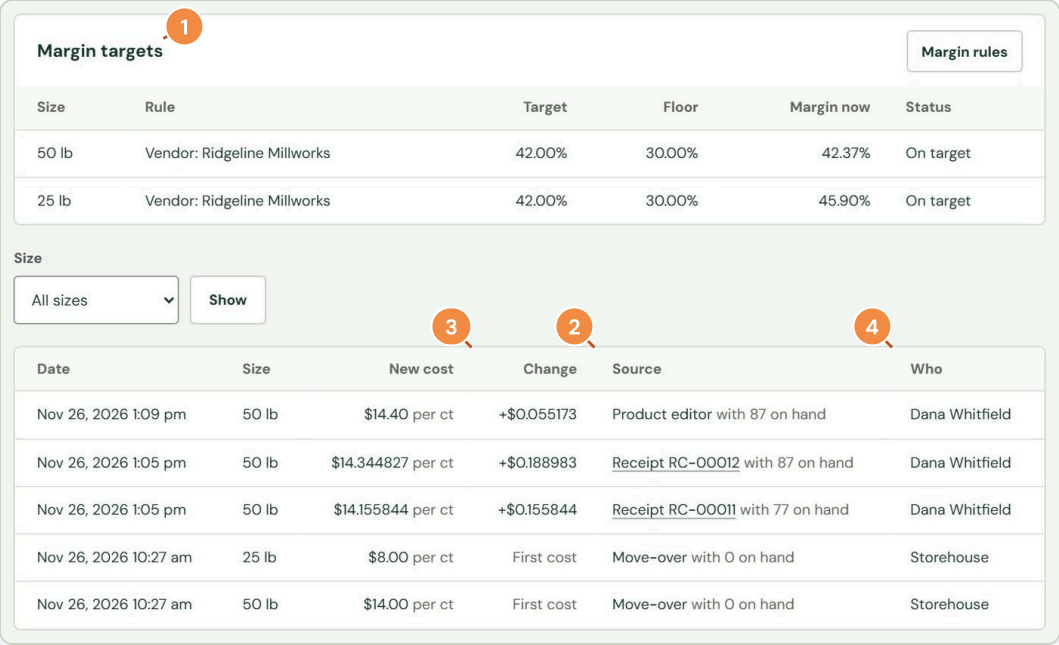
When a margin looks thinner than it did last month, Cost history shows what moved the cost. It lists each time Storehouse's cost of the product's sizes changed, newest first, with what caused it and who. It only reads: nothing on it changes a cost. Its own line says *History starts on the day Storehouse began*

*keeping it.*

1. **Open the product and press Cost history.** On a product with several sizes, choose one under **Size**, or leave *All sizes*.
2. **Read down the table. New cost** is the cost for one unit after the change. **Change** is how far it moved, or *First cost* for the first one on record. **Who** names the person who posted the receipt or typed the cost, or reads *Storehouse* for the cost brought over with your store.
3. **Read Source to see why.** Under it the row gives how many were on hand at that moment. **Older →** opens earlier changes, 50 to a page.

| SOURCE | WHAT CHANGED THE COST |
|---|---|
| **Receipt, with its number** | A receipt for a delivery was posted, and the size's average cost moved (Post the receipt into stock, in Chapter 9 (page 74)). |
| **Blend run, with its number** | A blend run was completed, and the blend took the cost of its ingredients. |
| **Product editor** | Someone typed a cost in the product editor, or saved a preferred supplier's price on the Suppliers card. |
| **Roadside** | A cost that came from Roadside another way, such as a product import. |
| **Move-over** | The cost the size had when your store moved over to Storehouse. |
| **Other** | A cost set without a reason on record. |

The **Margin targets** card shows above the table when a margin rule covers one of the sizes. It gives the **Rule**, its **Target** and **Floor**, the size's **Margin now** and a **Status**: *Below cost*, *Under floor*, *Under target* or *On target* (Set the margin you aim for, in Chapter 28 (page 194)).




1. Margin targets: read the size's margin against its target.
2. Source: what changed the cost. A receipt's number opens the receipt.
3. Change: how far the cost moved. A first cost reads First cost.
4. Who: the person, or Storehouse for the cost brought over with the store.

**Cost history for a layer feed: the cost brought over with the store, two receipts and a cost typed in the product editor.**

A vendor's quoted cost is not in this list. Changing a vendor item's cost, or applying a price file, changes what the vendor charges you and leaves the size's own cost alone until stock is received at the new cost (Review what vendors' costs did to your margins, in Chapter 5 (page 42)). It worked when a receipt that moved the size's average cost is the first line, with its number under **Source**. A receipt at the cost already in place adds no line.




PART 2

# Vendors and buying

Your vendors, their costs, and the orders you send them.

# 4 Set up the vendors you buy from

A vendor is a company you order from, with its terms, lead time and ordering email. Record what each one sells you, in their packs and at their cost, and mark the preferred vendor for each size.

IN THIS CHAPTER

- Adding a vendor with its terms, lead time and the email its orders go to
- Recording a size the vendor sells you: their item number, pack, cost and order multiple
- Marking the preferred vendor for a size, and comparing vendors
- Buying in one unit and selling in another
- Switching a vendor off, or taking one item off a vendor

## Add a vendor and its terms

WHERE TO FIND IT **Stock and purchasing** › **Vendors** Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

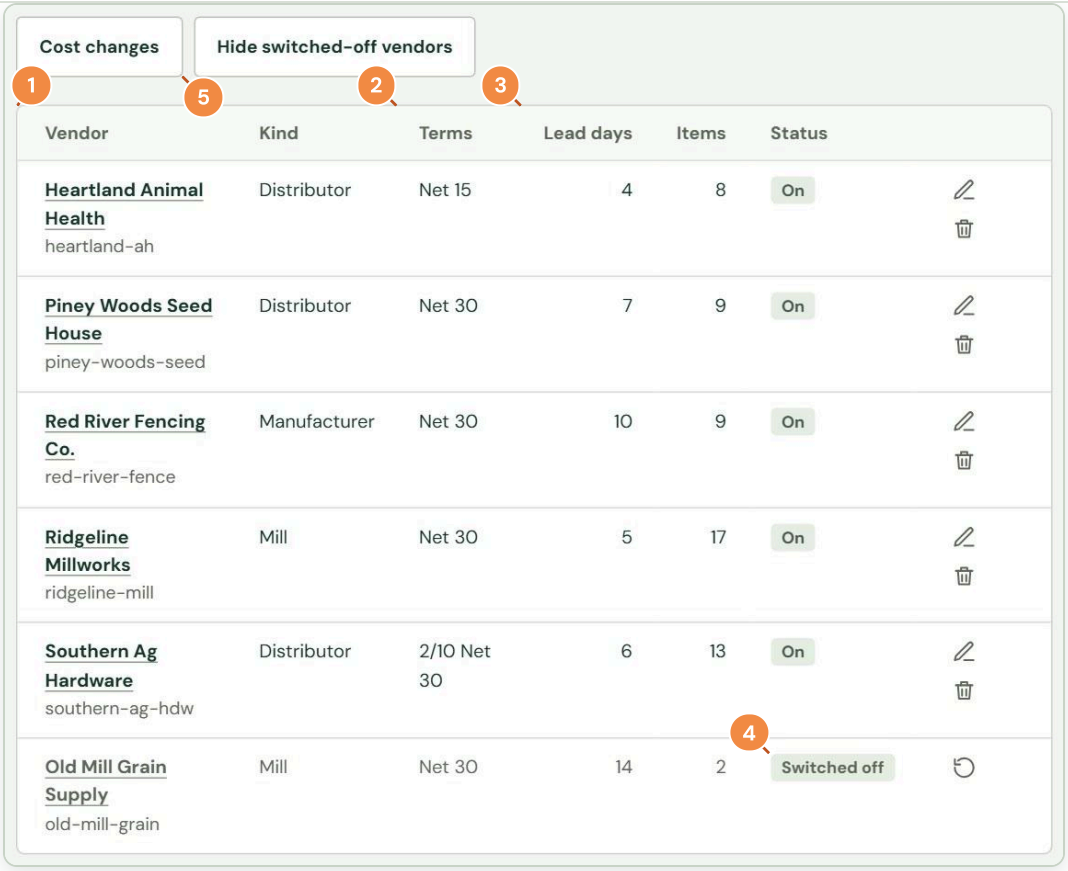
Every purchase order goes to one vendor, so the vendor comes first. The Vendors screen describes itself this way: *The companies you buy from, their terms, and what each one sells you. A vendor you stop using is switched off, never deleted, so old orders keep their history.*

Vendors is its own list. The **Suppliers** card on a product's page is a separate one that belongs to basic stock, and a supplier added there does not appear here (Record who supplies a product, in “Count the shelf and record deliveries” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/stock)).

WORDS TO KNOW

**Lead time**
The usual days from sending an order to its delivery.

**Terms**
When a vendor expects to be paid, such as Net 30.




1. Vendor: press the name to open the vendor.
2. Terms: read what you agreed with the vendor.
3. Lead days: the vendor's usual days to deliver.
4. Switched off: a vendor you stopped using. It is kept.
5. Cost changes: press it to list every change in what vendors charge you.

**The Vendors list. The last vendor is switched off and is shown because switched-off vendors are being shown.**

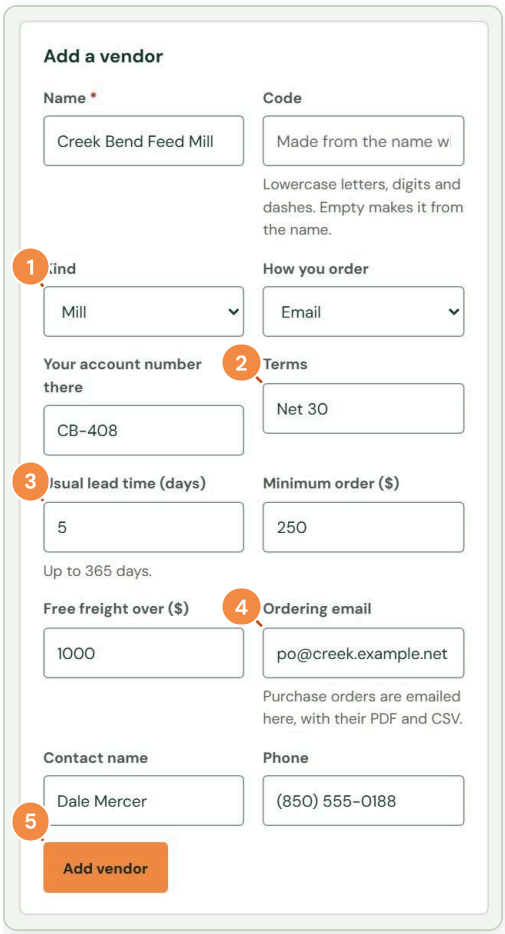
1. **Open Vendors and type the Name on the Add a vendor card.** It is the one field you must fill in. Leave **Code** empty and Roadside makes a short code from the name.

2. **Choose the Kind** (*Distributor*, *Manufacturer*, *Mill*, *Local*, *Marketplace* or *Other*) **and How you order** (*By hand*, *Email*, *Phone*, *Their website*, *EDI* or *API*). How you order is a note for your team. It does not connect Roadside to the vendor.

3. **Type Your account number there, the Terms as the vendor writes them, and the Usual lead time (days),** up to 365. **Minimum order ($)** and **Free freight over ($)** are kept on the vendor's record for you to read.

4 **Type the Ordering email if the vendor takes orders by email.** The hint says *Purchase orders are emailed here, with their PDF and CSV.* Add a **Contact name** and **Phone**.

5 **Press Add vendor.** The vendor's own page opens with *Vendor*, its name and *added. Add what it sells you below.*




1. Kind: choose what sort of company it is.
2. Terms: type them as the vendor writes them.
3. Usual lead time (days): type the usual days to deliver.
4. Ordering email: type where purchase orders are emailed.
5. Add vendor: press it to save and open the vendor.

**The Add a vendor card, filled in for a local mill.**

Two fields are used later. Without an **Ordering email**, an order to this vendor cannot be emailed from Roadside: the order says *This vendor has no ordering email, so the order can't be emailed.* A vendor bill works out its due date from the **Terms**: *Net 30*, *2% 10 Net 30* or *30 days* is 30 days after the invoice date, and *Due on receipt*, *COD* or *Cash* is the invoice date. Terms worded any other way leave the due date empty.

To change a vendor later, press the pen on its row, change the **About this vendor** card and press **Save vendor**. If a vendor is refused, the message names the field to fix. *This store already has a vendor with the code*, and the code, means two vendors cannot share a code.

# Record what a vendor sells you

WHERE TO FIND IT **Stock and purchasing** › **Vendors → a vendor** Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

A vendor's page lists the sizes it sells you, each in the vendor's own pack and at the cost they quote. A purchase order line starts from these.

WORDS TO KNOW

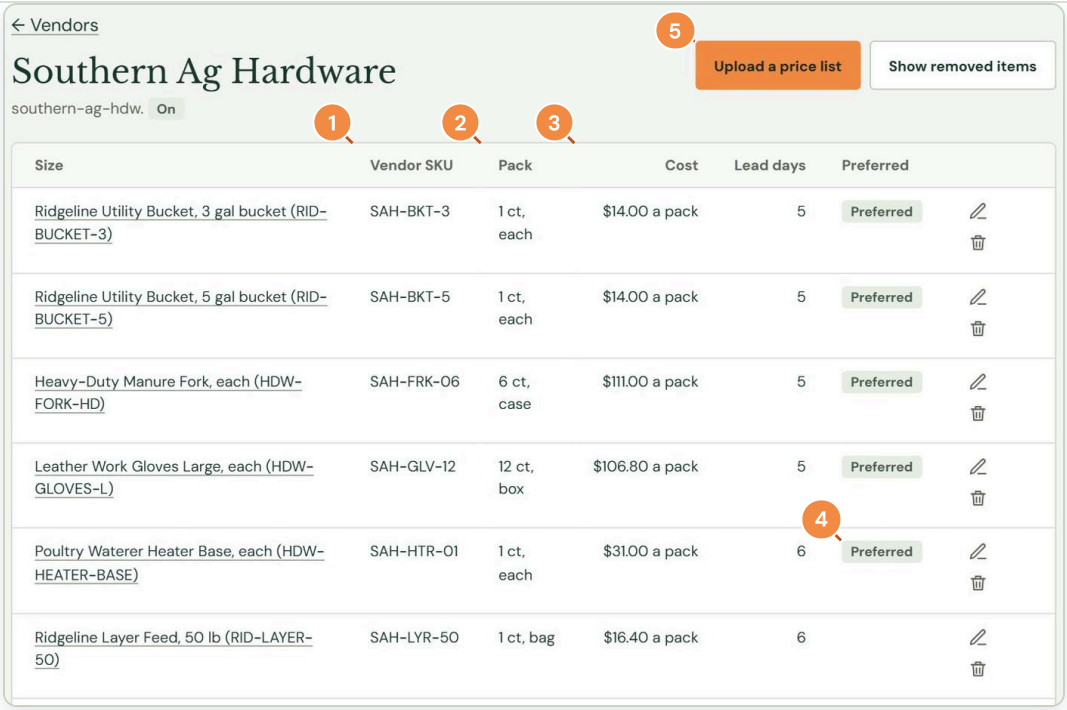
### Vendor item

One size a vendor sells you, with their item number, pack and cost.

### Preferred vendor

The vendor a size's purchase orders and reorder suggestions start from.

1. **Open the vendor and type the size in Size (SKU or name),** on the **Add an item this vendor sells** card. Your own SKU for the size is the sure way. Part of the product's name works when it matches one size only.
2. **Type the Vendor's SKU,** which is their item number, and **Their description** if it differs from yours.
3. **Describe the pack. Pack holds** is how many, **Of this unit** is the unit and **Pack is a** is the package word. A pallet of 50 bags is *50*, *ct* and *pallet*, and shows as *50 ct, pallet*. Leave **Pack holds** empty for a pack of one.
4. **Type Sold in multiples of (packs) when the vendor sells the item only so many packs at a time,** such as *12*. It takes a whole number from 1 to 10,000. **Lead time (days)** is for an item that differs from the vendor: *Empty uses the vendor's*.
5. **Type the cost one way.** Fill in **Cost per pack ($)**, or **Or cost per unit ($)** for bulk quoted by the pound or the gallon, with up to six decimals. The table shows it as quoted, such as *$925.00 a pack* or *$0.3445 per lb*.
6. **Tick Preferred vendor for this size (takes it from the size's other vendor) only if orders for the size should start here.** A size has one preferred vendor, and ticking the box takes it from whichever vendor had it.
7. **Press Add item.** Roadside answers *Added* and the size, which is then a row of **What this vendor sells**.

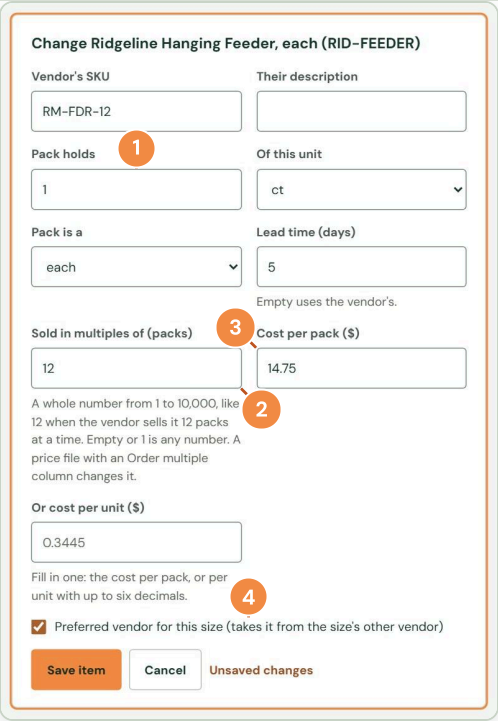



1. Vendor SKU: their item number for the size.
2. Pack: what one pack holds, such as 50 ct, pallet.
3. Cost: what they charge, a pack or a unit.
4. Preferred: this vendor is where the size's orders start.
5. Upload a price list: press it to update these costs from the vendor's file.

**A vendor's page: the sizes it sells you, with its item number, pack and cost for each.**

The cost here is what this vendor charges you. Saving it does not change the size's own cost, its price or its stock. The size's average cost moves when stock is received (Post the receipt into stock, in Chapter 9 (page 74)).

To change an item, press the pen on its row. The card becomes **Change** and the size's name. A cost you change there replaces what this vendor charges from then on: lines added to a purchase order afterwards start at it, and the change is listed on Cost changes as *By hand* (Review what vendors' costs did to your margins, in Chapter 5 (page 42)). Press **Save item**, and Roadside answers *Item saved*.




1. Pack holds: type how many one pack holds.
2. Sold in multiples of (packs): type how many packs the vendor sells at a time.
3. Cost per pack ($): type what the vendor charges for one pack.
4. Preferred vendor for this size: tick it to start the size's orders here.

**Changing one item: the cost per pack is typed and not yet saved.**

A vendor can sell you one size in two packs, by the bag and by the pallet. Add each pack as an item of its own, with its own vendor SKU. An item can be refused: *Fill in the pack cost or the cost per unit, not both.*, *No size of this store has the SKU or name* you typed, *That vendor already has an item with the SKU* you typed, or *This vendor is switched off. Turn it on before adding items.*

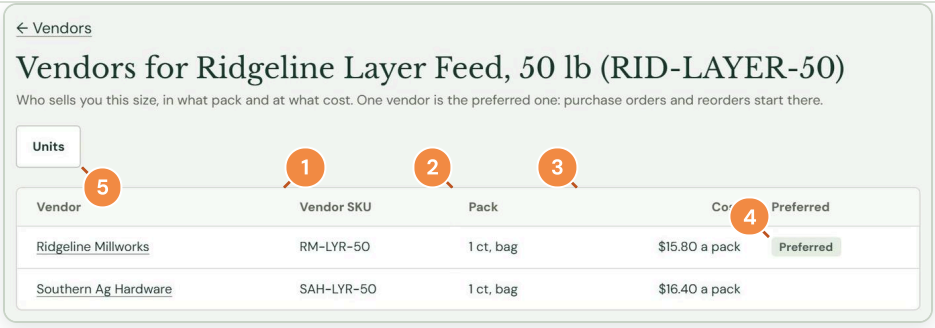
# Compare the vendors for one size

WHERE TO FIND IT **Stock and purchasing** › **Vendors → a vendor → a size** Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

When two vendors sell the same bag, one screen sets them side by side. Its own line says *Who sells you this size, in what pack and at what cost. One vendor is the preferred one: purchase orders and reorders start there.*

1. **Open a vendor that sells the size and press the size's name.** The page **Vendors for** the size opens, with each vendor's **Vendor SKU**, **Pack** and **Cost**. Packs differ, so compare the cost of the same amount: a pallet of 50 against 50 single bags.
2. **To add another vendor for the size, use Add a vendor for this size.** Choose the **Vendor** and fill in the same fields as on a vendor's page. Ticking **Preferred vendor for this size** here takes it from the vendor that had it. Then press **Add vendor**.




1. Vendor: press the name to open that vendor.
2. Pack: compare what each vendor's pack holds.
3. Cost: compare what each charges.
4. Preferred: the vendor the size's orders start from.
5. Units: press it to set a conversion for the item.

**The two vendors of a 50 lb bag. The first is the preferred one.**

It worked when Roadside answers *Vendor added for this size.* and the vendor is a row of the table. The **Vendor** list offers the vendors that are on. This page only adds: to change an item, open that vendor's page (Record what a vendor sells you, in Chapter 4 (page 29)); to take one off, use its trash button there (Stop buying from a vendor or an item, in Chapter 4 (page 33)).

# Buy in one unit and sell in another

WHERE TO FIND IT **Stock and purchasing** › **Vendors → a vendor → a size → Units** Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

Molasses is kept by the pound and can be bought or sold by the gallon. Roadside cannot know how many pounds are in a gallon of it until you say so. The Units screen puts it this way: *molasses kept in pounds sells by the gallon at 59/5 pounds a gallon.* Units of the same kind need nothing from you. Pounds and tons are both weights, and quarts and gallons are both volumes, so Roadside converts them itself.

1. **Open the size's vendors and press Units.** The page **Units for** the item opens. Its first line names the unit the item is kept in.
2. **Check the number before you add it.** A conversion can be changed afterwards. It cannot be removed.

3. **Choose the Unit in Add a conversion and type how many of the item's own unit one of it is.** The box takes *A whole number (2), a decimal (11.8) or a fraction (59/5).*
4. **Press Add conversion.** Roadside answers *Added: one*, the unit, *is* and the amount.

It worked when the unit is a row of the table with your number under **One of it is** and its reading under **As a decimal**. To correct it, press the pen on the row, type the number and press **Save conversion**. A unit of the item's own kind is refused, with a message that ends *Only a unit of another kind needs a conversion here.*

# Stop buying from a vendor or an item

WHERE TO FIND IT **Stock and purchasing** › **Vendors** Store owner, Manager, Staff

> Included on Counter + Stock and Whole Store plans.

Nothing on these screens is deleted. A vendor is switched off and an item is removed, and both are kept so old orders, receipts and bills still read right. Either can be turned on again.

## Switch a vendor off

1. **Know what switching off does.** The vendor leaves the list you choose from when you start a purchase order, a receipt, a bill or a credit, and no item can be added to it. Its orders and its history stay as they are.
2. **Press the trash button on the vendor's row,** or open the vendor and press **Switch this vendor off**, and confirm. Roadside asks *Switch off* the vendor*? It is kept, and you can turn it on again.* The row then reads *Switched off*.

The list hides switched-off vendors. Press **Show switched-off vendors** to see them, and the arrow button on a row, **Turn on**, to bring one back.

## Take one item off a vendor

1. **Know what removing does.** The item cannot go on another purchase order line, and it stops being the size's preferred vendor. Order lines already open keep it. If it was the preferred one, the size has no preferred vendor until you tick the box on another.
2. **Open the vendor, press the trash button on the item's row and confirm.** Roadside answers *Item removed. It is kept in case you sell it again.* When open orders use the item it adds how many, such as *2 open order lines still use it and stay as they are.*

A removed item is hidden. Press **Show removed items** on the vendor's page: the row carries the badge *Removed* and an arrow button, **Turn on**. Turning it on does not make it preferred again: press the pen and tick the box if it should be.

# 5 Update vendor costs from a price list

Upload a vendor's price list and see every cost that went up or down before anything changes. Apply the ones you accept, add new items from the file, and check what each change does to your margin.

IN THIS CHAPTER

- Uploading a vendor's price list as a CSV or Excel file
- Telling Roadside which column holds the vendor SKU and the pack cost
- Reading the dry run and applying the cost changes you accept
- Adding the file's new items to a vendor, or to your store as products
- Reviewing what vendors' cost changes did to your margins

## Upload a vendor's price list

WHERE TO FIND IT **Stock and purchasing** › **Vendors → a vendor → Upload a price list**

Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

When a mill sends its prices for next month, upload the file to that vendor. The screen promises: *You see a dry run first, and nothing changes until you apply it. Retail prices never change on their own.*

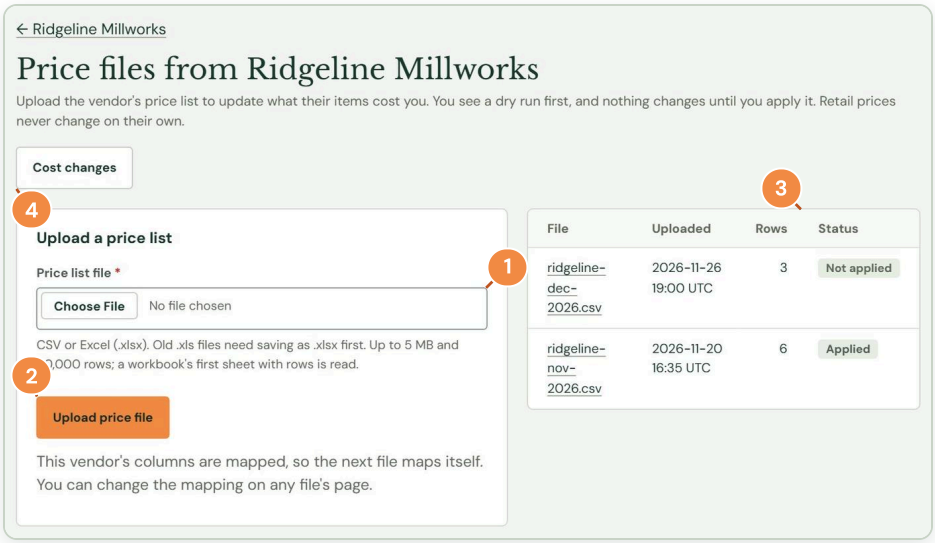
WORDS TO KNOW

**Price file**

A vendor's price list uploaded to update what their items cost you.

1. **Open the vendor, press Upload a price list and choose the file under Price list file.** The hint gives the limits for one file: *CSV or Excel (.xlsx). Old .xls files need saving as .xlsx first. Up to 5 MB and 50,000 rows; a workbook's first sheet with rows is read.*

2 **Press Upload price file.** Uploading changes no cost. Roadside answers with the row count, such as *Price file uploaded: 214 rows. Nothing has changed yet.*, and opens the file's page, which reads *Not applied*.




1. Price list file: choose the vendor's file on your computer.
2. Upload price file: press it to read the file. Nothing changes yet.
3. Status: Applied, or Not applied.
4. Cost changes: press it to list this vendor's cost changes.

**Price files from one vendor: a file that was applied and one that was not.**

The first file from a vendor opens on its columns, and later files open on the dry run. The list holds the vendor's 20 newest files, with upload times printed in UTC. Roadside keeps a file's rows and not the file itself, so keep your own copy. A file over a limit is refused with what to do, such as *That file has more than 50,000 rows. Split it into parts and upload each.* A workbook locked with a password is refused too.

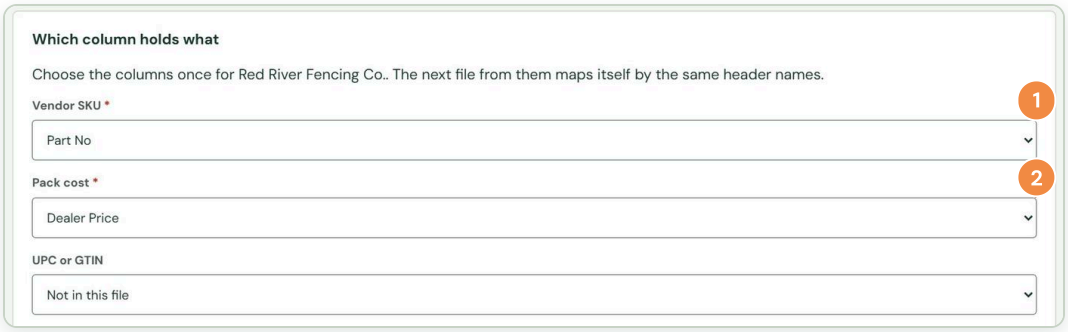
# Tell Roadside which column is which

WHERE TO FIND IT **Stock and purchasing** › **Vendors → a vendor → a price file** Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

Every vendor lays its price list out differently. The first time, you say which column holds what, on the card **Which column holds what**. It says *The next file from them maps itself by the same header names.* Saving the columns changes no cost.

1. **Choose the columns for Vendor SKU and Pack cost.** Both are required. Each list holds the file's own column headings, and the file's first rows are shown under the card.
2. **Choose the others the file has,** and leave the rest at *Not in this file*. **UPC or GTIN** lets a row match by barcode, and finds rows for sizes you already carry. **Pack size** is checked against the item's pack. **List price** can price new items from the file. **Order multiple** updates how many packs the item is sold in at a time.
3. **Press Save the mapping.** Roadside answers *Mapping saved. The next file from* the vendor *maps itself.*, and the page shows the dry run. **Change the mapping**, on a file that is not applied, opens the columns again.




1. Vendor SKU: choose the column with their item number.
2. Pack cost: choose the column with the cost of one pack.

**A vendor's first file, with its two required columns chosen.**

# Check the dry run and apply the costs

WHERE TO FIND IT **Stock and purchasing** › **Vendors → a vendor → a price file** Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

The dry run sorts the file's rows into groups and sets every new cost against your price. You tick the changes you accept. Staff can apply a price file.

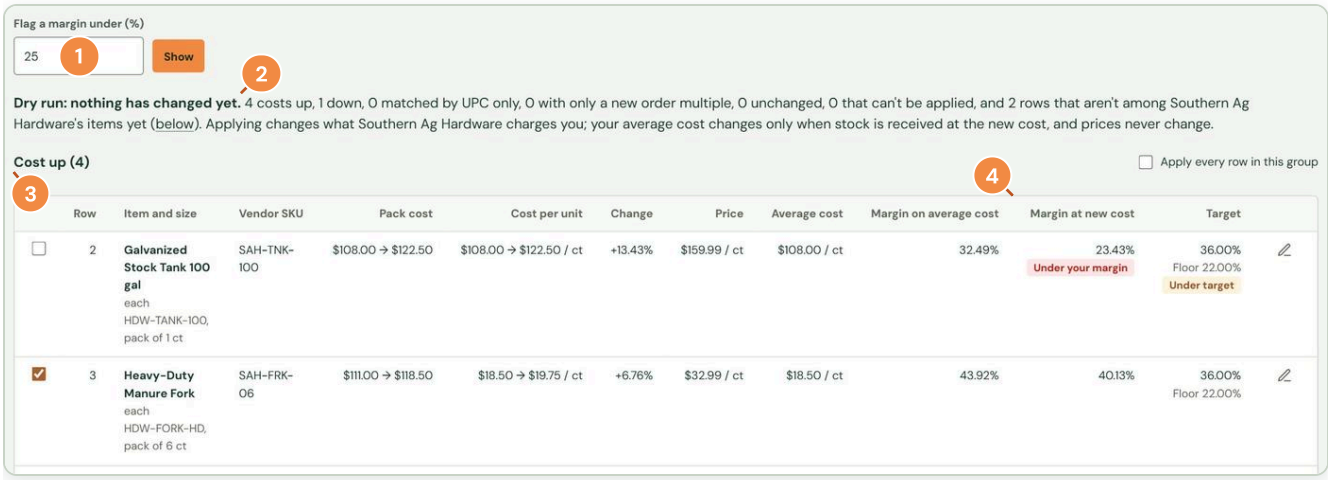
WORDS TO KNOW

**Dry run**

A preview of what a file would change, made before anything changes.

The groups are **Cost up**, **Cost down**, **Matched by UPC only (the SKU differs)**, **Order multiple only (the cost is the same)**, **Unchanged** and **Can't be applied**, which gives each row's reason under **Why**. Applying a row matched by UPC also changes the item's vendor SKU to the file's.

1. **Read the line that begins *Dry run: nothing has changed yet.*** It counts the costs up and down and the rows in each other group.
2. **Type a percent in Flag a margin under (%) and press Show,** to have thin margins marked. A row whose **Margin at new cost** would fall under it is marked *Under your margin*. With the box empty, only rows that would sell *Below cost* are marked.
3. **Add the file's new items first, if you want any.** Once a file is applied, its page lists what it changed and the lists of new rows are gone (Add the file's new items, in Chapter 5 (page 39)).
4. **Tick what you accept:** single rows, or **Apply every row in this group**. A group shows its first 500 rows, and its tick box covers every row in the group, shown or not.
5. **Check the ticks, because an upload is applied once.** Applying changes what this vendor charges you for each ticked row, and lines added to a purchase order afterwards start at the new cost. It changes no selling price and no average cost. Rows you leave unticked keep their cost, and this file's page offers no second apply. To apply the same file again, upload it again and tick **Apply this file again, though it was applied before**.
6. **Press Apply the ticked changes.** Roadside answers with the count, such as *Applied 3 cost changes and 1 order-multiple update. Prices are as they were.*




1. Flag a margin under (%): type a percent and press Show.
2. Dry run: nothing has changed yet. Read the counts first.
3. Cost up: the items whose cost would rise. Tick the ones you accept.
4. Margin at new cost: what your price would leave you.

**A dry run with four costs up, flagging any margin that would fall under 25%.**

The press can also be refused, and then nothing is applied. *Tick the groups or rows to apply.* means nothing was ticked. *The vendor items or the mapping changed since this dry run. Look at it again before applying.* means an item changed while the page was open. A file that was applied before warns *Applying it again puts back the costs it had, over any change made since.*, and is refused until you tick **Apply this file again, though it was applied before**.

It worked when the file reads *Applied*, with the time, who applied it and how many costs changed. A higher cost does not raise a price. A Store owner or Manager presses the pen on a row to open the product, or schedules a price change (Set up a price change, in Chapter 27 (page 186)).

## Add the file's new items

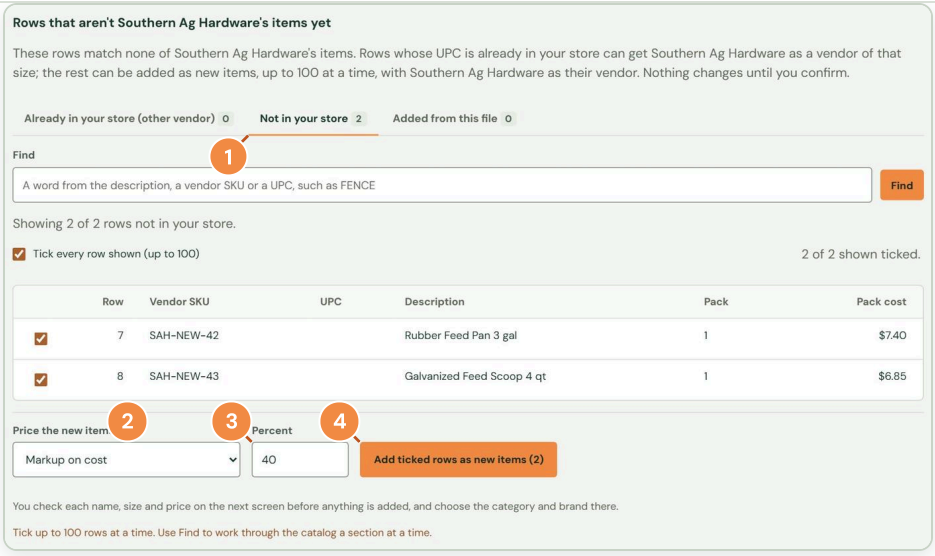
WHERE TO FIND IT **Stock and purchasing** ›

**Vendors → a vendor → a price file → Rows that aren't the vendor's items yet**

Store owner, Manager (Staff can add the vendor to sizes already in the store)

Included on Counter + Stock and Whole Store plans.

Under the dry run, three tabs hold the rows that are not the vendor's items yet. **Already in your store (other vendor)** has rows whose UPC is the barcode of a size you carry. **Not in your store** has rows that match nothing you carry. **Added from this file** lists each row already added. Work here before you apply the file.




1. Not in your store: rows that match nothing you carry.
2. Price the new items by: choose where their prices come from.
3. Percent: type the margin or the markup.
4. Add ticked rows as new items: press it to open the plan. Nothing is added yet.

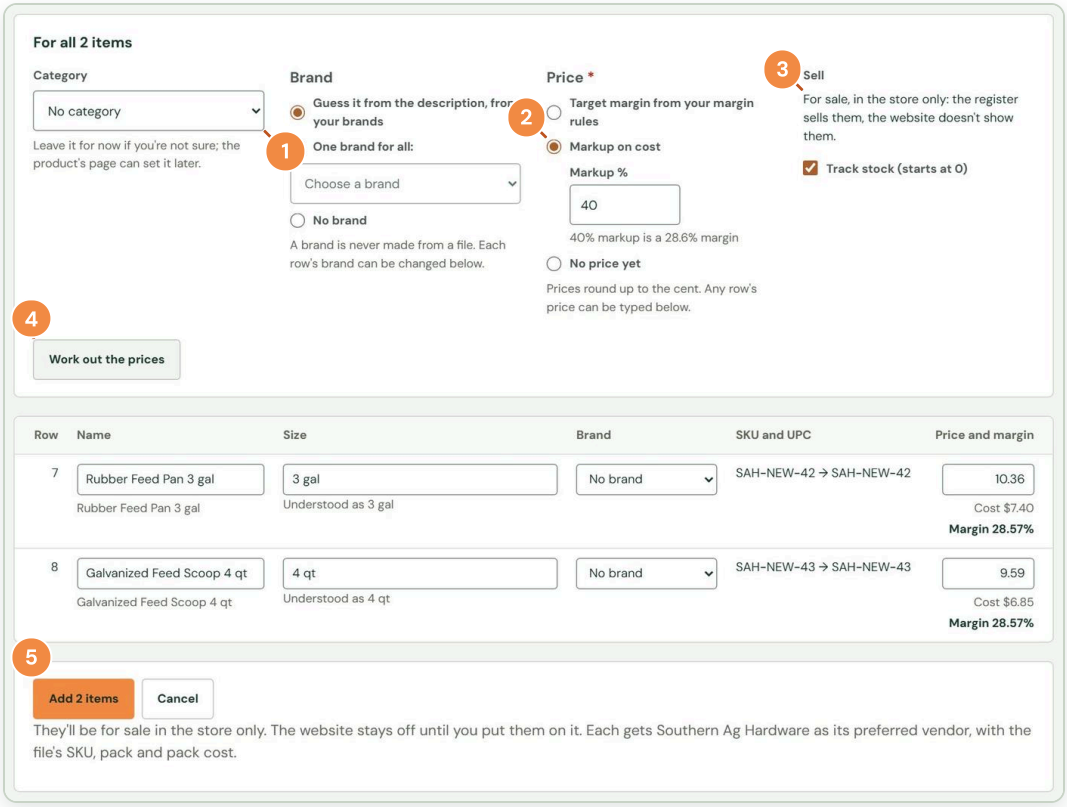
**Not in your store, with two rows ticked and the price set to a 40% markup on cost.**

## Add the vendor to sizes you already carry

1. **Open Already in your store (other vendor) and tick the rows,** up to 100 at a time. Store owners, Managers and Staff can do this.

2. **Each ticked size gets a vendor item for this vendor, with the file's SKU, pack and pack cost.** The screen says *The size's price, cost, name and stock don't change, and your preferred vendor stays as it is*. Press the button that begins **Add** and ends **as a vendor for the ticked sizes**. Roadside answers with the count, such as *Added 4 vendor items for* the vendor.

# Add rows as products




1. Category: choose one for all the items, or leave it for later.
2. Price: choose the rule the prices are worked out by.
3. Sell: read where the items will be for sale.
4. Work out the prices: press it after any change.
5. Add 2 items: press it to make the products.

**The plan for two rows, with the prices worked out and nothing added yet.**

1. **Open Not in your store and tick the rows you will stock,** up to 100 at a time. This job is for Store owners and Managers. Staff read *Adding products needs the Products permission. Ask the owner.*

2. **Choose Price the new items by:** *List price from the file* when a list price column is mapped, *Target margin from your margin rules*, *Markup on cost* or *No price yet (drafts)*. For a margin or a markup, type the **Percent**.

3. **Press Add ticked rows as new items and check the plan.** Nothing is added yet. The card that begins **For all** sets a **Category**, a **Brand**, the **Price** rule and **Track stock (starts at 0)**. Type over any row's name, size, brand or price, then press **Work out the prices**. After a change the add button stays off until you do.

4. **Read the Sell line before you add.** The press makes real products, each with this vendor as its preferred vendor and the file's SKU, pack and pack cost. With a price they are *For sale, in the store only: the register sells them, the website doesn't show them.* With no price they are *Drafts: not for sale anywhere yet. The register won't sell a draft. Set a price on each item to sell it.*
5. **Press the button that reads Add and the number of items.**

It worked when the page **New items added** reads *Added 2 items and 2 vendor items.* and lists each row as *Added*. A row the plan could not use is *Skipped* with its reason, and stays under **Not in your store**. The other rows are added together: if one fails to save, none are. If the file or your products changed while the plan was open, the add is refused and asks you to look at the file again.

> Included on Online Store, Counter + Online Store and Whole Store plans. Putting one of these products on the website is done in its product editor (Put a finished product on the website, in "Add, publish or put away a product" in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/add-a-product)).

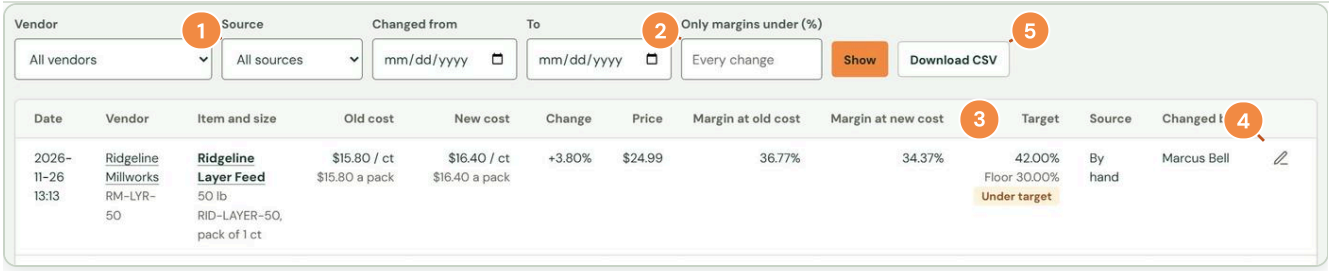
## Review what vendors' costs did to your margins

WHERE TO FIND IT **Stock and purchasing** › **Vendors → Cost changes** Store owner, Manager, Staff

> Included on Counter + Stock and Whole Store plans.

Cost changes lists every change in what a vendor charges you, whether a price file made it or someone typed it on the vendor's page. It sets each against *the size's margin at its walk-in price today. Nothing here changes a price: open the product to decide on one.*

1. **Open Vendors and press Cost changes.** The same button on a vendor's price files opens it for that vendor alone.
2. **Narrow the list** with **Vendor**, **Source**, the dates **Changed from** and **To**, and **Only margins under (%)**, then press **Show**. A *0* in the margin box lists only changes that put a size below cost at today's price.
3. **Read a row.** A Store owner or Manager then presses its pen to open the product and decide on its price there. A row gives the old and new cost, today's **Price**, the margin at each cost, the size's **Target**, the **Source** and who changed it. An amount marked *Now* under the new cost means it has changed again since.




1. Source: choose Price file or By hand to see one kind.
2. Only margins under (%): type a percent to see the changes that hurt.
3. Margin at new cost: what today's price leaves you at the new cost.
4. The pen: press it to open the product and decide on its price.
5. Download CSV: press it for a file of the same changes.

**Cost changes, with the newest change at the top.**

The screen shows the 500 newest changes that fit what you chose, and **Download CSV** gives up to 5,000. It worked when one vendor and the last week shows the file you applied, with the source *Price file*. A Store owner or Manager can see every size under its target on the Margin list (Find what sells below cost or under target, in Chapter 28 (page 196)).

# 6 Order from a vendor with a purchase order

Start an order for one vendor, add what you need in their packs, and send it. Email it with its PDF, or download it, and close what will never come.

IN THIS CHAPTER

- Start an order for one vendor and one delivery location
- Add lines in the vendor's packs, and mark free goods
- Send the order so its lines count as on order
- Email the order to the vendor, or download its PDF and CSV
- Close an order whose rest will never come, or cancel a mistake
- Have Dusty draft an order from your reorder rules

## Start a purchase order

WHERE TO FIND IT **Stock and purchasing** › **Purchase orders** Store owner, Manager, Staff

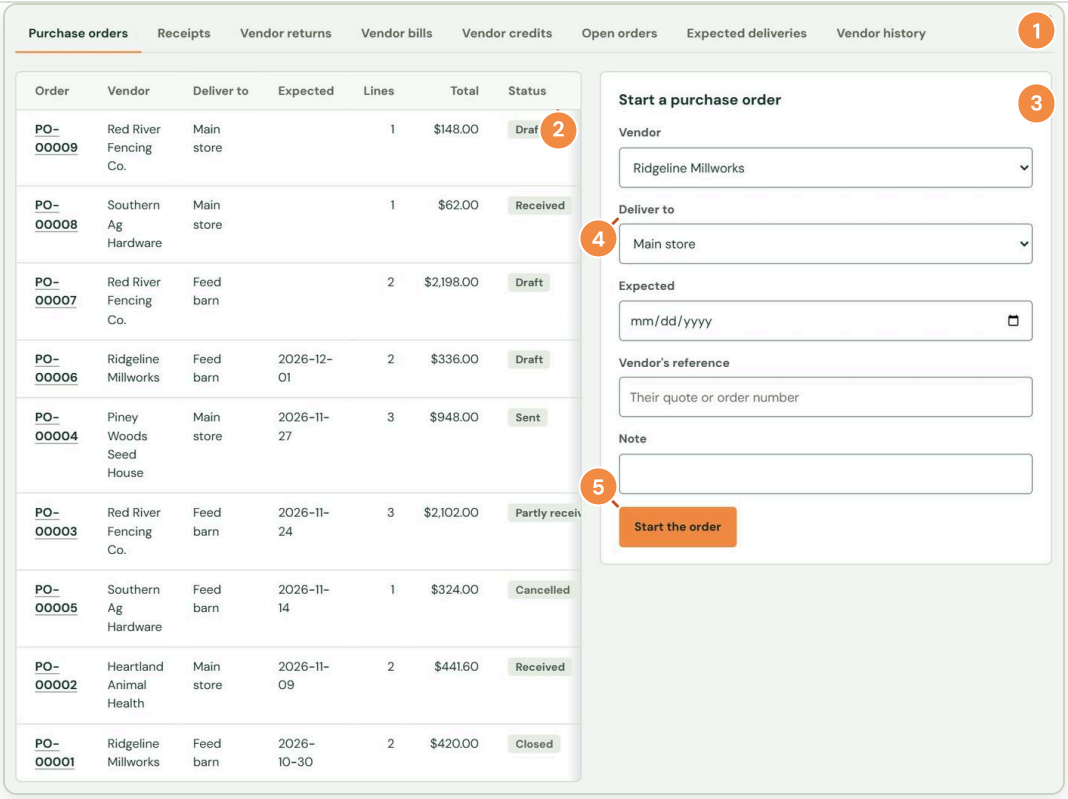
Included on Counter + Stock and Whole Store plans.

A purchase order is for one vendor and one delivery location. Starting one makes a draft. Nothing is on order until you send it, and nothing reaches the vendor until you email it.

WORDS TO KNOW

**Purchase order**
Your order to one vendor for stock delivered to one of your locations, numbered PO-00001 and up.

**On order**
What a sent purchase order still has coming. It comes off as receipts are posted, or when the order is closed or cancelled.

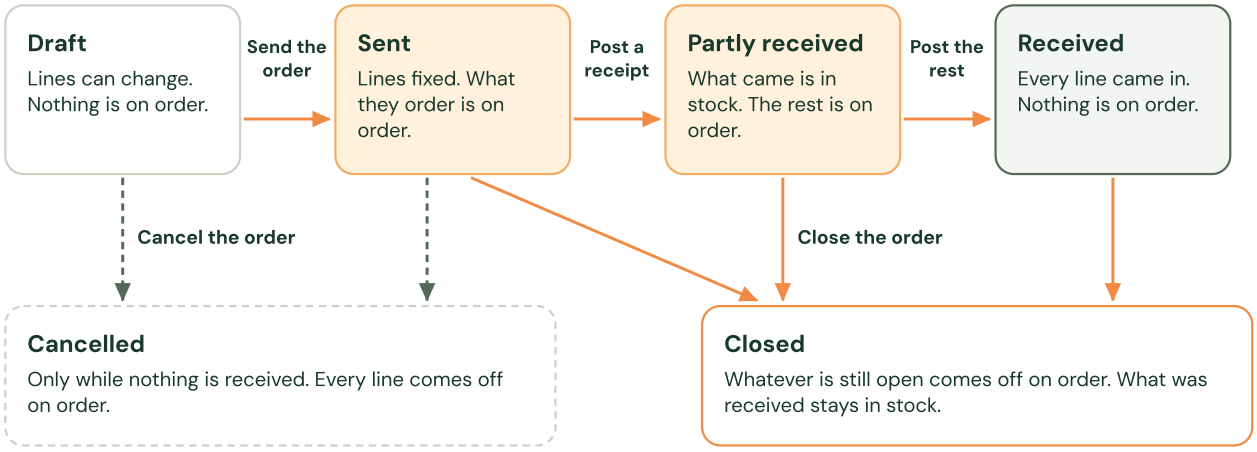



1. Move between orders, receipts, returns, bills, credits and the three reports.
2. Read where each order stands.
3. Choose the vendor the order goes to.
4. Choose the location the delivery goes to.
5. Press to make the draft.

**Purchase orders in several states, with Ridgeline Millworks chosen to start another.**

1. **Open Purchase orders** and find the **Start a purchase order** card.
2. **Choose the Vendor.** Only vendors that are switched on are listed. *Add a vendor first: purchase orders go to one of your vendors.* means the store has none (Add a vendor and its terms, in Chapter 4 (page 26)).
3. **Choose Deliver to.** The default location is chosen for you. A delivery to two places needs two orders.
4. **Fill in what you know. Expected** is the whole order's delivery day. **Vendor's reference** takes their quote or order number. **Note** stays off the vendor's copy.
5. **Press Start the order.** Roadside says *Purchase order PO-00001 started.* with its number, and the order opens as **Draft**.

Today's **Waiting for your OK** lists the newest five drafts, then *and 2 more* (Find draft orders waiting on Today, in Chapter 2 (page 14)).




Email to vendor is a separate press on a sent order. Sending alone tells the vendor nothing.

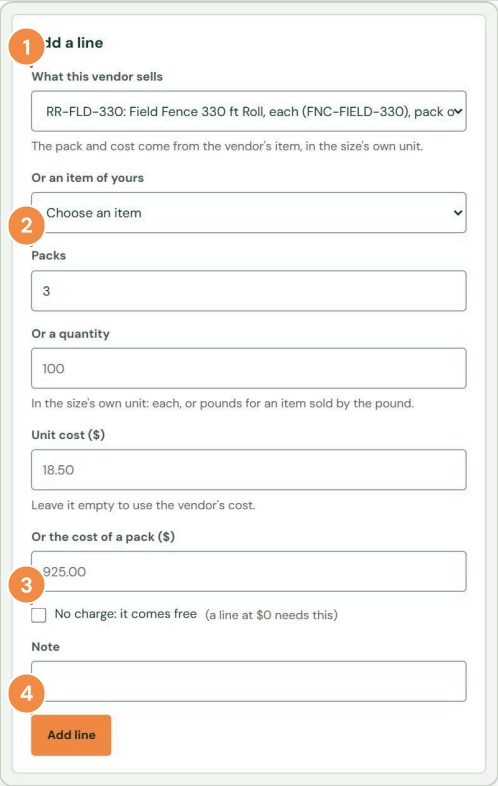
**A purchase order from draft to closed, and when it counts as on order.**

# Add what you need in the vendor's packs

WHERE TO FIND IT **Stock and purchasing** › **Purchase orders → an order** Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

Lines change only while the order is a draft. A sent order refuses a change with *A sent order's lines don't change: close it and order again*.




1. Choose one of the vendor's items.
2. Type how many of the vendor's packs to order.
3. Tick for goods that come free.
4. Press to put the line on the order.

**The Add a line card on a draft order, filled in.**

1. **Choose the item** under **What this vendor sells**. *The pack and cost come from the vendor's item, in the size's own unit.* For a size this vendor has no item for, use **Or an item of yours** and type its cost.
2. **Type Packs,** or **Or a quantity** in the size's own unit: each, or pounds.
3. **Leave the cost empty to use the vendor's cost,** or type **Unit cost ($)** or **Or the cost of a pack ($)**.
4. **Tick No charge: it comes free** for free goods. A $0 line without it is refused: *That line has no cost. Enter what it costs, or mark it no charge if it came free.*
5. **Press Add line.** Roadside says *Line added.* The line shows its packs, quantity and line total, under **Order total**. **On order** reads 0 until the order is sent.

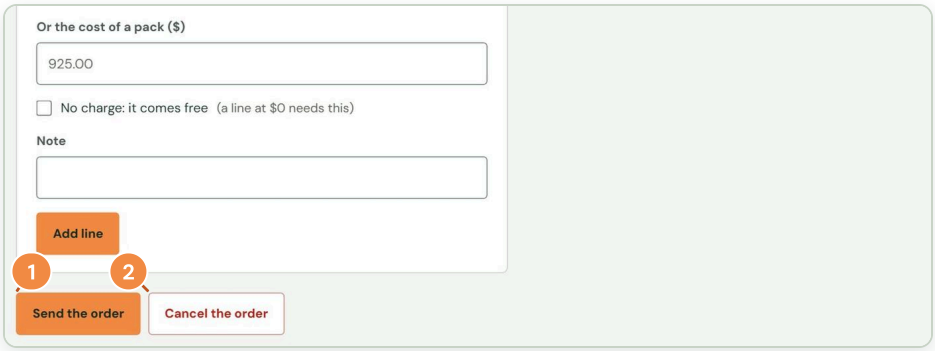
An item the vendor sells so many packs at a time (Record what a vendor sells you, in Chapter 4 (page 29)) reads *Sold in 12s: sent as 12 ct. The extra goes on the shelf.* when the quantity is not a whole multiple: sending raises the line, and its total, to the next multiple. A line's pen changes it; its trash button removes it, leaving it marked **Removed**. The draft's **Order details** card changes **Expected**, **Vendor's reference** and **Note** with **Save details**. Once the order is sent, its expected date stays.

# Send the order and put it on order

WHERE TO FIND IT **Stock and purchasing** › **Purchase orders → an order** Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

Sending changes the order in Roadside only. Its quantities then count as on order. It does not reach the vendor: emailing is a separate press (Email or download the order for the vendor, in Chapter 6 (page 48)).




1 Press to fix the lines and put them on order.

2 Press instead if the draft is a mistake.

**The two buttons at the foot of a draft order.**

1. **Check every line.** A draft whose lines were all removed is refused: *An order needs a line before it's sent.*
2. **Know what sending does.** The lines stay as they are from then on, a line sold in multiples is raised to its next whole multiple, and every line goes on order. Nothing goes to the vendor.
3. **Press Send the order** and confirm *Send PO-00007? Its lines then stay as they are and go on order.*

It worked when the badge reads **Sent** and **On order** shows each line's quantity. When the truck comes, receive against the order (Receive a delivery against its purchase order, in Chapter 9 (page 69)).

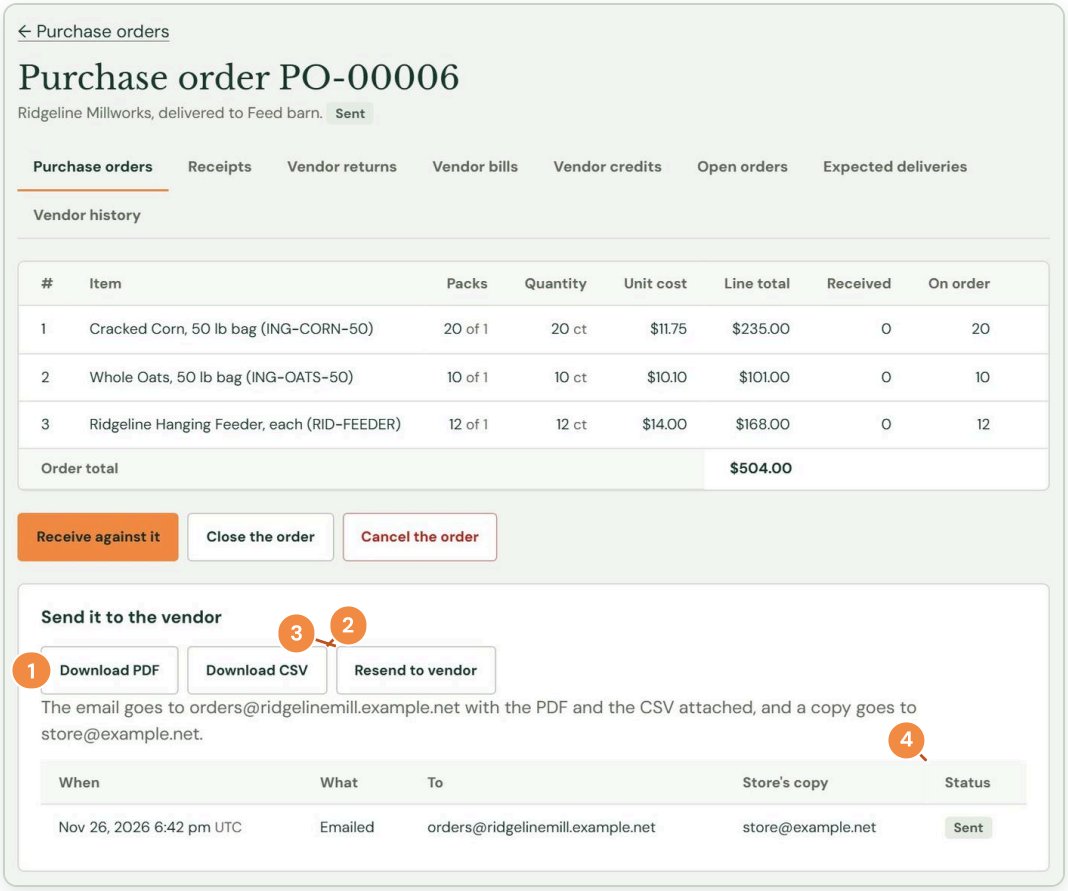
# Email or download the order for the vendor

WHERE TO FIND IT **Stock and purchasing** › **Purchase orders → an order → Send it to the vendor**

Store owner, Manager, Staff

> Included on Counter + Stock and Whole Store plans.

The **Send it to the vendor** card has **Download PDF** and **Download CSV** on every order. On a sent order that is not cancelled, it has **Email to vendor** when the vendor has an **Ordering email**.




1. Download the order as the vendor sees it.
2. Download the lines as a spreadsheet file.
3. Press only to send the order a second time.
4. Read whether each email went.

**A sent order emailed once to Ridgeline Millworks.**

1. **Check the address** in the line *The email goes to*, which names the vendor's ordering email, and the store's copy when Store info has an email.
2. **Email it once it is right. Email to vendor** sends the order to the vendor at once, with its PDF and CSV, and an email cannot be called back. Press it and confirm *Email PO-00004 to orders@example.net?*
3. **Read the answer.** *Order emailed to orders@example.net*, followed by *with a copy to* your store's address when it has one, means it went; the table shows **Sent**.

Notes stay off the PDF. While an email is **Sending**, for up to 30 minutes, there is no email button; one still sending after that reads **May have gone**, and the button reads **Resend to vendor**. Then, and after **Failed**, check with the vendor first. A failed first email brings back **Email to vendor**; after a failed resend the button stays **Resend to vendor**. **Resend to vendor** sends the same order a second time, saying *We are sending our purchase order PO-00004 again.*, so a vendor who had the first may ship twice: call first, then confirm *Email PO-00004 to orders@example.net again?*

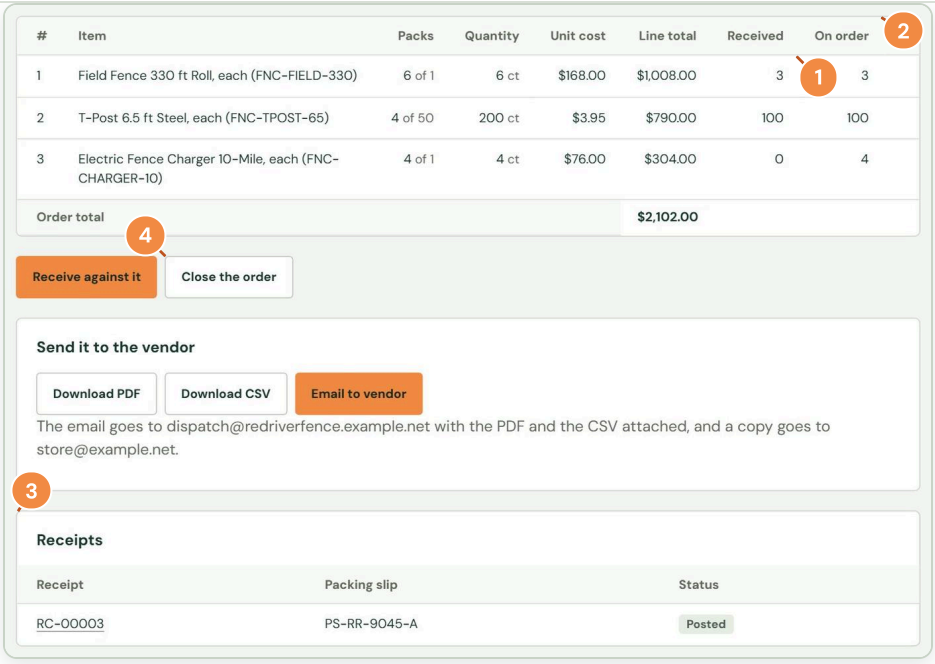
Without an ordering email the card reads *This vendor has no ordering email, so the order can't be emailed. Add one on the vendor's page.* A store whose email is not switched on gets *Email isn't set up for this store yet. Ask Dirt Road to turn it on, then email the order.* A Store owner or Manager asks under **Store account > Support**.

## Close or cancel an order

WHERE TO FIND IT **Stock and purchasing** › **Purchase orders → an order** Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

Close an order when the vendor will not send the rest. Cancel one that should never have been placed. Both take what is still open off on order and cannot be undone, and neither tells the vendor: call them.




1. Read how much of each line came in.
2. Read what is still on order.
3. Open the receipts posted against it.
4. Press to give up whatever is still open.

**A partly received order with one receipt posted.**

1. **To close it,** on a sent, partly received or received order: whatever is still open comes off on order for good, and what was received stays in stock. Press **Close the order** and confirm *Close PO-00003? Whatever is still open comes off on order.*

2. **To cancel it,** on a draft or a sent order with nothing received: every line comes off on order and the order stays cancelled. Press **Cancel the order** and confirm *Cancel PO-00006?*

It worked when the badge reads **Closed** or **Cancelled**. An order with anything received says *Something was received against this order, so it can be closed but not cancelled.* For the rest later, start another order. A line reading *For:* and a customer's name is a special order: closing or cancelling does not cancel the customer's order: check Special orders and call them (Follow a special order to its purchase order, in Chapter 8 (page 63)).

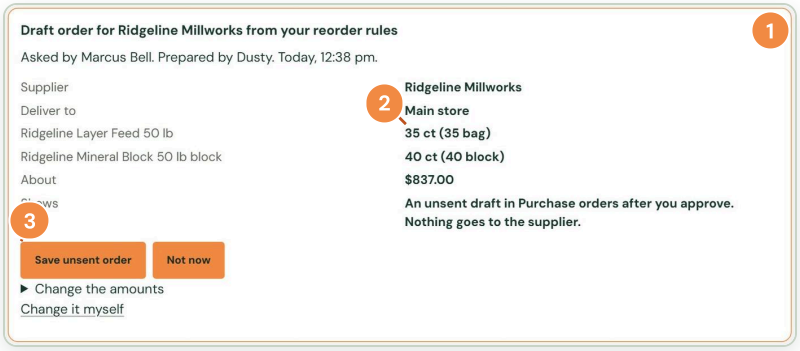
# Have Dusty draft an order from your reorder rules

WHERE TO FIND IT **Stock and purchasing** › **Reorder list → Have Dusty draft the order**

Store owner, Manager

> Included on Counter + Stock and Whole Store plans.

Dusty can prepare an unsent order for one vendor and one location from the Reorder list, as a card to check; it never sends one. The button shows while **Save draft orders to suppliers, for me to send**, under **What Dusty may do**, is **After my OK**, as it starts. The card says *supplier* for vendor.




1. Check the vendor named in the title.
2. Check the quantity and packs on each line, starting here.
3. Press to make the draft purchase order.

**Dusty's card for Ridgeline Millworks, with two lines, not saved.**

1. **Leave ticked one vendor's lines for one location** on the Reorder list: *Choose one supplier and delivery location for each card.* (Turn the suggestions into draft orders, in Chapter 7 (page 57)).
2. **Press Have Dusty draft the order.** The card *Draft order for Ridgeline Millworks from your reorder rules* opens, with each line and the total under **About**.
3. **Check it.** *There is already an unsent draft for this supplier and location.* means it cannot save another: open that draft or add to it from the Reorder list. **Change the amounts** corrects the packs.
4. **Save it. Save unsent order** makes a draft purchase order and sends nothing. Press it. The card says *The unsent draft is in Purchase orders. Nothing was sent.* with **Open the draft**.

If the figures moved while the card waited, it says *The reorder figures changed. Nothing was saved. Review the current figures and approve again.* Do that; once the card saves, send the draft as any other. To drop it, cancel it: Dusty does not undo orders. How a card is checked is in Look over a change and say yes, in “Check a change Dusty prepared and give your OK” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/dusty-approvals).

# 7 Let reorder rules suggest what to buy

A reorder rule says how much of a size to keep at a location. The Reorder list works out what to order from each vendor and turns your choices into draft orders.

IN THIS CHAPTER

- Set a min and max, a par or days of cover for a size at a location
- Raise or lower a rule by month for the busy season
- Read why a size is on the list, and fix one held back for no vendor or no cost
- Turn the suggestions into draft purchase orders

## Set a reorder rule for a size

WHERE TO FIND IT **Stock and purchasing** › **Reorder list → Rules** Store owner, Manager

Included on Counter + Stock and Whole Store plans.

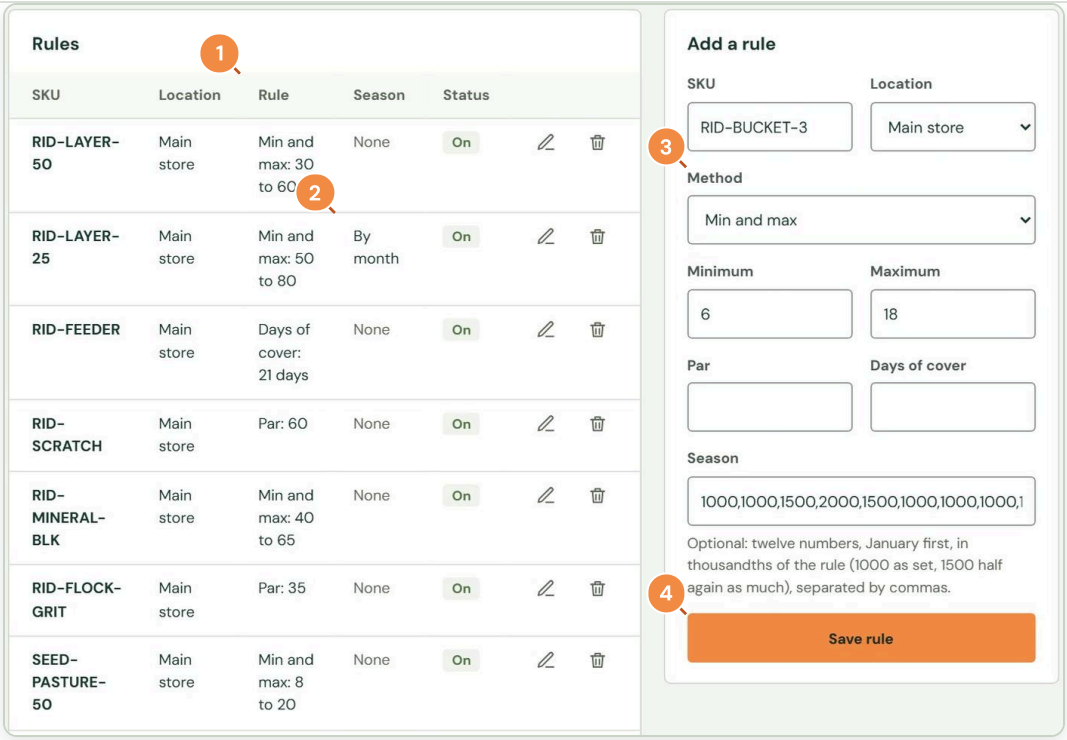
A rule is for one size at one location. Staff can open the Reorder list and read the rules, without the form or the buttons that change them. The Reorder point on a product's page is a different thing: it marks a size Low and does not feed this list (Set when a size counts as low, in “Count the shelf and record deliveries” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/stock)).

WORDS TO KNOW

**Reorder rule**
How much of one size to keep at one location, which the Reorder list orders up to.

**Par**
The quantity you want on hand. When you fall below it, the Reorder list orders back up to it.

**Days of cover**
Enough stock to last that many days at the pace of recent sales.




1. Read each rule's method and its numbers.
2. See which rules change by month.
3. Choose how the rule works out what to order.
4. Press to save the rule and turn it on.

**Reorder rules of each method, one with a season, and the Add a rule form filled in.**

1. **Open Reorder list** and find the **Add a rule** card beside **Rules**.
2. **Type the SKU and choose the Location.**
3. **Choose the Method.**
   - **Min and max** orders up to the maximum when the size's position is at or under the minimum. Type **Minimum** and **Maximum**.
   - **Par** orders up to par when the position is under it. Type **Par**.
   - **Days of cover** orders enough for that many days, plus the preferred vendor's lead time, at the pace the size sold at this location over the last 28 days. Type **Days of cover**, from 1 to 365.
4. **Add a Season if the size sells by the time of year.** *Optional: twelve numbers, January first, in thousandths of the rule (1000 as set, 1500 half again as much), separated by commas.* Starter feed for spring chicks might read *1000,1000,1500,2000,1500,1000,1000,1000,1000,1000,1000,1000*: half again in March and May, double in April.

5 **Press Save rule.** Roadside says *Rule saved*. The rule shows in **Rules** with its method, such as *Min and max: 5 to 20*, *Par: 10* or *Days of cover: 14 days*, its season (*By month* or *None*) and the status **On**.

A rule missing its numbers is refused with *A min/max rule has a minimum and a maximum, the minimum no more than the maximum.*, *A par rule has its par level.* or *A days of cover rule has how many days it covers.* A location that is inactive is refused with *Feed barn is inactive, so no reorder rule orders stock for it. Make it active on the Locations screen first.* (Make a location inactive, in Chapter 15 (page 110)). A size and location that already have a rule take a change through that rule's pen, which opens **Edit the rule for** and its SKU.

The trash button switches a rule off. It asks *Remove the rule for RID-LAYER-50? It stops suggesting orders.* and says *Rule switched off*. The rule stays in **Rules** as **Off**, and nothing is deleted. To turn it on again, press its pen and **Save rule**.

## Read why a size is on the list

WHERE TO FIND IT **Stock and purchasing** › **Reorder list → Suggested order** Store owner, Manager, Staff

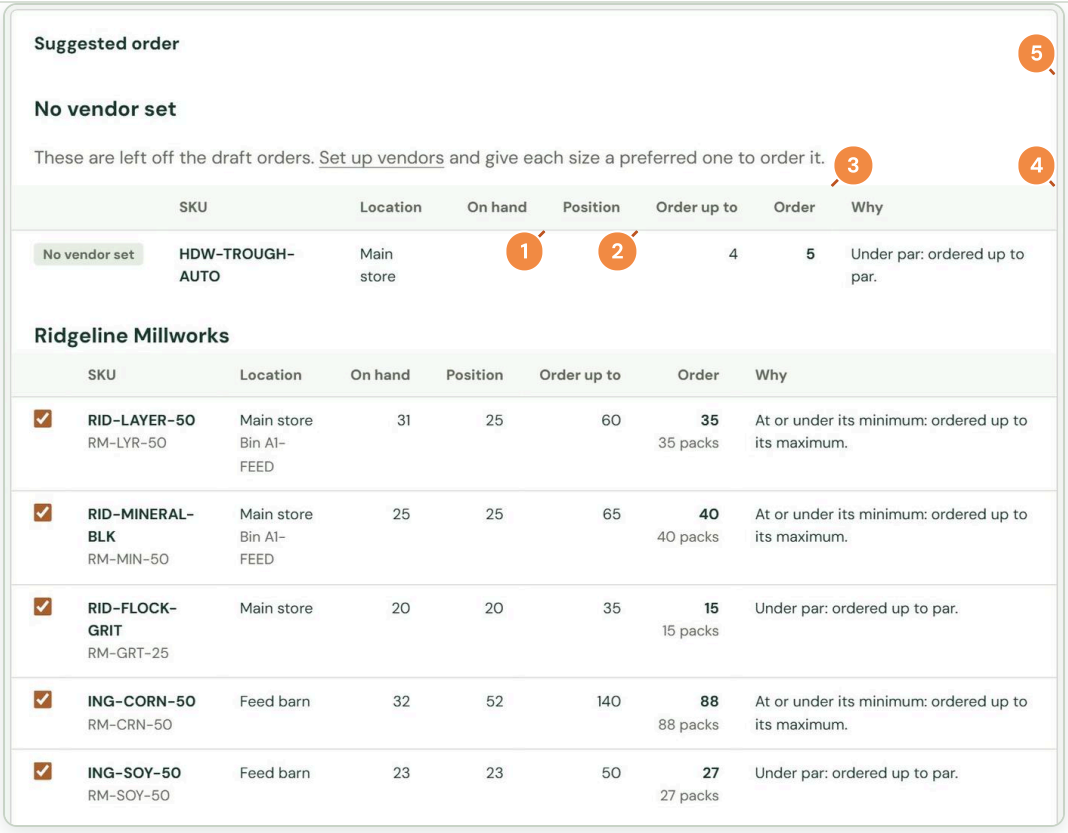
Included on Counter + Stock and Whole Store plans.

*What to order, worked out from your reorder rules and what's on hand now, rounded up to the preferred vendor's pack. Purchase orders start from it.* The list is worked out each time the page opens and nothing on it is saved. Lines are grouped under each size's preferred vendor, and only sizes with something to order show. With nothing to order it reads *Nothing to order right now.*

WORDS TO KNOW

### Position

What a size has at a location for reordering: on hand, less what is set aside, plus what is on order and on draft orders.



Suggested order

5

No vendor set

These are left off the draft orders. Set up vendors and give each size a preferred one to order it. 3 4

| | SKU | Location | On hand | Position | Order up to | Order | Why |
|---|---|---|---|---|---|---|---|
| No vendor set | HDW-TROUGH-AUTO | Main store | 1 | 2 | 4 | 5 | Under par: ordered up to par. |

Ridgeline Millworks

| | SKU | Location | On hand | Position | Order up to | Order | Why |
|---|---|---|---|---|---|---|---|
| ☑ | RID-LAYER-50 RM-LYR-50 | Main store Bin A1-FEED | 31 | 25 | 60 | 35 35 packs | At or under its minimum: ordered up to its maximum. |
| ☑ | RID-MINERAL-BLK RM-MIN-50 | Main store Bin A1-FEED | 25 | 25 | 65 | 40 40 packs | At or under its minimum: ordered up to its maximum. |
| ☑ | RID-FLOCK-GRIT RM-GRT-25 | Main store | 20 | 20 | 35 | 15 15 packs | Under par: ordered up to par. |
| ☑ | ING-CORN-50 RM-CRN-50 | Feed barn | 32 | 52 | 140 | 88 88 packs | At or under its minimum: ordered up to its maximum. |
| ☑ | ING-SOY-50 RM-SOY-50 | Feed barn | 23 | 23 | 50 | 27 27 packs | Under par: ordered up to par. |

1. Read what the size has, counting what is coming.
2. Read the level the rule orders up to.
3. Read how much to order, and in how many packs.
4. Read which rule put the size on the list.
5. Find sizes the list cannot order until they have a preferred vendor.

**Suggestions for one vendor, and one size with no preferred vendor.**

| COLUMN | WHAT IT SHOWS |
|---|---|
| **SKU, Location** | The size, the vendor's SKU under it, and the location, with the home bin as *Bin* and its code when it has one. |
| **On hand** | What the stock record has at that location. |
| **Position** | On hand, less what is set aside on holds (Set stock aside, in Chapter 20 (page 139)), plus what sent orders still have open and what draft orders have on them. |
| **Order up to** | The maximum, the par, or the days of cover worked out as a quantity, after any season. |
| **Order** | Order up to less Position, rounded up to whole packs of the preferred vendor's item, with the packs under it. |
| **Why** | *At or under its minimum: ordered up to its maximum.*, *Under par: ordered up to par.*, or *Under 14 days of cover and 5 days of lead time at the last 28 days' sales.* A badge such as *Season 150%* shows a month the season changes. |

1. **Open Reorder list** and read the lines under each vendor.
2. **Check a line against the shelf** when its On hand looks wrong. A count fixes the number (Start a count, in Chapter 16 (page 115)).
3. **Fix a line held back.** Lines under **No vendor set** read *These are left off the draft orders. Set up vendors and give each size a preferred one to order it.* Make one vendor preferred for the size (Compare the vendors for one size, in Chapter 4 (page 31)). A line badged **No cost set** needs a cost on the vendor's item (Record what a vendor sells you, in Chapter 4 (page 29)). Open the list again to see it orderable.

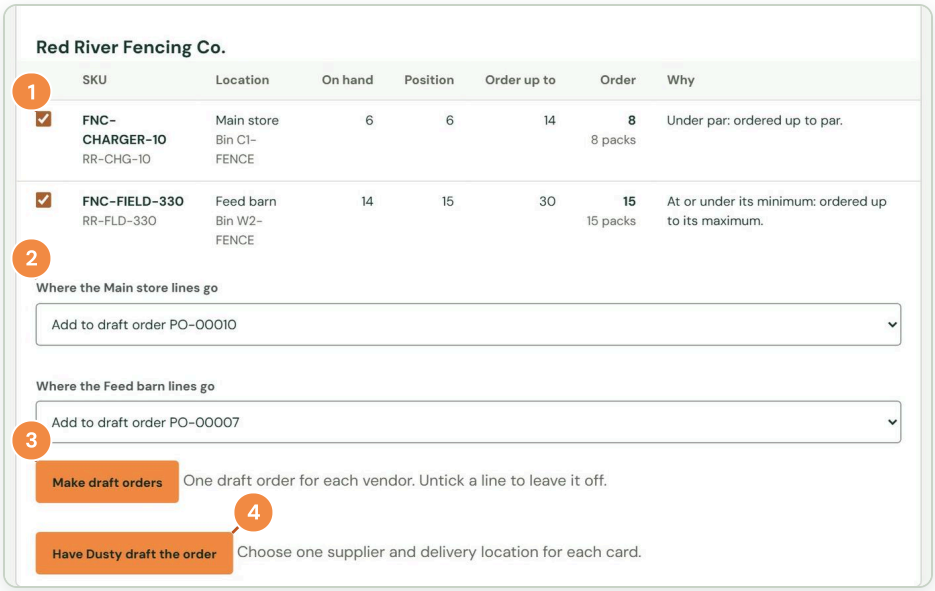
A draft order counts at once, before it is sent, so a line shrinks or leaves the list as soon as it is drafted. Receiving the delivery moves the quantity from on order to on hand, which leaves the position as it was, or higher when more came than was ordered. A vendor's order multiple is applied when the order is sent, not here (Send the order and put it on order, in Chapter 6 (page 48)). Staff see the same lines with no tick boxes and no **No cost set** badge.

# Turn the suggestions into draft orders

WHERE TO FIND IT **Stock and purchasing** › **Reorder list → Make draft orders** Store owner, Manager

Included on Counter + Stock and Whole Store plans.

The list makes draft purchase orders from the lines you leave ticked, one for each vendor and delivery location. Each line takes the vendor item's pack and cost. The drafts wait on Purchase orders for someone to check and send.




1. Untick a line to leave it off.
2. Choose an existing draft for this vendor, or a new one.
3. Press to make the draft orders.
4. Press instead to have Dusty prepare one vendor's order as a card.

**One vendor's lines, both ticked, going onto existing drafts for two locations.**

1. **Open Reorder list.** Every line that can be ordered has a ticked box. Lines badged **No vendor set** or **No cost set** have none.
2. **Untick what you do not want this time.**
3. **Choose where each vendor's lines go,** when that vendor already has a draft for that location. **Where these lines go**, or **Where the Feed barn lines go** in a store with more than one location, offers *Add to draft order PO-00007* or *Make a new draft order*.
4. **Know what the press does.** It makes or fills draft orders and sends nothing to any vendor. A draft it makes has the note *Made from the reorder list.*; a draft you add lines to keeps its own note. The drafted quantities count toward Position straight away. The figures are worked out again at the press, so a page left open does not order a stale quantity.
5. **Press Make draft orders.** Roadside says *Draft order PO-00007 is ready.* or *2 draft orders PO-00008, PO-00009 are ready.*, and opens the order, or Purchase orders when there are several.

It worked when the drafts are on Purchase orders and on Today's **Waiting for your OK** (Find draft orders waiting on Today, in Chapter 2 (page 14)). Each still has to be sent (Send the order and put it on order, in Chapter 6 (page 48)). Pressing with nothing ticked says *Tick at least one line to order.* A line that could not go on says so, as in *1 line was left off: no vendor or cost set, or no longer needed.* **Have Dusty draft the order**, below the button, is in Have Dusty draft an order from your reorder rules, in Chapter 6 (page 51).

# 8 Order an item for one customer

A customer wants something you do not keep. Take the special order, follow it onto the vendor's order, and call the customer when it comes in.

IN THIS CHAPTER

- Take a special order by phone or at the office, and print its slip
- Order from a vendor's price list when the store does not carry the item
- Follow each special order onto its purchase order
- Work the To call list and mark the customer called
- Cancel a special order, and what happens to the vendor's line

## Take a special order

WHERE TO FIND IT **Stock and purchasing** › **Special orders → Take a special order**

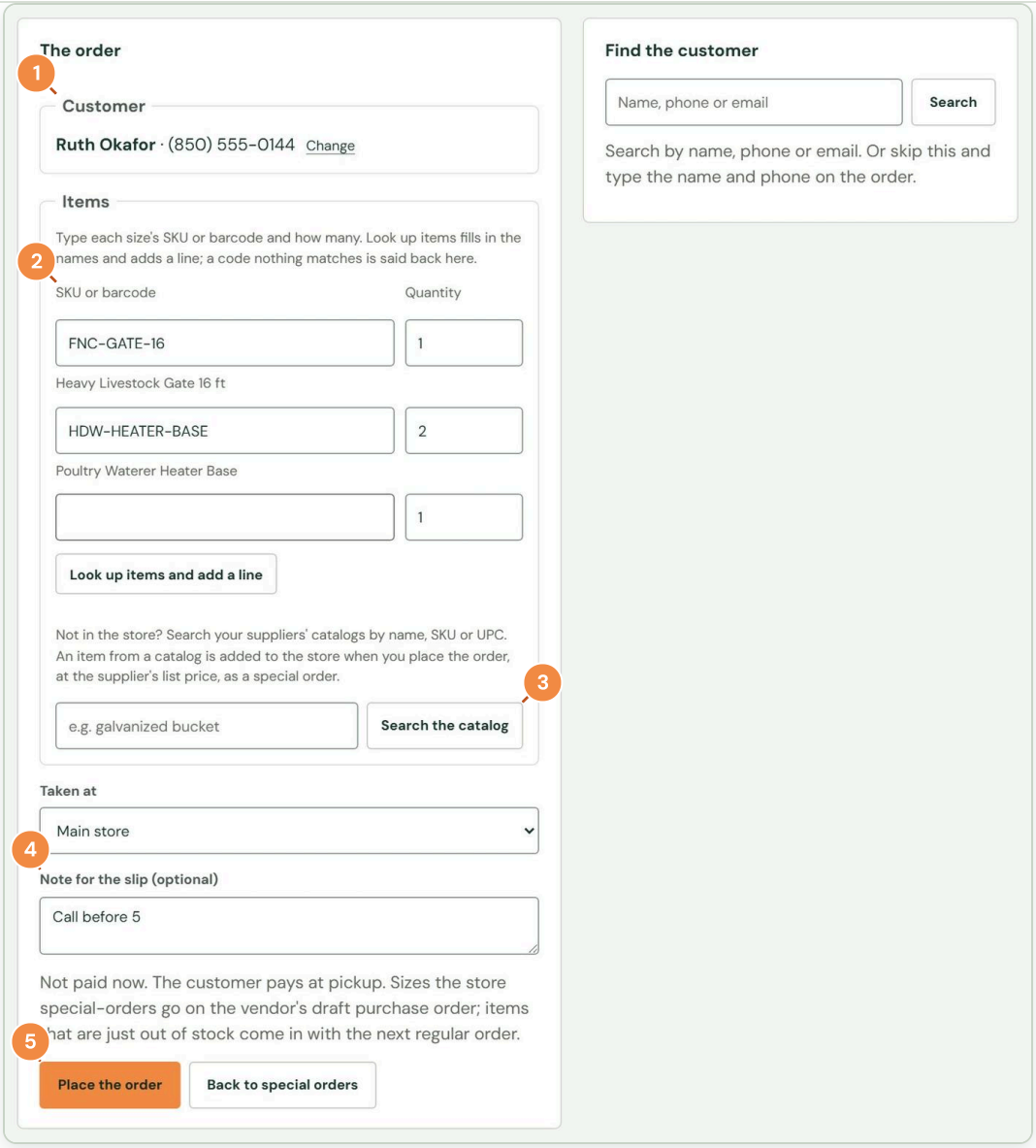
Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

The form takes a phone or counter request as a real order for the customer, unpaid. *It's paid at pickup, and we call when it's in.* For a size the store special-orders, the sale takes what is on hand, and only the part that takes on hand below zero goes on the vendor's draft purchase order: with 4 on hand and 10 ordered, 6 go on the draft. When those come in they are set aside for that customer.

WORDS TO KNOW

**Special order**
An item ordered from a vendor for one customer, set aside for them when it comes in, and paid for at pickup.




1. Find the customer, or type their name and phone.
2. Type each item's SKU or barcode and how many.
3. Search the vendors' price lists for an item the store does not carry.
4. Type what the slip should say, such as when to call.
5. Press to place the unpaid order.

**Take a special order with the customer chosen, two items looked up and a note for the slip.**

1. **Open Special orders and press Take a special order.**

2. **Find the customer.** Search **Name, phone or email** on the right and press **Use**. Or type **Customer's name** and **Phone to call when it's in**: a phone that matches a customer on file puts the order on that customer's record, and one that matches nobody makes a customer with that name and phone.

3. **Add the items.** Type each size's **SKU or barcode** and its **Quantity**, then press **Look up items and add a line**. The names fill in, and a code nothing matches is said back, as in *No size has the SKU or barcode OM-300, and no supplier's catalog has it. Check it, or search the catalog by name.*

4. **For an item the store does not carry,** type a name, SKU or UPC under **Not in the store?**, press **Search the catalog** and press **Add to the order** beside the one you want. The search reads your vendors' price files (Upload a vendor's price list, in Chapter 5 (page 35)).

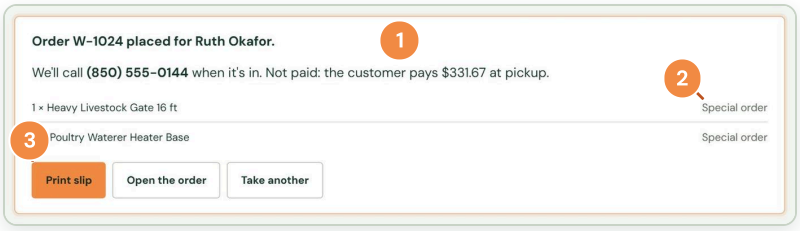
5. **Choose Taken at** in a store with more than one location. The special-order lines go on the vendor's draft for that location.

6. **Type a Note for the slip (optional),** up to 200 characters, such as *Call before 5*.

7. **Know what placing does.** It makes the customer's order, unpaid, and its sale takes the stock at once. A special-order size with none on hand goes below zero: one bag with none on the shelf leaves -1 on hand, and the size shows on the Recount list until a count of it is posted (Recount sizes that went below zero, in Chapter 18 (page 130)). What went below zero goes on the vendor's draft order, or waits when the size has no preferred vendor item or no cost on it (Follow a special order to its purchase order, in Chapter 8 (page 63)). An item added from a price file becomes a product of the store, for sale in the store only, set to special order, priced at the file's list price, with that vendor as its preferred vendor.

8. **Press Place the order.** The panel at the top reads *Order W-1024 placed for Ruth Okafor.* and *We'll call* the phone *when it's in. Not paid: the customer pays* the total *at pickup.* Each line says why: *Special order*, *Not in stock: comes with the next regular order*, or *In stock, held for pickup*.

9. **Press Print slip** for the customer or the order board. The slip reads *Not paid. We'll call you when it's in.* **Open the order** goes to the order, and **Take another** clears the form.




1. Check the order number and the customer's name.
2. Read what happens to each line.
3. Press to print the slip.

**The panel after placing a special order.**

The order is in **Sales > Orders**. Without a customer the form says *Find the customer, or type their name and phone number. A special order needs someone to call.* An ordinary item that is out is refused with its name and *isn't in stock and isn't a special-order item, so it can't be ordered here.* The rest of the message says a Manager can make it a special-order item, which changes it everywhere, the website included. The customer pays at pickup, recorded on the order (Record what the customer paid at pickup, in “Mark an order ready and hand it over” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/order-pickup)). On Day summary that money is listed as **Special-order pickups (office)** (Take the checks and cash to the bank, in “Count the drawers and take the day to the bank” in the Counter & Charge Accounts guide (dirtroadsoftware.com/support/roadside-manual/counter-drawers)).

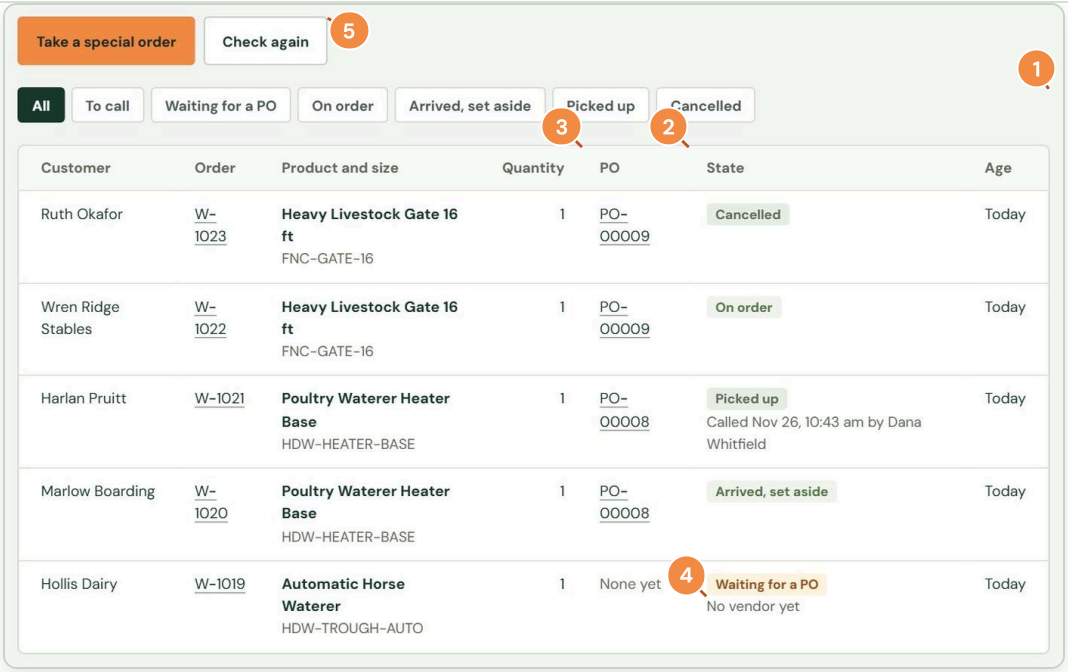
> Included on Online Store, Counter + Online Store and Whole Store plans. A customer's **Order from our supplier** request from the website opens this form filled in, from the request in Messages.

# Follow a special order to its purchase order

WHERE TO FIND IT **Stock and purchasing** › **Special orders** Store owner, Manager, Staff

> Included on Counter + Stock and Whole Store plans.

Special orders lists, newest first, the special-order lines that took on hand below zero, with the quantity below zero: the 6 of an order for 10 with 4 on hand. A line that stock covered has no row. Each row gives the customer, order, size, quantity, purchase order, state and age. Check it before you change an order that is already on a vendor's order.




1. Choose which lines to show.
2. Read where each line stands.
3. Open the purchase order the line is on.
4. Read why a line is still waiting.
5. Press to put waiting lines on orders and set aside what came in.

**Special-order lines in every state.**

1. **Open Special orders** and choose a chip: **All**, **To call**, **Waiting for a PO**, **On order**, **Arrived, set aside**, **Picked up** or **Cancelled**.

2. **Read the line's State and PO. PO** reads *None yet* until the line is on an order. The order's number opens it.

3. **Fix a line that is waiting.** *No vendor yet* means the size has no preferred vendor (Compare the vendors for one size, in Chapter 4 (page 31)). *The vendor item has no cost yet* means that vendor's item needs a cost (Record what a vendor sells you, in Chapter 4 (page 29)).

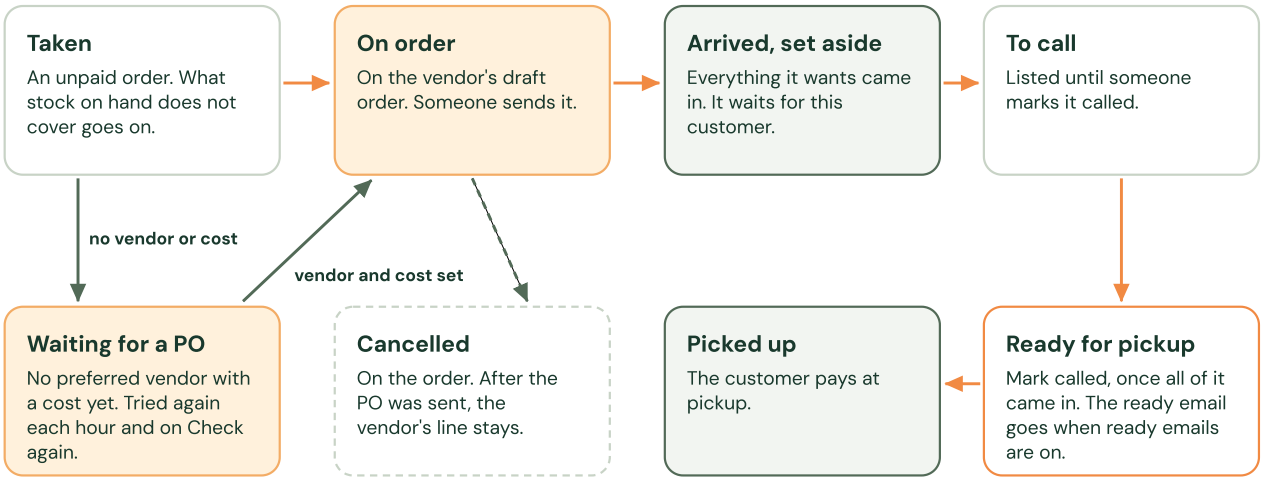
4. **Press Check again.** It puts waiting lines that are ready on purchase orders and sets aside what has come in. Roadside says *Checked. Nothing changed.* or, for example, *Checked. 1 put on a purchase order. 1 set aside for the customer.*

5. **Send the vendor's draft order** when it is ready (Send the order and put it on order, in Chapter 6 (page 48)). On the order, the line reads *For:* with the customer, the order number and the quantity.

A waiting line goes on the vendor's newest draft order for that location, added to the size's line when the draft has one, or on a draft made for it with the note *Made for special orders*. The line moves from **Waiting for a PO** to **On order** with the order's number. When a receipt against that order is posted,

what came goes to its customers first, oldest order first. A line that got all it wants reads **Arrived, set aside**. A line that got part stays **On order**, with a note such as *1 of 2 arrived*. It is not taken from stock a second time: the order's sale took it when the order was placed.

Roadside tries every waiting line again by itself each hour, and at once when someone presses **Check again**, so press it after fixing a vendor or a cost. Both also pick up special orders from the last 30 days that never reached the list. Other notes under a state can read *Order completed before it arrived*, *The order was completed before it came in, so call the customer.* or *Called* with the date and who.




Any line can be cancelled until it is picked up. What happens to the vendor's line depends on where it was.

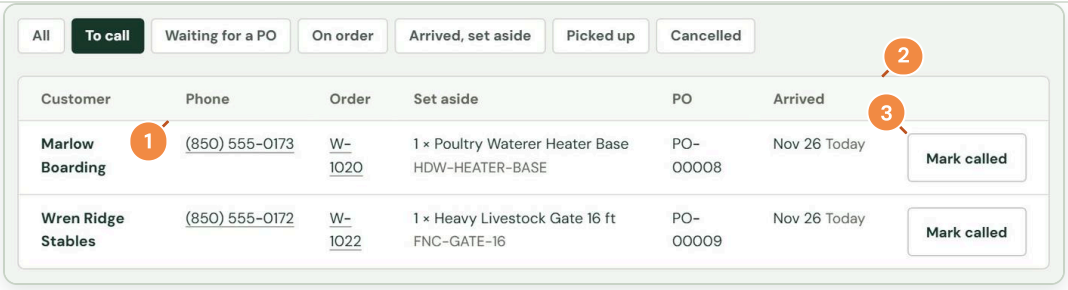
**A special order from the phone call to the pickup.**

# Call the customer when it comes in

WHERE TO FIND IT **Stock and purchasing** › **Special orders → To call** Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

Nothing tells the customer when the goods arrive. **To call** lists each order with something set aside, until someone marks it called: the customer, the phone, the order, what is set aside, the purchase order, and when it arrived.




1. Call this number.
2. Read when it came in and how long it has waited.
3. Press once the customer knows it is in.

**Two special orders waiting for a call.**

1. **Open Special orders and choose To call.**
2. **Phone the customer.** A row with no number reads *No phone on the order*: open the order for another way to reach them.
3. **Know what Mark called does.** It records who called and when. When everything on the order has arrived, it also marks the order ready for pickup, and that sends the customer the order's ready email when the store's ready emails are on, as **Mark ready for pickup** does (Tell a customer their order is ready, in “Mark an order ready and hand it over” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/order-pickup)). With only part arrived, it records the call and nothing more.
4. **Press Mark called.** Roadside says *Marked called: Ruth Okafor, order W-1021. It's ready for pickup.*, or the same without the last sentence when something is still to come.

It worked when the row leaves To call and the order's line on the main list reads *Called* with the date and who. A second press says *That order was already marked called on* the date *by* the person. With nobody waiting, To call reads *Nobody to call. Items that come in for a special order show here until someone marks the customer called.* At pickup, the customer pays on the order (Record what the customer paid at pickup, in “Mark an order ready and hand it over” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/order-pickup)).

# Cancel a special order

WHERE TO FIND IT **Sales** › **Orders → the order** Store owner, Manager

Included on Counter + Stock and Whole Store plans.

A special order is cancelled on its order, with the order's own **Cancel order** card (Cancel an online order, in “Find, prepare or cancel an order” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/orders)). On a special order the card adds *Cancelling this order does not cancel the supplier purchase order.* Cancelling cannot be undone, and with **Email the customer** ticked the customer is emailed.

| WHERE THE LINE WAS | WHAT CANCELLING DOES TO IT |
|---|---|
| **Waiting for a PO** | It comes off the list as cancelled. No order had it. |
| **On a draft purchase order** | Its quantity comes off the draft's line. A line left at 0 is removed. |
| **On a sent purchase order** | The order keeps the line. The list notes *Cancelled after the PO was sent, so the PO line still has it*. Change the order with the vendor, or receive it as the store's stock. |
| **Arrived, set aside** | The list notes *Cancelled after it arrived, so the stock is the store's to sell.* |

1. **Check the line on Special orders first,** to know where it stands (Follow a special order to its purchase order, in Chapter 8 (page 63)).
2. **Open the order** from the list's **Order** column, or from **Sales > Orders**.
3. **Fill in the Cancel order card and press it,** as Cancel an online order, in “Find, prepare or cancel an order” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/orders) describes.
4. **Call the vendor** when the line was on a sent order and the store does not want the item.

It worked when Special orders shows the line as **Cancelled**, with its note when the vendor's order had it.



PART 3

# Receiving and vendor bills

Deliveries checked in, stock sent back, and vendors' bills matched.

# 9 Receive a delivery against its order

When the truck comes, check what came against the order, note what was short or damaged, add the freight, and post the receipt. Posting puts the stock on the shelf at what it actually cost.

IN THIS CHAPTER


- Open a receipt from the order and change each line to what came
- Record short, over and damaged goods, lots and expiry dates
- Receive a delivery that no order covers
- Add freight and other charges, and choose how they are shared
- Post the receipt, and what posting does to stock and cost
- Cancel a receipt started by mistake


## Receive a delivery against its purchase order

WHERE TO FIND IT **Stock and purchasing** › **Purchase orders → an order → Receive against it**

Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

A receipt for a delivery is opened from the order it answers, so its lines start with what the order still has open. You change each line to what came off the truck. Store owners, Managers and Staff can all do this. Nothing goes into stock while the receipt is open: stock moves when the receipt is posted (Post the receipt into stock, in Chapter 9 (page 74)).

WORDS TO KNOW

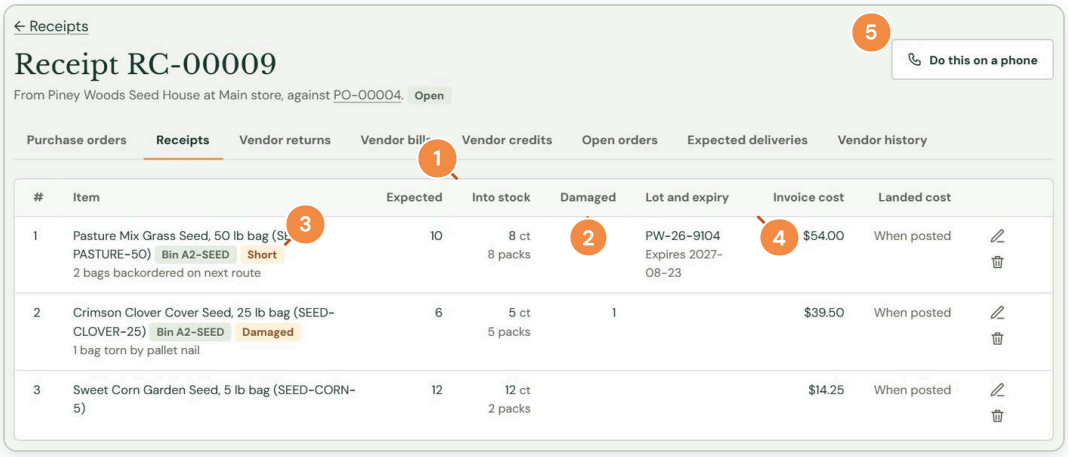
**Receipt (for a delivery)**

The record of what came in from a vendor, posted into stock.

1. **Open the order.** Go to **Purchase orders** and press the order's number. Its status must be *Sent* or *Partly received*.

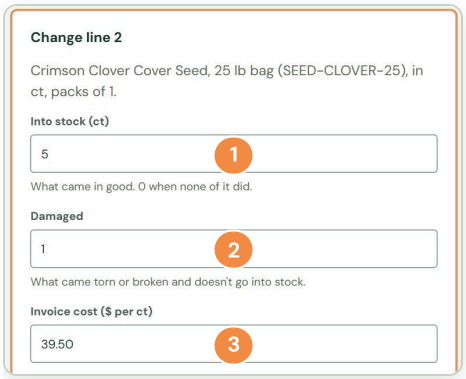
2 **Start the receipt.** Starting one moves no stock. Press **Receive against it**. A receipt opens, numbered such as RC-00008, with a line for each line the order still has open. Roadside says *Receipt <number> started with what the order has open. Change each line to what came.* Each line's **Expected** and **Into stock** start at what is open.

3 **Check each line against the truck.** A line that came complete and in good condition needs no change. For any other, press the pen at the end of its row to open **Change line**.




1. Into stock: what came in good condition. Check it against the truck.
2. Damaged: what came torn or broken. It does not go into stock.
3. Short marks a line where less came than was expected.
4. Lot and expiry: read the code and date off the bag, and type them on the line.
5. Do this on a phone opens the same receipt in Walk, to check it at the truck.

**An open receipt against an order. One line came short, one has damaged bags and one carries a lot.**




1. Into stock: type how many came in good condition.
2. Damaged: type how many came torn or broken.
3. Invoice cost: for one unit, as the vendor charges it.

**Change line, for a line where one bag came torn.**

In **Change line**, fill in what applies and press **Save line**. Roadside says *Line changed.*

- **Into stock** is *What came in good. 0 when none of it did.* For a line that did not come at all, type *0*: it puts nothing into stock and the order keeps it on order.

- **Damaged** is *What came torn or broken and doesn't go into stock.*
- **Invoice cost** starts at the order's cost for one unit. Type the cost on the vendor's paperwork if it differs. For goods that came free, tick **No charge: it came free**. A line at $0 without that tick stops the receipt from posting.
- **Lot** and **Expires** are for goods that carry a lot code. In a store that keeps lots, posting puts the line into that lot, and the hint adds *A lot keeps the expiry it was made with: leave the expiry empty to use the lot's.* (Add a lot and receive stock into it, in Chapter 21 (page 146)).

Roadside adds **Into stock** and **Damaged** and compares the sum with **Expected**. A line where less arrived carries a *Short* badge, one where more arrived carries *Over*, and one where the count is right and some is damaged carries *Damaged*.

For something that is not on the receipt, use **Add a line**. A second lot of a line goes under **A line of the order**. An item the order never had goes under **Or what this vendor sells** or **Or an item of yours**. The receipt is ready to post when every line shows what came in good condition and any damage. To check the truck with a phone in your hand, press **Do this on a phone** (Receive a delivery on the phone, in Chapter 17 (page 127)).

Goods received on a receipt must not also be added with **Update stock** on the product's page. They would be counted twice (Record a delivery, shelf count or damaged bag, in "Count the shelf and record deliveries" in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/stock)).

# Receive a delivery that has no order

WHERE TO FIND IT **Stock and purchasing** › **Purchase orders → Receipts** Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

A driver drops off goods that were ordered by phone, or a vendor sends something nobody ordered. Start the receipt on the **Receipts** tab and add each item yourself.

1. **Go to Purchase orders and press the Receipts tab.** In the list, **Order** reads *None* for a receipt without one, and **Received at** is the location, not a date.
2. **Fill in Receive without an order.** Choose the **Vendor** and **Received at**, the location the goods go into. Type the **Packing slip** and **Vendor's invoice number** if you have them. A store with no vendors sees *Add a vendor first: every receipt is from one of your vendors.* (Add a vendor and its terms, in Chapter 4 (page 26)).
3. **Start it.** Starting a receipt moves no stock. Press **Start the receipt**. Roadside says *Receipt <number> started.* and the receipt opens as *Open*, with no lines.

4. **Add each item in Add a line.** Choose it under **Or what this vendor sells**, which brings the vendor's pack and cost, or under **Or an item of yours**. Type **Packs** or **Or into stock**, any **Damaged**, the **Lot** and **Expires**.

5. **Give the line a cost, then press Add line.** Type **Invoice cost ($ per unit)** when there is no vendor cost to use, or tick **No charge: it came free**. Without either, Roadside refuses the line: *That line has no cost. Enter what it costs, or mark it no charge if it came free.*

A line on this kind of receipt has nothing to be short against. To mark it short or over, press the pen on its row and type **Expected**: *What the packing slip says, to mark it short or over.* From here the receipt is like any other. Add its freight and post it.

## Add freight and other landed costs

WHERE TO FIND IT **Stock and purchasing** › **Purchase orders → Receipts → a receipt → Add a landed cost**

Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

Freight, a fuel surcharge or a pallet fee is part of what the goods cost you. Add it to the open receipt and Roadside shares it over the lines at posting, so each bag's cost carries its part. A posted receipt takes no more costs.

WORDS TO KNOW

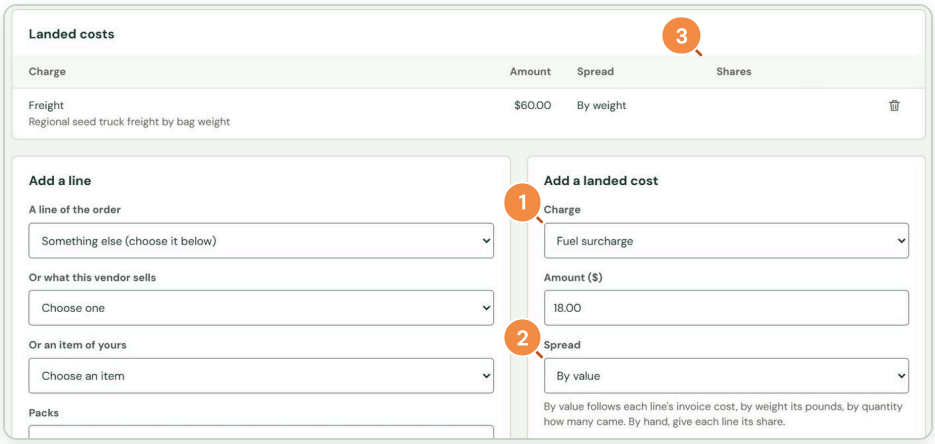
**Landed cost**
What a line cost on the shelf, with its share of freight and other charges.

1. **Open the receipt and find Add a landed cost.** Choose the **Charge**: *Freight*, *Fuel surcharge*, *Pallet fee*, *Duty* or *Other*. Type the **Amount ($)**.

2. **Choose the Spread.** The table says what each choice does.

3. **Add it.** Adding a cost changes nothing in stock until the receipt is posted. Press **Add the cost**. Roadside says *Landed cost added. It is spread over the lines when the receipt is posted.* and lists the charge in the **Landed costs** card.

| SPREAD | HOW THE AMOUNT IS SHARED |
|---|---|
| **By value** | By each line's quantity at its invoice cost. A line worth twice as much carries twice the freight. |
| **By weight** | By each line's pounds: the **Weight (lb)** typed on the line, or else the weight Roadside has for the item. |
| **By quantity** | By how many came on each line. |
| **By hand** | You type each line's share in that line's **share by hand ($)** box. The shares must add up to the amount. |




1. Charge: choose what the cost is for.
2. Spread: choose how the amount is shared over the lines.
3. Shares: what each line carries. Read it after posting, or right away for a cost spread by hand.

**A receipt with $60.00 of freight spread by weight, and a second charge being added.**

Only lines with something going into stock take a share. Damaged goods carry none. Until the receipt is posted, each line's **Landed cost** reads *When posted*.

- *The shares by hand come to <n> cents, not the <m> the landed cost is.* Correct the shares and add the cost again.
- At posting, *Line <n> has no weight: enter it, or spread that cost another way.* Press the pen on that line and type **Weight (lb)**.
- A charge cannot be edited. Press the trash button on its row, confirm, and add it again.

# Post the receipt into stock

WHERE TO FIND IT **Stock and purchasing** › **Purchase orders → Receipts → a receipt**

Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

Posting is the press that changes stock and cost. Store owners, Managers and Staff can all post a receipt. In one step it does all of this:

- Each line with a quantity under **Into stock** goes into stock at the receipt's location, once. Damaged goods do not.
- Each line gets its landed cost: its invoice cost plus its share of the receipt's landed costs.
- The size's average cost moves toward that landed cost, by how much came in against what the store had on hand at all its locations. With none on hand, the landed cost becomes the average.
- What came in comes off on order, never more than was still open. The order reads *Partly received* while a line still has something open and *Received* when none has. More than was ordered still goes into stock.
- In a store that keeps lots, a line with a **Lot** goes into that lot. A lot the size does not have yet is made, with the line's expiry.
- What came in for a special order is set aside for its customer (Follow a special order to its purchase order, in Chapter 8 (page 63)).

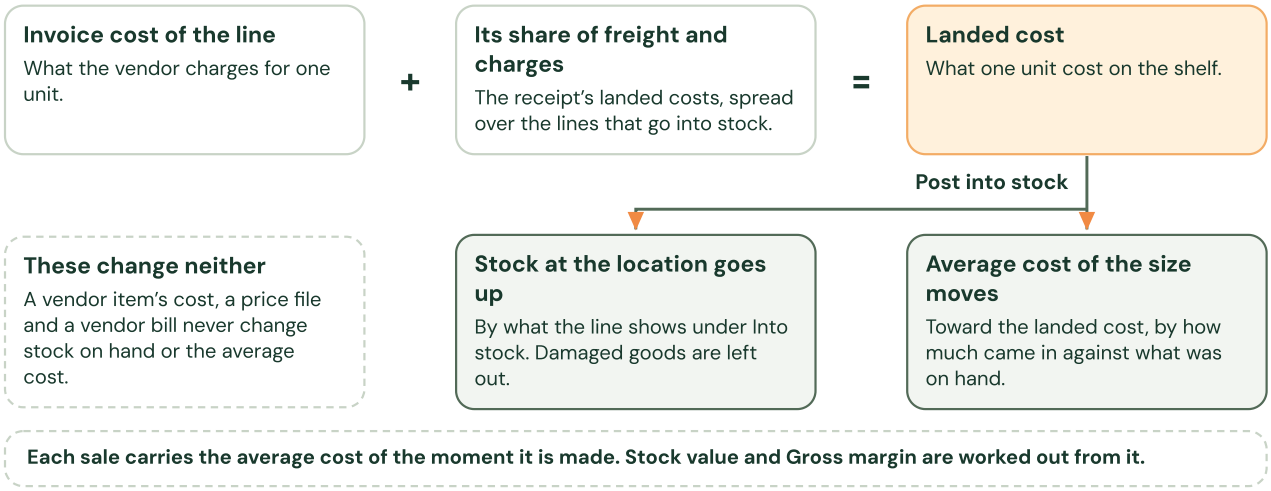
WORDS TO KNOW

### Post

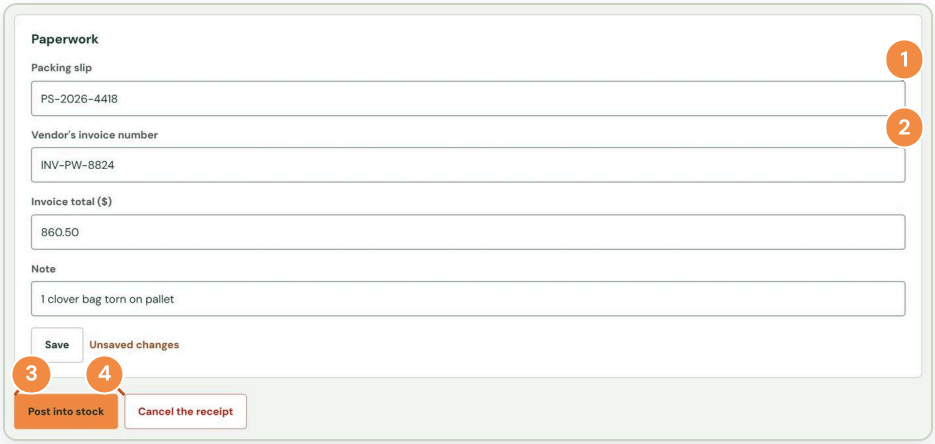
To record a receipt or a count in the stock record, after which it no longer changes.

### Average cost

Storehouse's cost of a size, moved by each receipt and blend run.




**What posting a receipt does to stock and cost.**




1. Packing slip: type the number on the driver's paperwork.
2. Vendor's invoice number: type it as printed. It is carried to the bill you start from this receipt.
3. Post into stock adds the stock and moves the cost. It cannot be undone.
4. Cancel the receipt, for one started by mistake.

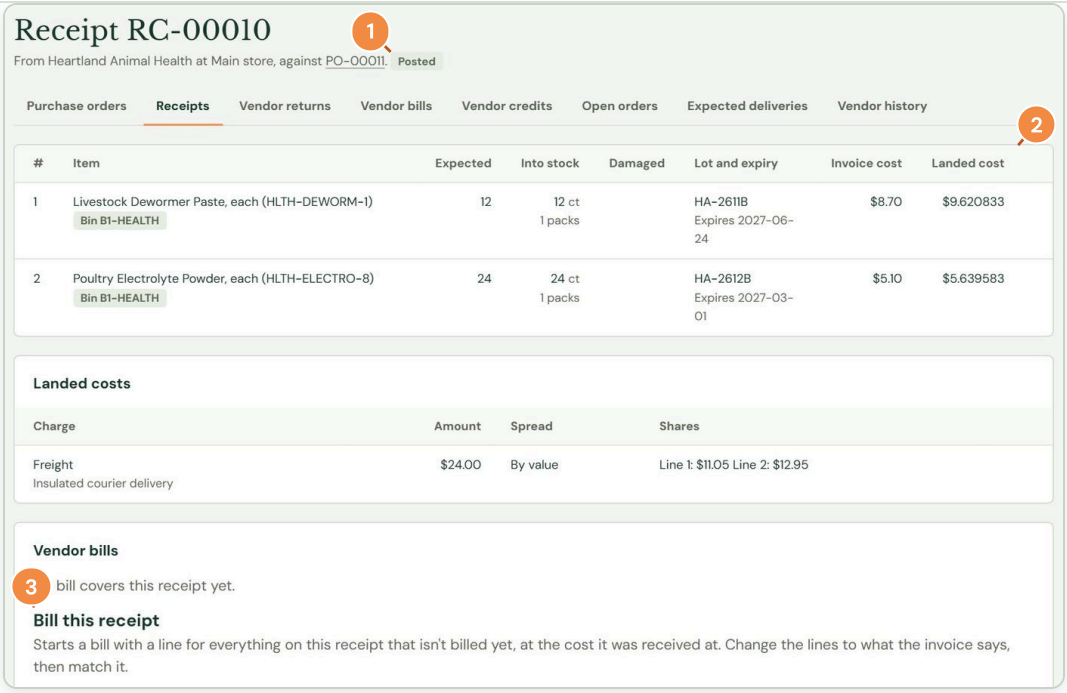
**The Paperwork card and the two buttons at the foot of an open receipt.**

1. **Fill in Paperwork.** Type the **Packing slip**, the **Vendor's invoice number** and the **Invoice total ($)** if the invoice came with the goods, and press **Save**. Roadside says *Receipt saved.*
2. **Read every line and every landed cost once more.** Posting adds the stock at this cost, moves the average cost, and cannot be undone. A posted receipt cannot be changed or cancelled. The way back is a vendor return (Start a return to a vendor, in Chapter 11 (page 85)).
3. **Press Post into stock** and confirm. Roadside asks *Post <number>? Each line goes into stock at its landed cost, and the receipt doesn't change after.*

The press ends one of three ways.

- **It posted.** Roadside says *Receipt posted: <n> line(s) went into stock*. The badge reads *Posted*, each line's **Landed cost** is filled in and the forms are gone.
- **Someone else had posted it.** Roadside says *That receipt was already posted*. Nothing goes in a second time.
- **It was refused.** A message at the top of the page says why, and nothing was posted. Fix what it names and post again.

| THE MESSAGE | WHAT TO DO |
|---|---|
| ***Line <n> has no cost. Enter what it costs, or mark it no charge if it came free.*** | Press the pen on that line. Type the **Invoice cost** or tick **No charge: it came free**. |
| ***The vendor's invoice number "<number>" starts with "<character>". A spreadsheet reads that as a formula. Change the invoice number on the receipt (leave that character off), then post it.* The characters are =, +, - and @.** | Take that first character off the **Vendor's invoice number** in **Paperwork** and save. |
| ***Its order is closed, so nothing more is received against it.* The message names the order's own status.** | The order was closed, cancelled or fully received after the receipt was started. Cancel this receipt and receive the goods without an order. |
| **A line's lot *is already kept for this item with another expiry*, or *was recalled, so it takes no more stock*.** | Check the code and date on the bag against the lot on **Lots and expiry**. Correct the line, or give a different batch its own code. Nothing posts into a recalled lot. |
| ***Line <n> is in <unit>, and that size's cost is kept per <unit>. Its cost has to be per <unit> first.*** | The size's unit was changed after the order was written. Ask a Manager or Store owner to put the size's cost in the unit the line names, then post. |
| ***Line <n>'s landed cost works out past what one unit may cost.*** | Check the **Invoice cost** on that line and the amounts under **Landed costs** for a figure typed wrong. |




1. Posted: the receipt no longer changes.
2. Landed cost: the invoice cost plus this line's share of the freight.
3. Bill this receipt starts the vendor's bill when the invoice comes.

**A posted receipt. Each line shows the landed cost it went into stock at.**

To see what posting did, open the product. Its **Stock history** has a *Received* line that names the receipt (Find low items and explain a missing bag, in “Count the shelf and record deliveries” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/stock)), and its cost history shows the average before and after (See why a size's cost changed, in Chapter 3 (page 22)). A receipt posted from these screens takes the date and time of the press, so post on the day the goods arrive. When the vendor's invoice comes, start its bill from the posted receipt's **Vendor bills** card (Enter a vendor's bill, in Chapter 12 (page 91)).

# Cancel a receipt that was started by mistake

WHERE TO FIND IT **Stock and purchasing** › **Purchase orders → Receipts → a receipt**

Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

A receipt opened against the wrong order, or opened twice for one truck, is cancelled while it is still *Open*. An open receipt has put nothing into stock, so cancelling takes nothing out.

1. **Open the receipt** from the **Receipts** tab and be sure it is the wrong one. A cancelled receipt stays in the list as *Cancelled* and can never be posted. Its order keeps what it had open, and the real delivery needs a receipt of its own.
2. **Press Cancel the receipt** and confirm. Roadside asks *Cancel <number>? Nothing goes into stock. The receipt stays listed as cancelled and can't be posted.*

It worked when Roadside says *Receipt <number> cancelled. Nothing went into stock.* and the badge reads *Cancelled*. If someone cancelled it first, the message is *That receipt was already cancelled.* A posted receipt has no cancel button, and Roadside refuses to cancel one: *That receipt was posted, so it can't be cancelled. To send the goods back, make a return to the vendor.* (Start a return to a vendor, in Chapter 11 (page 85)).

# 10 See what is due and how a vendor is doing

Three reports show what is still on order, what should arrive each week and which lines are late. Vendor history shows how a vendor has done on time and on fill.

IN THIS CHAPTER

- List every line still on order, its value and how late it is
- Plan the week's trucks, late lines first
- Check a vendor's on-time and fill rates and its lead time
- Download any of the three as a spreadsheet file

## See what is still on order

WHERE TO FIND IT **Stock and purchasing** › **Purchase orders → Open orders** Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

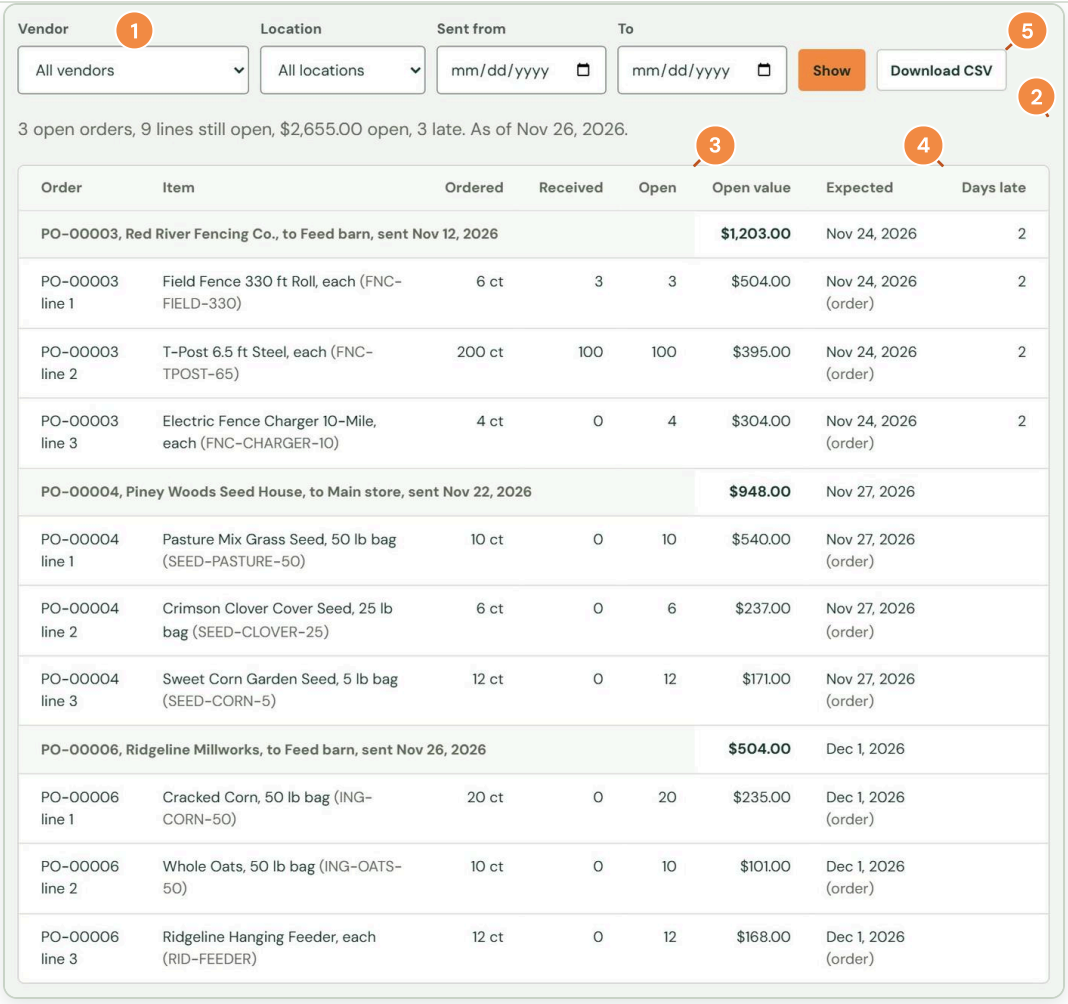
*Every order that is sent or partly received, with what each line ordered, what came and what is still open, valued at the order's cost. A line is late when its expected date has passed with something still open.* Drafts are not on it until they are sent.

Open orders, Expected deliveries and Vendor history are tabs on Purchase orders. They only read: nothing on them changes an order, and they are worked out each time you press **Show**.

WORDS TO KNOW

**Lead time**
The usual days from sending an order to its delivery.

**Fill rate**
What came in as a share of what was ordered, by value.




| Order | Item | Ordered | Received | Open | Open value | Expected | Days late |
|---|---|---|---|---|---|---|---|
| **PO-00003, Red River Fencing Co., to Feed barn, sent Nov 12, 2026** | | | | | **$1,203.00** | Nov 24, 2026 | 2 |
| PO-00003 line 1 | Field Fence 330 ft Roll, each (FNC-FIELD-330) | 6 ct | 3 | 3 | $504.00 | Nov 24, 2026 (order) | 2 |
| PO-00003 line 2 | T-Post 6.5 ft Steel, each (FNC-TPOST-65) | 200 ct | 100 | 100 | $395.00 | Nov 24, 2026 (order) | 2 |
| PO-00003 line 3 | Electric Fence Charger 10-Mile, each (FNC-CHARGER-10) | 4 ct | 0 | 4 | $304.00 | Nov 24, 2026 (order) | 2 |
| **PO-00004, Piney Woods Seed House, to Main store, sent Nov 22, 2026** | | | | | **$948.00** | Nov 27, 2026 | |
| PO-00004 line 1 | Pasture Mix Grass Seed, 50 lb bag (SEED-PASTURE-50) | 10 ct | 0 | 10 | $540.00 | Nov 27, 2026 (order) | |
| PO-00004 line 2 | Crimson Clover Cover Seed, 25 lb bag (SEED-CLOVER-25) | 6 ct | 0 | 6 | $237.00 | Nov 27, 2026 (order) | |
| PO-00004 line 3 | Sweet Corn Garden Seed, 5 lb bag (SEED-CORN-5) | 12 ct | 0 | 12 | $171.00 | Nov 27, 2026 (order) | |
| **PO-00006, Ridgeline Millworks, to Feed barn, sent Nov 26, 2026** | | | | | **$504.00** | Dec 1, 2026 | |
| PO-00006 line 1 | Cracked Corn, 50 lb bag (ING-CORN-50) | 20 ct | 0 | 20 | $235.00 | Dec 1, 2026 (order) | |
| PO-00006 line 2 | Whole Oats, 50 lb bag (ING-OATS-50) | 10 ct | 0 | 10 | $101.00 | Dec 1, 2026 (order) | |
| PO-00006 line 3 | Ridgeline Hanging Feeder, each (RID-FEEDER) | 12 ct | 0 | 12 | $168.00 | Dec 1, 2026 (order) | |

1. Narrow the report to one vendor or location.
2. Read how many orders and lines are open, their value and how many are late.
3. Read what each line still has coming.
4. Find the lines past their expected date.
5. Download the report as a spreadsheet file.

**Open orders: three orders still open, with the lines that are late.**

1. **Open Purchase orders and the Open orders tab.**

2. **Choose a Vendor or Location to narrow it,** and dates under **Sent from** and **To** for orders sent in that range. Empty dates take every date. When your store has an inactive location, it is left out of the list unless you tick **Include inactive locations**. Press **Show**.

3. **Read the summary:** *<n> open orders, <n> lines still open, <$> open, <n> late. As of* today's date.

4. **Read each order and its lines.** An order's row names its vendor, where it goes and when it was sent, with its open value. Each line shows **Ordered**, **Received**, **Open**, **Open value**, **Expected** and **Days late**.

5 **Press Download CSV** for a file of the same lines, named `open-orders-` and the date.

**Expected** is the order's expected date, marked *(order)*, or the day it was sent plus the lead time, marked *(lead time)*: the vendor item's lead time, or the vendor's when the item has none. A line with neither reads *No date*. With nothing open the report reads *No open orders*. A range that runs backwards says *The range starts after it ends*. Press an order's number to receive against it or close what will never come (Receive a delivery against its purchase order, in Chapter 9 (page 69), Close or cancel an order, in Chapter 6 (page 50)). The summary's order count matches the orders whose badge reads **Sent** or **Partly received** for the same filters.

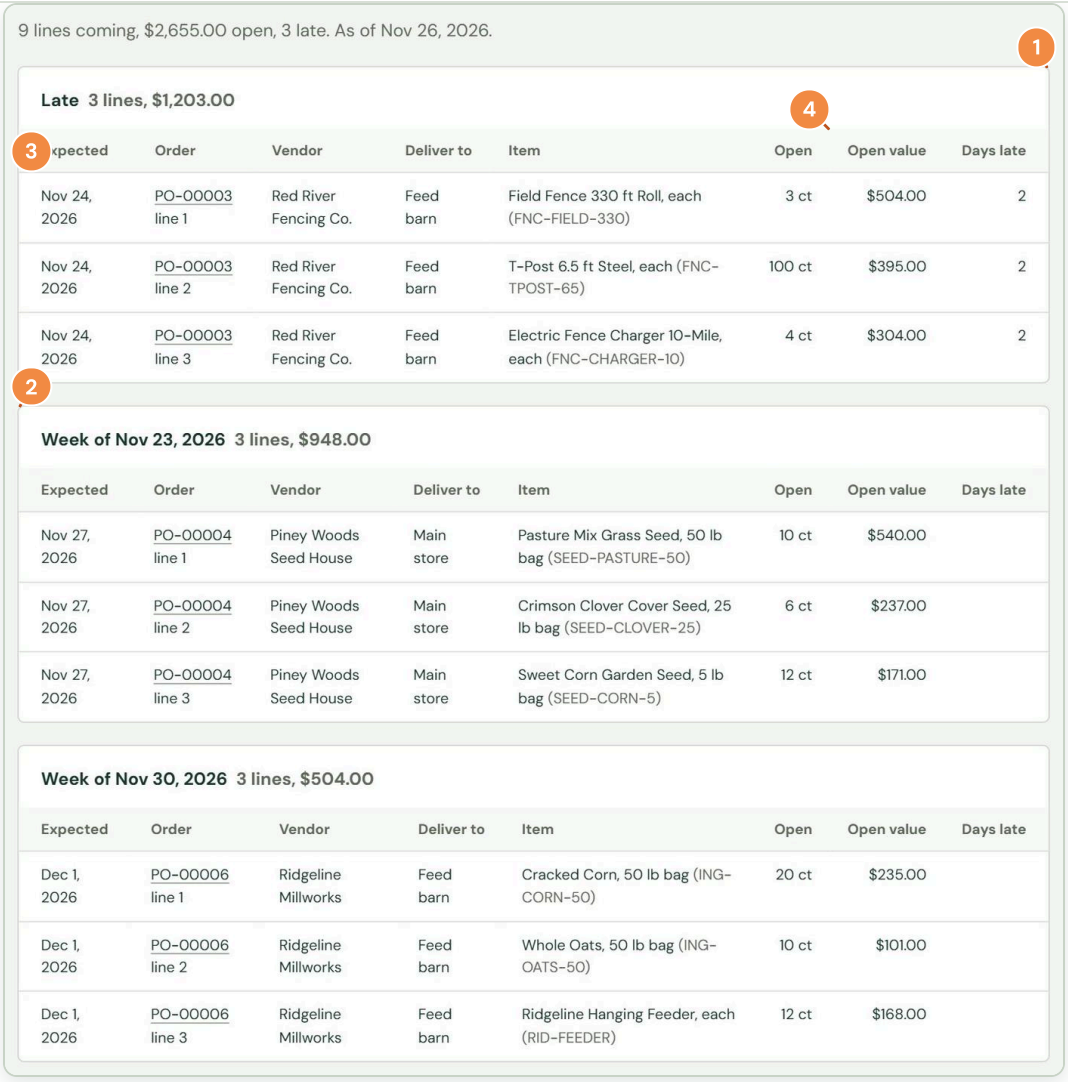
# Plan the week's deliveries

WHERE TO FIND IT **Stock and purchasing** › **Purchase orders → Expected deliveries**

Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

*What is still coming, by the week it is expected (Monday to Sunday). Late lines are first. A line's date is its order's expected date, or the day it was sent plus the vendor's lead time.* That lead time is the vendor item's when it has one. Use it to plan who is on the dock and where the pallets go.



9 lines coming, $2,655.00 open, 3 late. As of Nov 26, 2026.

**Late** 3 lines, $1,203.00

| Expected | Order | Vendor | Deliver to | Item | Open | Open value | Days late |
|---|---|---|---|---|---|---|---|
| Nov 24, 2026 | PO-00003 line 1 | Red River Fencing Co. | Feed barn | Field Fence 330 ft Roll, each (FNC-FIELD-330) | 3 ct | $504.00 | 2 |
| Nov 24, 2026 | PO-00003 line 2 | Red River Fencing Co. | Feed barn | T-Post 6.5 ft Steel, each (FNC-TPOST-65) | 100 ct | $395.00 | 2 |
| Nov 24, 2026 | PO-00003 line 3 | Red River Fencing Co. | Feed barn | Electric Fence Charger 10-Mile, each (FNC-CHARGER-10) | 4 ct | $304.00 | 2 |

**Week of Nov 23, 2026** 3 lines, $948.00

| Expected | Order | Vendor | Deliver to | Item | Open | Open value | Days late |
|---|---|---|---|---|---|---|---|
| Nov 27, 2026 | PO-00004 line 1 | Piney Woods Seed House | Main store | Pasture Mix Grass Seed, 50 lb bag (SEED-PASTURE-50) | 10 ct | $540.00 | |
| Nov 27, 2026 | PO-00004 line 2 | Piney Woods Seed House | Main store | Crimson Clover Cover Seed, 25 lb bag (SEED-CLOVER-25) | 6 ct | $237.00 | |
| Nov 27, 2026 | PO-00004 line 3 | Piney Woods Seed House | Main store | Sweet Corn Garden Seed, 5 lb bag (SEED-CORN-5) | 12 ct | $171.00 | |

**Week of Nov 30, 2026** 3 lines, $504.00

| Expected | Order | Vendor | Deliver to | Item | Open | Open value | Days late |
|---|---|---|---|---|---|---|---|
| Dec 1, 2026 | PO-00006 line 1 | Ridgeline Millworks | Feed barn | Cracked Corn, 50 lb bag (ING-CORN-50) | 20 ct | $235.00 | |
| Dec 1, 2026 | PO-00006 line 2 | Ridgeline Millworks | Feed barn | Whole Oats, 50 lb bag (ING-OATS-50) | 10 ct | $101.00 | |
| Dec 1, 2026 | PO-00006 line 3 | Ridgeline Millworks | Feed barn | Ridgeline Hanging Feeder, each (RID-FEEDER) | 12 ct | $168.00 | |

1. Start with the lines already past their date.
2. Read each week's lines, Monday to Sunday.
3. Read the day each line is due.
4. Read what each line is worth at the order's cost.

**Expected deliveries with late lines and two weeks to come.**

1. **Open the Expected deliveries tab.**
2. **Narrow it if you need to,** by vendor, location, or dates under **Expected from** and **To**. A date range leaves out lines with no expected date. Press **Show**.
3. **Read the groups in order. Late** comes first, then **Week of** and the Monday, then **No expected date**. Each heading gives its number of lines and their value. Each line shows **Expected**, **Order**, **Vendor**, **Deliver to**, **Item**, **Open**, **Open value** and **Days late**.
4. **Call the vendor about each late line,** and press **Download CSV** for a printed schedule.

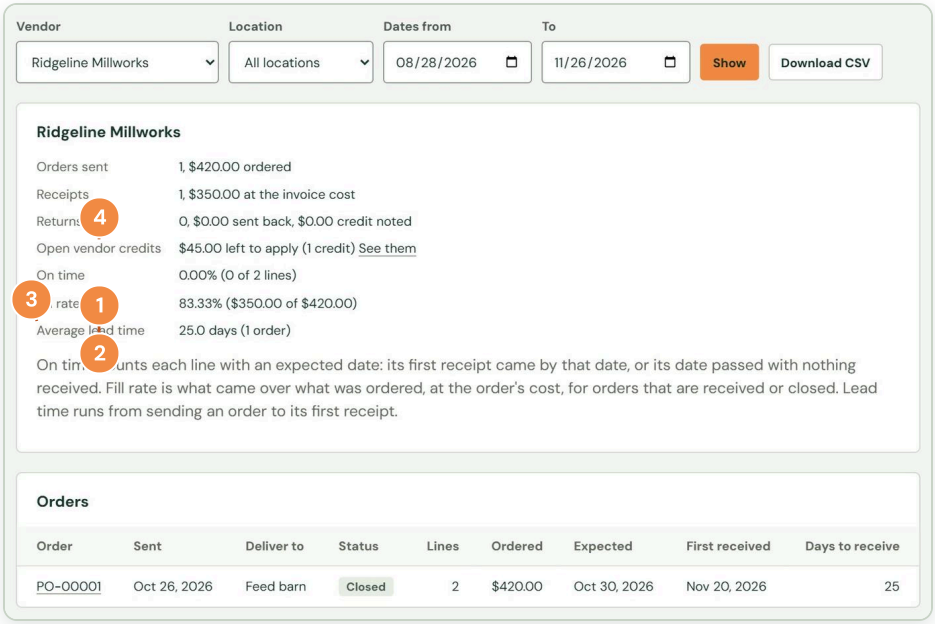
The summary reads *<n> lines coming, <$> open, <n> late. As of* today's date. With nothing open it reads *Nothing is expected*. The date is the order's, one for all its lines: set it when the order is started, or on the draft's **Order details** card (Add what you need in the vendor's packs, in Chapter 6 (page 46)). Once the order is sent it stays. On a phone, Walk lists the same orders for receiving, late first (Receive a delivery on the phone, in Chapter 17 (page 127)).

# Check how a vendor has done

WHERE TO FIND IT **Stock and purchasing** › **Purchase orders → Vendor history** Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

*Choose a vendor and a range of days to see what was ordered, what came in and what went back, and how the vendor did.* Until a vendor is chosen it reads *Choose a vendor* and *Pick a vendor above to see its orders, receipts and returns.*




1. Read the share of lines that came by their date.
2. Read how much of what was ordered came in.
3. Read how many days the vendor took on average.
4. See the vendor's credits still to use on a bill.

**Vendor history for Ridgeline Millworks over the last 90 days.**

### 1 Open the Vendor history tab and choose the Vendor.

2. **Choose the dates** under **Dates from** and **To**, and a location if you want one. Empty dates take every date. Press **Show**.
3. **Read the vendor's figures. Orders sent**, **Receipts** and **Returns** count and value what happened in the range. **Open vendor credits** gives what is left to apply today, whatever the dates, with **See them** (Record a vendor's credit memo, in Chapter 14 (page 102)). **On time**, **Fill rate** and **Average lead time** follow.
4. **Read the three tables** under the figures: **Orders**, **Receipts** and **Returns**, each with its numbers as links.
5. **Press Download CSV** for the orders, receipts, returns, totals and rates in one file.

The screen says how each rate is worked out: *On time counts each line with an expected date: its first receipt came by that date, or its date passed with nothing received. Fill rate is what came over what was ordered, at the order's cost, for orders that are received or closed. Lead time runs from sending an order to its first receipt.* The rates cover orders sent in the range. Until there is something to measure they read *Nothing to measure yet*, *No finished orders*, *Nothing received yet*, or *Nothing to average: 2 left out because the receipt is dated before the order was sent*. A vendor's returns themselves are in Start a return to a vendor, in Chapter 11 (page 85).

# 11 Send stock back to a vendor

Damaged bags, the wrong item or a recall go back on a vendor return. A Manager ships it, and the vendor's credit is recorded when it comes.

IN THIS CHAPTER


- Start a return and add what is going back, with the reason
- Ship it, which takes the stock out of the store
- Note the credit you expect and record the vendor's credit memo
- Close a return, or cancel a draft
- Decide whether a return may take stock below zero


## Start a return to a vendor

WHERE TO FIND IT **Stock and purchasing** › **Purchase orders → Vendor returns** Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

Torn bags found after the receipt was posted, the wrong item, overstock the vendor agreed to take back, a recalled lot: each leaves the store on a vendor return. A return begins as a draft. Store owners, Managers and Staff can start one and add its lines, and none of that moves stock. Shipping it is a separate press for a Manager or the Store owner.

WORDS TO KNOW

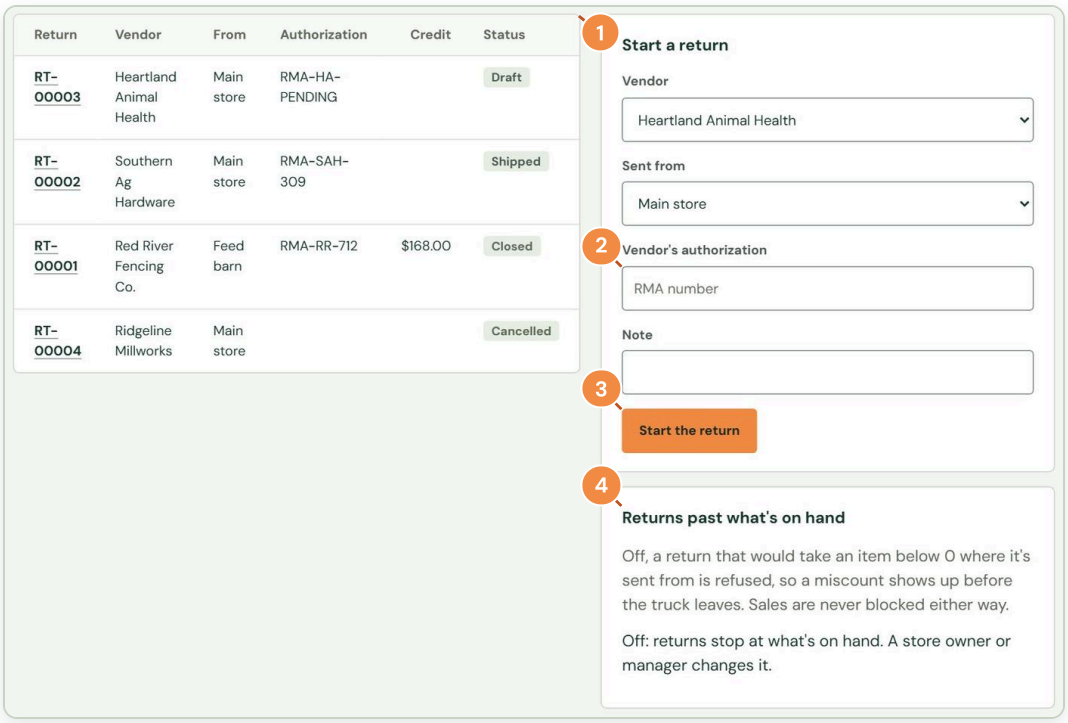
**Vendor return**

Stock sent back to a vendor. It leaves at average cost.

1. **Go to Purchase orders and press the Vendor returns tab.** A store with no vendors sees *Add a vendor first: every return goes back to one of your vendors.* (Add a vendor and its terms, in Chapter 4 (page 26)).

2. **Fill in Start a return.** Choose the **Vendor** and **Sent from**, the location the stock leaves. Type the **Vendor's authorization** if the vendor gave you a return number, and a **Note**. Type them before you start: the return's own page shows them and has no box to change them.

3. **Press Start the return.** Roadside says *Return <number> started.* and opens the return as a *Draft*, numbered such as RT-00005.




1. Status: Draft, Shipped, Closed or Cancelled.
2. Vendor's authorization: type the vendor's RMA number here before you start.
3. Start the return opens a draft. No stock moves.
4. Returns past what's on hand: read whether a return may take stock below 0.

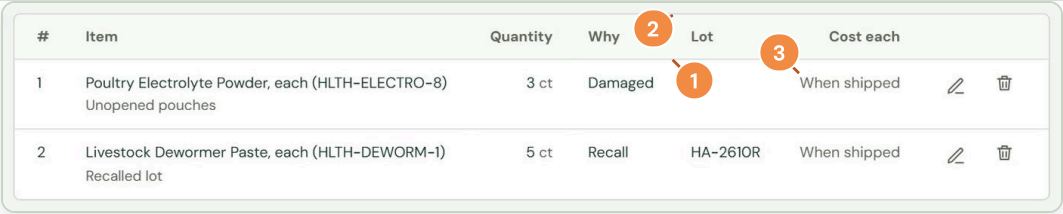
**Vendor returns, with the card that starts one and the setting as Staff see it.**

Then add what is going back.

1. **Add each item in Add a line.** Choose the **Item**, type the **Quantity** in the item's own unit, and choose **Why**: *Damaged*, *Wrong item*, *Overstock*, *Expired*, *Recall* or *Other*.

2. **Type the Lot** when the stock belongs to one, as **Lots and expiry** shows the code. In a store that keeps lots the hint reads *This store keeps lots: shipping takes the stock out of this lot, even one on hold or recalled.* Leave the box empty for stock that is in no lot.

3. **Press Add line.** Roadside says *Line added.* The pen on a row changes a line and the trash button removes it.




1. Why: the reason each item is going back.
2. Lot: the lot the stock comes out of when the return ships.
3. When shipped: the cost of each unit is filled in at shipping.

**A draft return with two lines: one damaged, one from a recalled lot.**

The draft is ready when it lists every item going back and each line's **Cost each** reads *When shipped*.

# Ship a return

WHERE TO FIND IT **Stock and purchasing** › **Purchase orders → Vendor returns → a return**

Store owner, Manager

Included on Counter + Stock and Whole Store plans.

Shipping is the press that takes the stock out of the store. A Manager or the Store owner does it. Staff see *Someone of Manager rank or above ships a return.* where the button would be.

Every line leaves the **Sent from** location at the size's average cost at that moment, and **Cost each** shows it. The average cost itself does not move. In a store that keeps lots, a line that names a lot takes its quantity out of that lot, and a lot that is on hold, recalled or expired still goes back (Hold, release or recall a lot, in Chapter 21 (page 149)).




1. Ship the return takes the stock out. It cannot be undone.
2. Cancel the return, for a draft that will not go.

**The buttons at the foot of a draft return, as a Manager sees them.**

1. **Open the draft and check it against the pallet:** each line's item, quantity and lot.
2. **Be sure the goods are leaving.** Shipping takes the stock out of the location at once and cannot be undone. A shipped return's lines no longer change.

3. **Press Ship the return** and confirm. Roadside asks *Ship <number>? Its stock leaves now, and the return doesn't change after.*

A return ships whole or not at all. The press ends one of these ways.

- **It shipped.** Roadside says *Return shipped: its stock left.* The badge reads *Shipped*, **Cost each** is filled in, and each product's **Stock history** has a *Returned* line that names the return.
- **A line asks for more than is there.** *Line <n> sends back <quantity> <unit>, more than is on hand there. Turn on returns past what's on hand in the settings, or count the stock first.* Nothing shipped. Check the quantity and **Sent from**. If the goods are in front of you, the count is wrong: count the size (Start a count, in Chapter 16 (page 115)), or have the store allow it (Allow a return to take stock below zero, in Chapter 11 (page 90)).
- **A lot is not found, or is short.** The message names the line and the lot and ends *Nothing was shipped.* Check the code on the bag. Correct the line's **Lot**, or clear it to send back stock that is in no lot.
- **Someone else had shipped it.** Roadside says *That return had already shipped.*

A draft that will not go after all can be cancelled. Cancelling moves no stock, leaves the return in the list as *Cancelled*, and cannot be taken back: a cancelled return never ships. Press **Cancel the return** and confirm. Roadside says *Return cancelled.* Staff can cancel a draft too. A shipped return cannot be cancelled.

# Record the vendor's credit for a return

WHERE TO FIND IT **Stock and purchasing** ›

**Purchase orders → Vendor returns → a return → The vendor's credit** Store owner, Manager, Staff

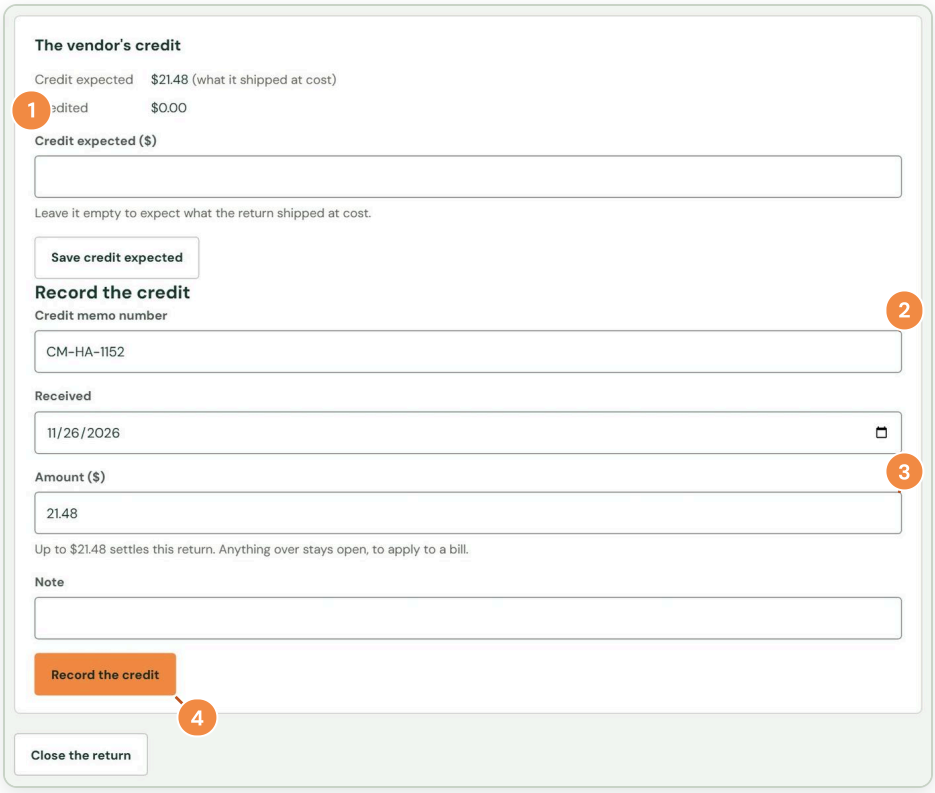
Included on Counter + Stock and Whole Store plans.

Once a return has shipped, its page gains a card called **The vendor's credit**. It keeps **Credit expected**, **Credited** and, when a credit came in under what you expected, **Short credited**. Nothing on this card pays or refunds money. It records what the vendor says it owes you.

1. **Set what you expect, if it differs. Credit expected** starts at what the return shipped at cost. If the vendor agreed another figure, such as the cost less a restocking fee, type it in **Credit expected ($)** and press **Save credit expected**. Roadside says *Credit expected saved.*

2. **When the credit memo comes, fill in Record the credit.** Type the **Credit memo number**. **Received** starts at today's date: check it. **Amount ($)** starts at what the return still expects. Type the memo's own amount.

3 **Check the amount before you record it.** Recording makes a vendor credit and applies it to this return in the same press, and Staff cannot take it off again. The hint says how the amount is split: *Up to <amount> settles this return. Anything over stays open, to apply to a bill.* Press **Record the credit**.




1. Credit expected: what the return shipped at cost, until you type another figure.
2. Credit memo number: type the number printed on the vendor's memo.
3. Amount ($): type the memo's amount.
4. Record the credit saves the memo and applies it to this return.

**The vendor's credit on a shipped return, with a credit memo typed in and not yet recorded.**

Roadside answers *Credit <memo> recorded: <amount> applied to this return.* When the memo is for more than the return expected, the message ends *<amount> left to apply to a bill.* and that part waits on the **Vendor credits** tab (Take a credit off a bill, in Chapter 14 (page 103)). When it is for less, **Short credited** shows the difference and the form stays for a second memo.

- *That vendor's memo <memo> is recorded already.* The number is on another credit from this vendor. Find it on the **Vendor credits** tab.
- A figure in **Credit expected ($)** below what is already credited is refused. The message ends *Remove a credit first.*

- A memo recorded on the wrong return is taken off by a Manager or the Store owner (Take a credit back off, or void it, in Chapter 14 (page 105)).

When nothing more is coming, press **Close the return**. Closing changes no stock and no credit, and Roadside does not ask first. It says *Return closed.* The return reads *Closed* from then on, and a late credit memo can still be recorded on it.

## Allow a return to take stock below zero

WHERE TO FIND IT **Stock and purchasing** ›

**Purchase orders → Vendor returns → Returns past what's on hand** Store owner, Manager

Included on Counter + Stock and Whole Store plans.

A return cannot take out more than Roadside has on hand at the location it leaves from. The card on the **Vendor returns** tab gives the reason: *Off, a return that would take an item below 0 where it's sent from is refused, so a miscount shows up before the truck leaves. Sales are never blocked either way.* The setting starts off, and it covers every return the store ships.

A Manager or the Store owner changes it. Staff read how it stands, *Off: returns stop at what's on hand.* or *On: returns may take stock below 0.*, followed by *A store owner or manager changes it.*

1. **Weigh what the setting gives up.** With it on, a return ships even when it takes a size, or a lot, below 0 at that location, and nothing warns you. The size then shows on the Recount list until it is counted (Recount sizes that went below zero, in Chapter 18 (page 130)).

2. **Tick Let a return take stock below 0** in the **Returns past what's on hand** card and press **Save setting**. Roadside says *Setting saved.* Untick the box and save to turn it off again.

# 12 Enter a vendor's bill and match it

Enter the vendor's invoice as a bill and match it against what you ordered and what came in. The match lists each problem it finds, for you to correct or for a Manager or the Store owner to approve.

IN THIS CHAPTER

- Start a bill from a posted receipt, or enter one by hand
- Make the draft agree with the paper invoice
- Match it, and read each problem the match finds

## Enter a vendor's bill

WHERE TO FIND IT **Stock and purchasing** ›

**Purchase orders → Vendor bills; or a posted receipt → Bill this receipt** Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

The vendor's invoice comes with the goods or a few days behind them. Enter it as a vendor bill, and Roadside checks it against the order and the receipt before anyone pays it. Store owners, Managers and Staff can enter a bill. A bill records what the vendor charges. It never changes stock on hand or the average cost.

WORDS TO KNOW

### Vendor bill

A vendor's invoice entered in Roadside and matched to the order and the receipt.

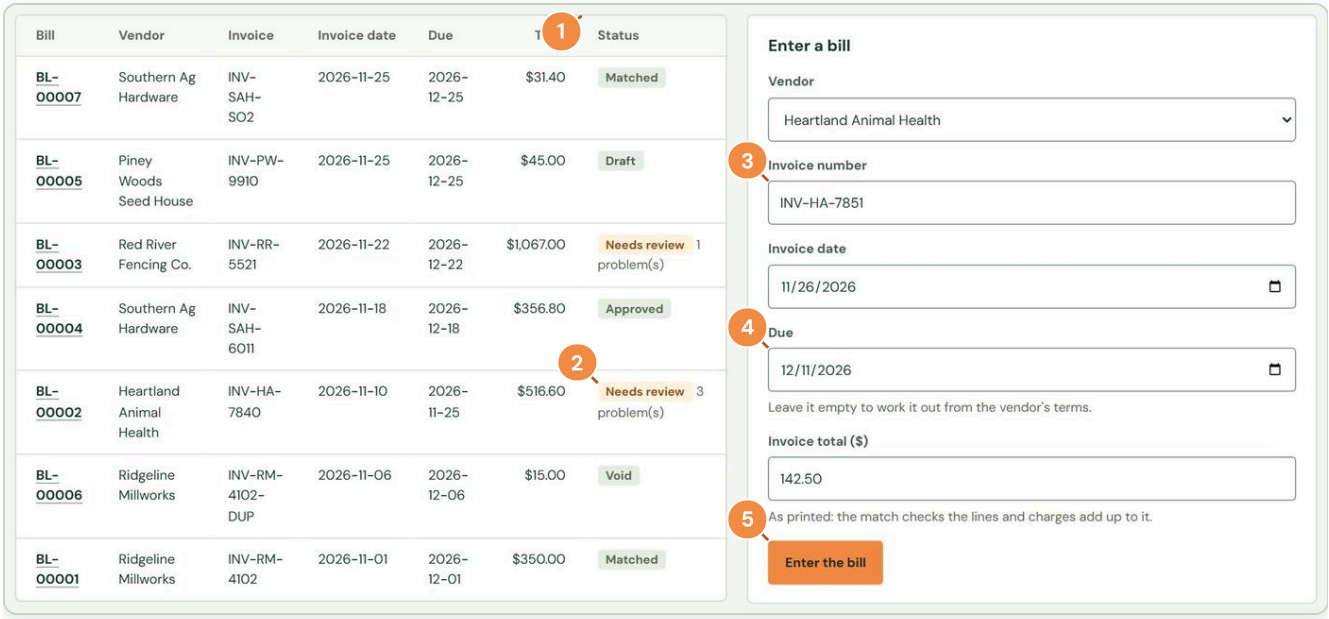
Most bills start from the receipt they are for.

1. **Open the posted receipt** from the **Receipts** tab of Purchase orders. Its **Vendor bills** card lists any bill that already covers it, or reads *No bill covers this receipt yet.*

2. **Fill in Bill this receipt.** The **Invoice number** starts with the one typed on the receipt. The **Invoice date** starts at today's date: check it against the invoice. Type **Due**, or leave it empty *to work it out from the vendor's terms*, and the **Invoice total ($)** as printed.

3. **Start the bill.** Starting one changes no stock and no cost. Press **Bill this receipt**. Roadside says *Bill <number> entered. Check its lines against the invoice, then match it.* and opens the bill as a *Draft*, with a line for everything on the receipt that is not billed yet. Each line starts at the order's cost, or at the receipt's invoice cost when the delivery had no order.

For an invoice that covers several receipts, use the **Enter a bill** card on the **Vendor bills** tab. Choose the **Vendor**, fill in the same boxes and press **Enter the bill**. That bill opens with no lines.




1. Status: Draft, Matched, Needs review, Approved or Void.
2. How many problems the match found on a bill that needs review.
3. Invoice number: type it as the vendor printed it.
4. Due: type the date, or leave it empty to use the vendor's terms.
5. Enter the bill opens a draft with no lines.

**Vendor bills in every state, with an invoice typed into Enter a bill.**

Then make the draft agree with the paper invoice. Each of these changes only the bill.

- **A line's quantity or cost.** Press the pen on its row. Type **Billed**, the **Cost** for one unit and, if the invoice prints one, the line's **Amount ($)**. Press **Save line**.
- **A line that is missing.** In **Add a line**, choose the receipt line under **What it bills**, type **Billed** and **Cost ($ per unit)**, and press **Add line**. An item chosen under **Or an item of yours** has no receipt behind it, and the form warns *A line with no receipt needs review: nothing came in for it.*

- **Another receipt on the same invoice.** In **Add a receipt**, choose a posted receipt from this vendor and press **Add the receipt**. It brings in a line for everything that receipt still has to bill.
- **Freight and other charges.** In the **Invoice** card, type **Freight ($)** and **Other charges ($)** as the invoice has them and press **Save**.

**Due** is worked out when the vendor's terms read like *Net 30* or *30 days*, which is 30 days after the invoice date, or like *Due on receipt*, *COD* or *Cash*, which is the invoice date. Terms worded another way leave **Due** empty, so type the date.

- *That vendor's invoice <invoice> is on <bill> already.* The invoice was entered before. Open the bill the message names.
- *Only a posted receipt is billed: post <receipt> first.* Post the receipt (Post the receipt into stock, in Chapter 9 (page 74)).
- *Everything on <receipt> is billed already.* The receipt's **Vendor bills** card lists the bills that cover it.

# Match a bill to the order and the receipt

WHERE TO FIND IT **Stock and purchasing** › **Purchase orders → Vendor bills → a bill**

Store owner, Manager, Staff

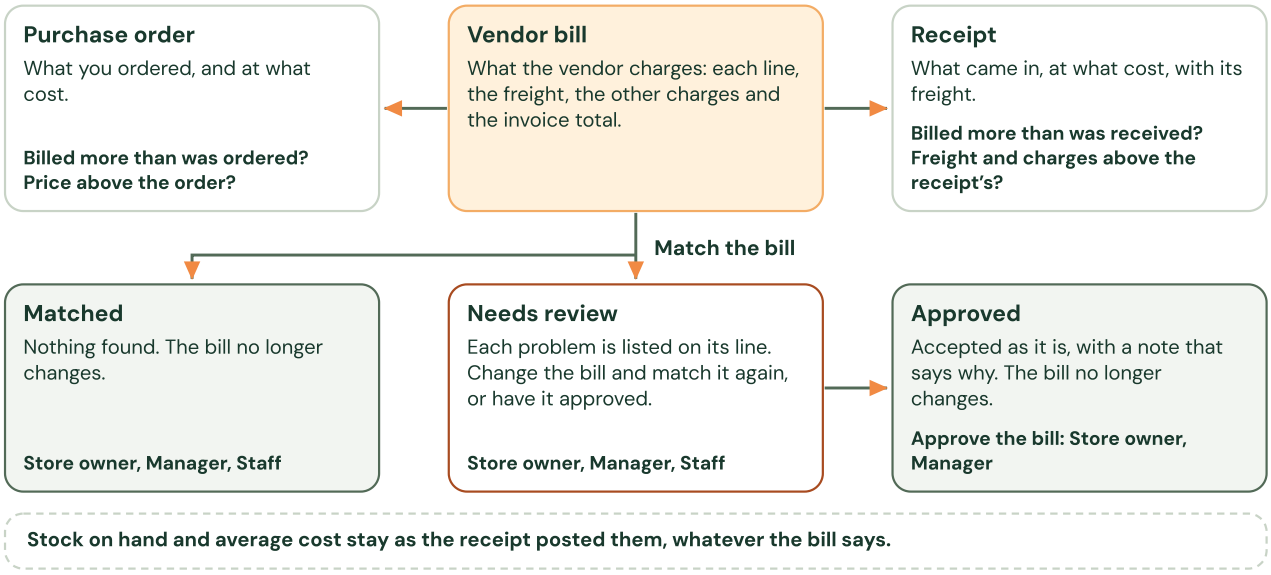
Included on Counter + Stock and Whole Store plans.

Matching compares each line of the bill with the receipt line it bills and the order line behind that. Store owners, Managers and Staff can match a bill.

WORDS TO KNOW

### Three-way match

Checking a bill against what you ordered and what was received.




**A bill is checked against the order and the receipt.**

1. **Open the bill and read The match against the paper invoice,** line by line, then the freight, the other charges and the total.
2. **Be sure the bill is right.** A bill that matches no longer changes. Its lines, charges and invoice number are fixed, and the only way to correct it is to void it and enter the invoice again.
3. **Press Match the bill,** under the Add a line, Add a receipt and Invoice cards.

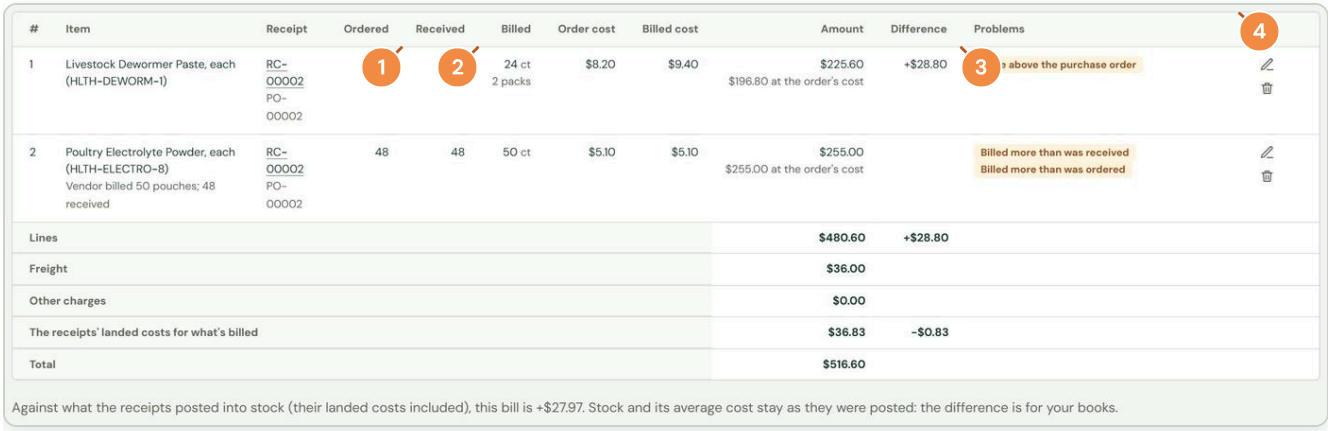
The match ends one of two ways.

- **Matched.** Roadside says *Matched: the bill agrees with the order and the receipts.* and the badge reads *Matched*.
- **Needs review.** Roadside says *The bill needs review: <n> problem(s) are listed below.* The badge reads *Needs review* and each problem shows on its line or on the **Total** row. An alert says what comes next: *Change the bill to agree with the invoice and match it again, or have a manager approve it with a note.*

A tolerance is how far a bill may run over the order before a Manager must review it (Set how far a bill may run over the order, in Chapter 13 (page 99)).

| THE PROBLEM, AS THE BILL WORDS IT | WHAT THE MATCH FOUND |
|---|---|
| **Not received: the line isn't on a posted receipt** | The line bills an item that no posted receipt brought in. |

| THE PROBLEM, AS THE BILL WORDS IT | WHAT THE MATCH FOUND |
|---|---|
| **Billed more than was received** | With the vendor's other bills that are matched, approved or in review, more of a receipt line is billed than went into stock. No tolerance covers this. |
| **Billed more than was ordered** | More is billed against an order line than it ordered, beyond the quantity tolerance. |
| **Price above the purchase order** | The line's amount is more than the billed quantity at the order's cost, beyond the price tolerances. |
| **Price above the receipt** | The same check for a delivery that had no order, against the receipt's invoice cost. |
| **Freight and charges above the receipts' landed costs** | The bill's freight and other charges are more than the landed costs on its receipts for what is billed, beyond the price tolerances. |
| **The invoice total isn't the sum of its lines and charges** | The **Invoice total ($)** you typed is not the bill's lines plus its freight and other charges. |

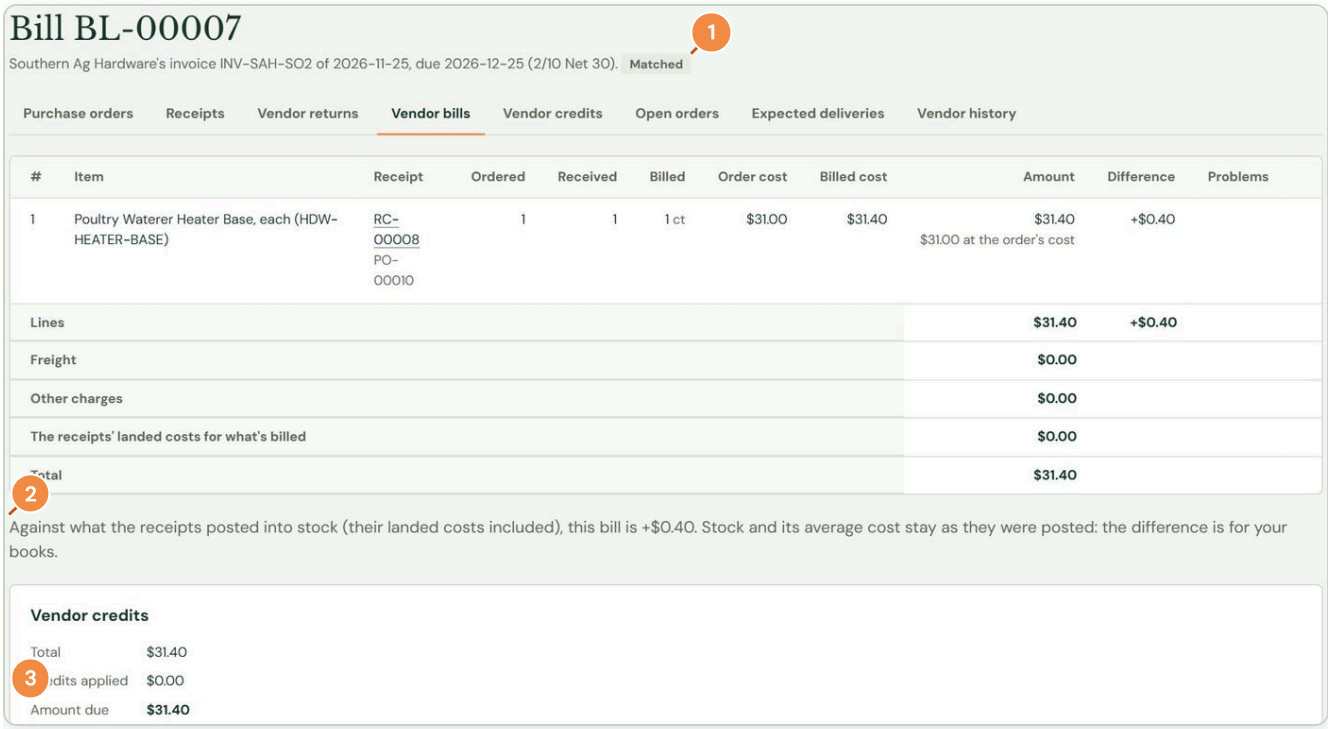



1. Received: what the receipt line put into stock.
2. Billed: what this bill charges for. Compare it with the invoice.
3. Difference: the line's amount over, or under, the order's cost.
4. Problems: read each one before you change the bill or ask for approval.

**A bill that needs review: one line is priced above the order, and another bills more than came in.**

A price below the order's is never a problem. If the problem is a keying mistake, correct the line and match again. Any change to a bill that needs review puts it back to *Draft*, and its **History** records *Changed, back to draft*. If the bill agrees with the invoice, leave it for a Manager or the Store owner to approve (Approve a bill that needs review, in Chapter 13 (page 97)).

After a match the bill may carry one more sentence under the table: *Against what the receipts posted into stock (their landed costs included), this bill is <difference>. Stock and its average cost stay as they were posted: the difference is for your books.* Roadside shows the figure and does nothing else with it.




1. Matched: the bill no longer changes.
2. The difference from what the receipts posted into stock. Pass it to whoever keeps the books.
3. Amount due: the total less any vendor credits applied.

**A matched bill whose cost differs from what its receipt posted.**

# 13 Approve or void a vendor's bill and see what is due

A bill that is right and still does not match waits for a Manager or the Store owner, who approves it with a note. Void a bill entered by mistake, set how far over the order a bill may run, and see what Roadside gives the person who pays the vendor.

IN THIS CHAPTER


- Approve a bill that needs review, with the reason
- Void a bill entered by mistake
- Set how far over the order a bill may run
- What Roadside does not do: pay the bill


## Approve a bill that needs review

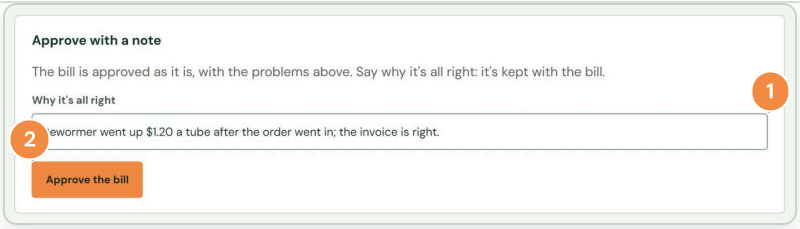
WHERE TO FIND IT **Stock and purchasing** › **Purchase orders → Vendor bills → a bill → Approve with a note**

Store owner, Manager

Included on Counter + Stock and Whole Store plans.

The mill raised its price after you ordered, or the invoice carries freight nobody put on the receipt. The bill is right and it still does not match. A Manager or the Store owner approves it as it stands and says why. Staff see *Someone of Manager rank or above approves a bill that needs review.* in the **Approve with a note** card.

1. **Open the bill and read each problem** (Match a bill to the order and the receipt, in Chapter 12 (page 93))**.** The card says what approving means: *The bill is approved as it is, with the problems above. Say why it's all right: it's kept with the bill.*
2. **Type Why it's all right.** The bill cannot be approved without it.
3. **Be sure before you approve.** An approved bill no longer changes, and Roadside does not ask a second time. Approving changes no stock and no cost, and it pays nothing. Press **Approve the bill**.

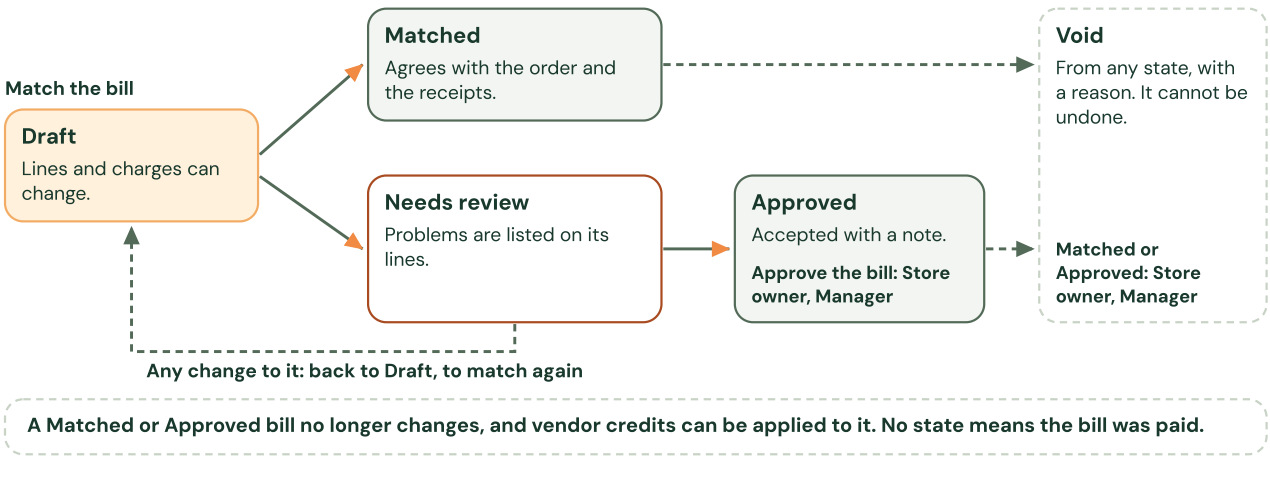



1. Why it's all right: type the reason. It is kept with the bill.
2. Approve the bill accepts it with its problems.

**Approve with a note, with the reason typed in.**

Roadside runs the match once more before it approves, so the press ends one of three ways.

- *Bill approved.* The badge reads *Approved*, an alert at the top shows *Approved* with the date and your note, and **History** adds *Approved by a manager*.
- *Nothing needs review any more: the bill is matched.* Something changed since the last match, such as a wider tolerance, and the problems are gone. The badge reads *Matched*.
- *Approving a bill that needs review needs someone of Manager rank or above.* A Staff member sent the form from a page that was out of date. The bill stays as it was.




**A bill's states, and who moves it.**

# Void a bill entered by mistake

WHERE TO FIND IT **Stock and purchasing** › **Purchase orders → Vendor bills → a bill → Void the bill**

Store owner, Manager, Staff (a matched or approved bill: Store owner, Manager)

Included on Counter + Stock and Whole Store plans.

Void a bill that was entered for the wrong vendor, or one the vendor withdrew. Voiding is also the way to correct a bill that is *Matched* or *Approved*: void it, then enter the invoice again. Store owners, Managers and Staff can void a *Draft* bill or one that needs review. A matched or approved bill takes a Manager or the Store owner, and Staff do not see the card on those.

The **Void the bill** card says what happens: *Its lines stop counting as billed, and its invoice number can be entered again*. The receipt can then be billed again. The bill stays in the list as *Void*, with your reason. No stock and no cost changes.

1. **Open the bill and type Why** in the **Void the bill** card. The bill cannot be voided without a reason.
2. **Be sure it is the right bill.** Voiding cannot be undone.
3. **Press Void the bill** and confirm. Roadside asks *Void <number>? It can't be undone*.

- *Bill voided. Its invoice number can be entered again*. The badge reads *Void*, an alert shows the reason, and **History** adds *Voided*.
- *A vendor credit is applied to that bill. Remove it from the bill first, then void it*. A Manager or the Store owner takes the credit off (Take a credit back off, or void it, in Chapter 14 (page 105)), then voids the bill.
- *Voiding a matched or approved bill needs someone of Manager rank or above*. The bill was matched after a Staff member opened it. Ask a Manager or the Store owner.

# Set how far a bill may run over the order

WHERE TO FIND IT **Stock and purchasing** › **Purchase orders → Vendor bills → Match tolerances**

Store owner, Manager

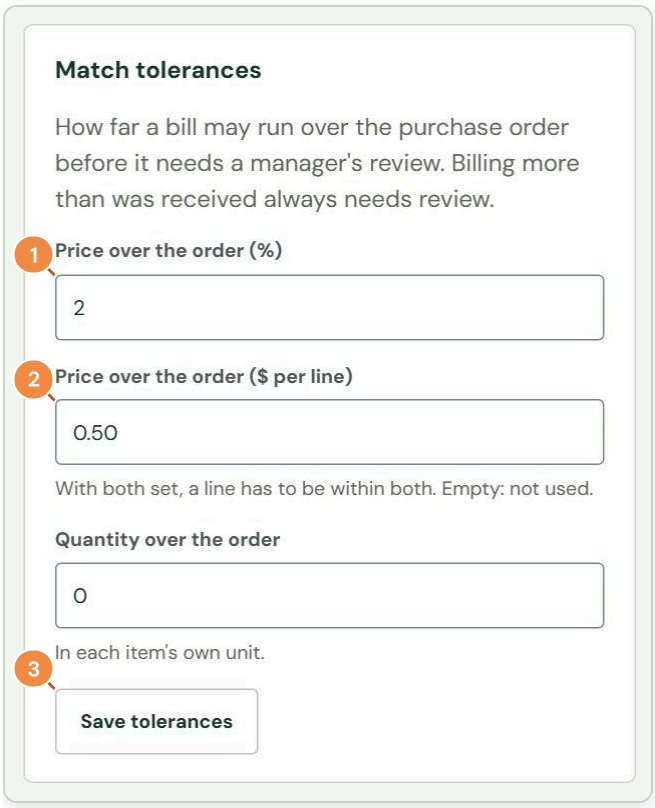
Included on Counter + Stock and Whole Store plans.

A vendor's price often lands a few cents off the order. Tolerances let a bill that close still match. They cover every bill the store matches from the moment they are saved. A bill already matched stays as it is.

WORDS TO KNOW

### Tolerance

How far a bill may run over the order before a Manager must review it.




1. Price over the order (%): type a percent of the line's amount.
2. Price over the order ($ per line): type a dollar limit for one line.
3. Save tolerances keeps them for the next match.

**Match tolerances set to 2% and $0.50.**

1. **Go to Purchase orders, press the Vendor bills tab and find Match tolerances.** The card reads *How far a bill may run over the purchase order before it needs a manager's review. Billing more than was received always needs review.*
2. **Type Price over the order (%), Price over the order ($ per line), or both.** The percent is of the line's amount at the order's cost. The dollar limit is for one line of one bill. The hint reads *With both set, a line has to be within both. Empty: not used.*
3. **Type Quantity over the order,** in each item's own unit. It starts at 0.

4 **Press Save tolerances.** Roadside says *Tolerances saved*.

With 2% and $0.50 set, a line ordered at $100.00 and billed at $100.40 matches. Billed at $100.60 it needs review, because it is more than $0.50 over. A line ordered at $10.00 and billed at $10.30 needs review too: it is within $0.50 and 3% over.

With both price boxes empty, any price over the order needs review. The same two price limits are used for the bill's freight and other charges against the landed costs on its receipts. No tolerance lets a bill charge for more than was received.

Staff read the tolerances and cannot change them. They see *None: any price over the order needs review.* or the price limits, followed by *A store owner or manager changes them.*

# Paying a vendor

WHERE TO FIND IT **Stock and purchasing** › **Purchase orders → Vendor bills** Store owner, Manager

Included on Counter + Stock and Whole Store plans.

Roadside has no screen that pays a vendor's bill, marks one as paid or prints a check. *Matched* and *Approved* say the bill agrees with the order and the receipt, or that a Manager accepted it. Neither says the vendor has been paid. Bills are paid outside Roadside, by whoever keeps the store's books. Roadside gives that person three things.

- **The bills themselves.** On the **Vendor bills** tab, choose a vendor or a status at the top and press **Apply**. Each row shows the **Invoice**, the **Invoice date**, **Due**, the **Total** and the **Status**.
- **What is due on one bill.** A matched or approved bill shows **Total**, **Credits applied** and **Amount due**. Amount due goes down only when a vendor credit is applied (Take a credit off a bill, in Chapter 14 (page 103)). Paying the vendor does not change it.
- **The QuickBooks files.** The Bills file is made from posted receipts, one bill for each receipt, and not from the bills on this tab (Download a file for QuickBooks, in Chapter 30 (page 209)).

# 14 Record a vendor credit and use it on a bill

A credit memo from a vendor is recorded once and taken off one or more bills. A Manager can take it off a bill again or void it.

IN THIS CHAPTER

- Record a credit memo that is not for a return
- Find a credit and what it was used on
- Take some or all of a credit off a bill
- Take a credit back off a bill or a return
- Void a credit recorded by mistake

## Record a vendor's credit memo

WHERE TO FIND IT **Stock and purchasing** › **Purchase orders → Vendor credits** Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

A vendor sends a credit memo for a price it corrected, a rebate, or bags it agrees were short. Record the memo once, then take it off that vendor's bills as they come. Store owners, Managers and Staff can record one. A credit changes no stock and no cost, and it is not in the QuickBooks files.

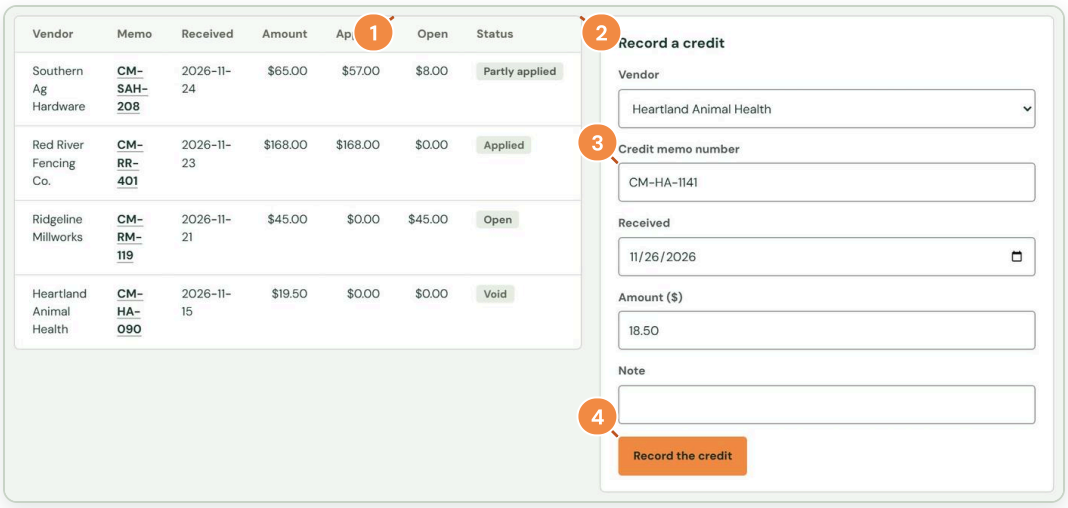
The credit for a vendor return is recorded on the return, which applies it there in the same press (Record the vendor's credit for a return, in Chapter 11 (page 88)). Do not record that memo here as well.

WORDS TO KNOW

**Vendor credit**
A credit memo from a vendor, taken off one or more bills.

1. **Go to Purchase orders and press the Vendor credits tab.** The list shows every credit. To narrow it, choose a vendor or a status at the top and press **Apply**.
2. **Fill in Record a credit.** Choose the **Vendor** and type the **Credit memo number** and the **Amount ($)**. **Received** starts at today's date: change it to the day the memo came. A **Note** can say what the credit is for.

3 **Check the vendor and the amount.** Only a Manager or the Store owner can void a credit that was recorded wrong. Press **Record the credit**.




1. Open: what is left of the credit to apply.
2. Status: Open, Partly applied, Applied or Void.
3. Credit memo number: type the number printed on the vendor's memo.
4. Record the credit saves the memo and opens its page.

**Vendor credits, with a memo typed into Record a credit.**

Roadside says *Credit <memo> recorded. Apply it from a bill of the vendor's.* and opens the credit's page. It worked when **Open** equals the **Amount** and the status reads *Open*. A memo number can be recorded once for each vendor. A second try is refused with *That vendor's memo <memo> is recorded already.*

To see where a credit went, press its memo number in the list. The **Applied to** table on its page names each bill or return, the date and the amount.

# Take a credit off a bill

WHERE TO FIND IT **Stock and purchasing** › **Purchase orders → Vendor bills → a bill → Apply a credit**

Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

A credit is used from the bill it comes off, and only on a bill of the same vendor that is *Matched* or *Approved*. Store owners, Managers and Staff can apply one. One credit can go on several bills, and one bill can take several credits.

1. **Open the bill** from the **Vendor bills** tab. Its **Vendor credits** section shows **Total**, **Credits applied** and **Amount due**. A bill that is a *Draft*, or needs review, has no such section: match it first (Match a bill to the order and the receipt, in Chapter 12 (page 93)).

2. **Find the credit under Apply a credit.** Each of the vendor's open credits has a box, oldest first, labelled with its memo number, the day it was received and how much it has left. The amount in the box starts at what the credit has left or what is due on the bill, whichever is less. Type a smaller amount to use part of the credit.

3. **Check the amount before you apply it.** Applying lowers the bill's **Amount due** and leaves its **Total** as it is, and Staff cannot take a credit off again. Press the **Apply credit** button for that memo.




1. Amount due: the bill's total less the credits applied to it.
2. The amount to take from this credit. Type less to use part of it.
3. Apply credit, with the memo's number, takes that amount off what is due.

**A bill's Vendor credits card, with one of the vendor's open credits offered under Apply a credit.**

Roadside says *Credit <memo> applied: <amount> off what's due.* It worked when **Credits applied** shows the amount, **Amount due** has fallen by it, and the credit's **Open** has fallen by the same. The credit reads *Partly applied* while some is left and *Applied* when none is.

- *That's more than the credit has left to apply.* or *That's more than is left due on the bill.* Type a smaller amount.
- *That credit was already applied.* The form was sent twice. The credit came off once.
- When the vendor has nothing to apply, the section says the vendor *has no open credits* and links to **Record a credit**.

Once **Amount due** reaches $0.00, **Apply a credit** leaves that bill. Applying a credit pays nothing: Paying a vendor, in Chapter 13 (page 101) says how bills are paid.

# Take a credit back off, or void it

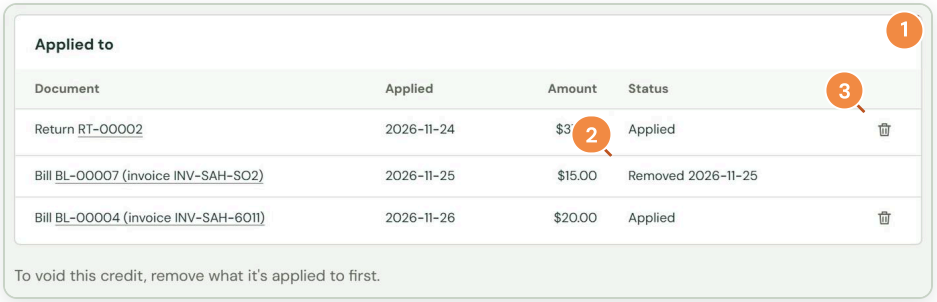
WHERE TO FIND IT **Stock and purchasing** › **Purchase orders → Vendor credits → a credit**

Store owner, Manager

Included on Counter + Stock and Whole Store plans.

A credit applied to the wrong bill is taken off again, and a memo recorded by mistake is voided. Both are for a Manager or the Store owner. Staff can open a credit's page, where they read *A manager or the store owner can take this credit off what it's applied to, or void it.*

1. **Go to the Vendor credits tab and press the credit's memo number. Applied to** lists each **Document**, the day it was **Applied**, the **Amount** and its **Status**.
2. **Know what comes back.** Taking a credit off a bill raises that bill's **Amount due** by the amount. Taking it off a return lowers the return's **Credited**. Either way the amount goes back into the credit's **Open**, to apply again.
3. **Press the Remove icon on the line** and confirm. Roadside asks *Take <amount> of this credit off* and names the bill or the return. It then says *<amount> taken off. It's the credit's to apply again.* The line stays in the table, and its status reads *Removed* with the date.




1. Applied to: each bill or return the credit was put on.
2. Removed, with the date: this amount came off again and is back in Open.
3. The Remove icon takes the credit off that bill or return.

**A credit used on a return and a bill, and taken off another bill.**

Void a credit only when the memo itself was recorded by mistake. A credit with anything applied cannot be voided, and its page reads *To void this credit, remove what it's applied to first.*

1. **Take the credit off everything it is applied to,** as above.

2. **Be sure it is the wrong memo.** Voiding cannot be undone. Press **Void the credit** and confirm. Roadside asks *Void credit <memo>? It can't be undone*.

Roadside says *Credit voided. Its memo number can be entered again*. The credit stays in the list as *Void*, with $0.00 open. A bill with a credit applied cannot be voided either: take the credit off here, then void the bill (Void a bill entered by mistake, in Chapter 13 (page 98)).



PART 4

# Counting and moving stock

Locations, counts at the desk and on a phone, transfers and holds.

# 15 Set up locations and bins

A location keeps its own stock total for each size. Bins tell you where to find the bags when you count or put a delivery away.

IN THIS CHAPTER

- Add a location and check where each register sells from
- Retire an empty location and keep its history
- Label bins and give each size a home bin
- Check and load a spreadsheet of home bins

## Add a location

WHERE TO FIND IT **Stock and purchasing** › **Locations** Store owner, Manager (Staff read the list)

Included on Counter + Stock and Whole Store plans.

Use a location for a place where you receive, sell, transfer or count stock. If you want to put a count sheet in shelf order within that place, add bins instead (Add bins to a location, in Chapter 15 (page 111)).

WORDS TO KNOW

**Location**
A place where your store keeps stock, such as the store, a warehouse or a truck. Stock is counted for each one.

**Default location**
The location Roadside uses when a screen does not ask for one.

**Bin**
A named spot inside a location, such as an aisle or a rack.

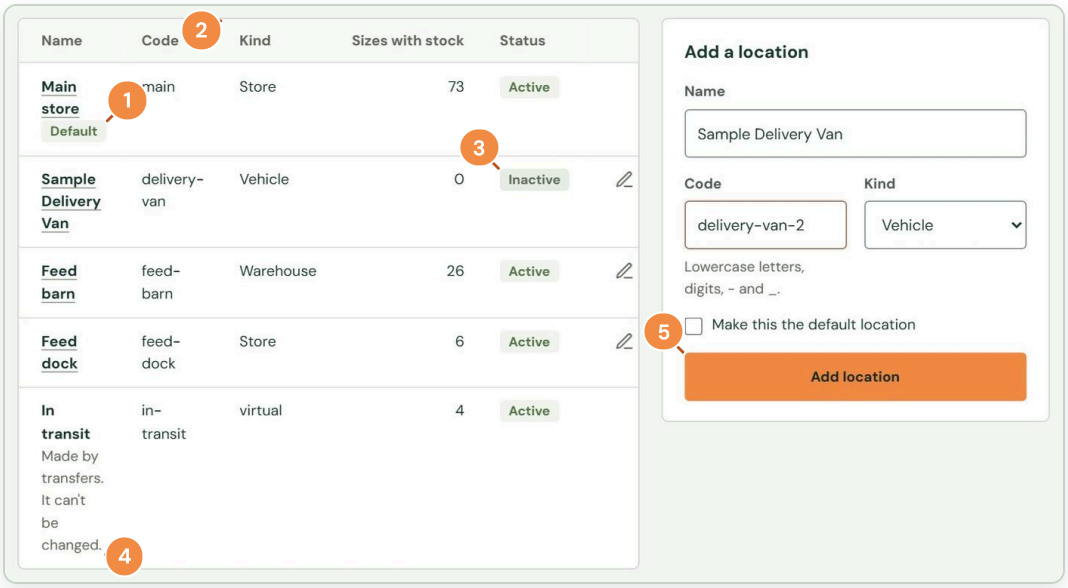
**Home bin**
The bin where a size normally sits at a location.

1. **Fill in Add a location.** Type the **Name** and a unique **Code** of up to 32 characters. Start with a lowercase letter or digit. Dashes and underscores are allowed after that. Choose the **Kind** from *Store*, *Warehouse*, *Vehicle* and *External site*.

2 **Decide which place should be the default.** Ticking **Make this the default location** gives this place the default when you add it. Leave it unticked to keep the present default.

> Included on Online Store, Counter + Online Store and Whole Store plans. The website sells from the default location. If you choose this place as the default, online orders take stock from here.

3 **Press Add location.** Look for the name with *Active* and, if you ticked the box, *Default*. If the code already belongs to another location, choose a different code and try again.




1. Find the location marked Default.
2. Check what kind of place each row names.
3. Use Make inactive when a location is empty.
4. Look here for stock between locations during a transfer.
5. Save the location you entered.

**The locations list and the form for adding a place to keep stock.**

**Edit** lets you change a location's name or kind. Press **Save location** and check the row. The code stays as first entered. You can choose the default only when adding a location. To make an existing location the default, ask Dirt Road through Store account > Support ("Ask Dirt Road for help" in the Core Roadside guide, dirtroadsoftware.com/support/roadside-manual/support-tickets).

Each register sells from the location assigned to that register. Check the assignment on Register locations ("See, move and retire a register" in the Counter & Charge Accounts guide, dirtroadsoftware.com/support/roadside-manual/counter-registers). Transfers keep the in-transit row themselves. Its note reads *Made by transfers. It can't be changed.*

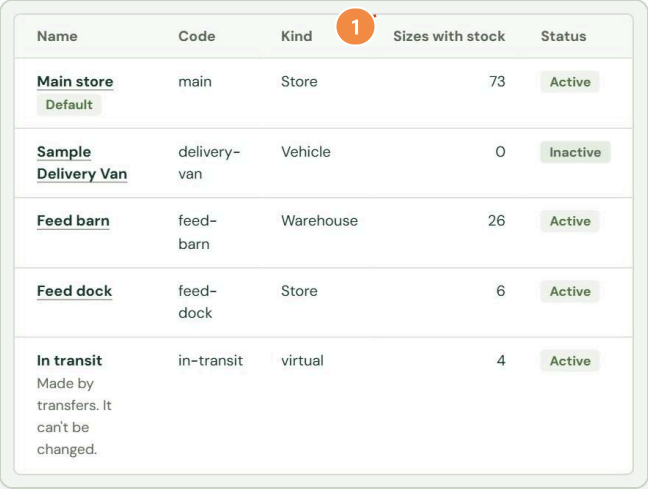
| | | |
|---|---|---|
| **Website order** | Default location | **Main store** |
| **Register "Front counter"** | Register's location | **Main store** |
| **Register "Feed barn"** | Register's location | **Feed barn** |

A register's location is set on Register locations.

**Transfers move stock between locations.**

Holds reduce what is available at one location.

**Which location each sale takes stock from.**




1 Read Sizes with stock to see how many sizes have stock here.

**Staff can read the locations list and open a location to see its bins.**

# Make a location inactive

WHERE TO FIND IT **Stock and purchasing** › **Locations** Store owner, Manager

Included on Counter + Stock and Whole Store plans.

1. **Check the location and its registers.** A register assigned here cannot make a live stock sale while this place is inactive. Move any register still in use on Register locations ("See, move and retire a register" in the Counter & Charge Accounts guide, dirtroadsoftware.com/support/roadside-manual/counter-registers). The default location must stay active.
2. **Check what is left there.** Stock on hand, stock in a lot, a hold, stock on order, an open count, transfer, purchase order or receipt, or a draft vendor return can keep the location in use. If Roadside refuses, it tells you what still needs attention.
3. **Close the location to stock movements.** Its history stays. Press **Make inactive** on its row and confirm the name. The row reads *Inactive*.
4. **To use the location again, allow stock to move there.** Press **Make active** and confirm. Check for *Active* on the same row.

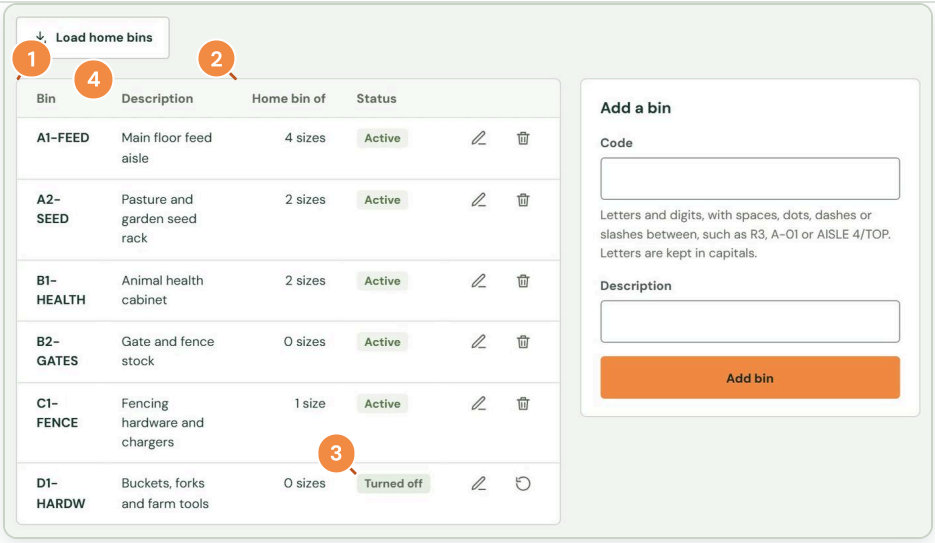
# Add bins to a location

WHERE TO FIND IT **Stock and purchasing** › **Locations → a location** Store owner, Manager (Staff read)

Included on Counter + Stock and Whole Store plans.

A bin can be a shelf, a row or a spot on the floor. Count sheets use home bins to put sizes in walking order. Receiving and transfers show the bin beside each size. All the bags of that size still count toward one total for the location.

1. **Open the location by name.** Under **Add a bin**, enter a **Code** such as *A-01* or *AISLE 4/TOP*. Start with a letter or digit and use up to 32 characters. Letters appear in capitals. Add a **Description** if it helps someone find the spot.
2. **Press Add bin.** Look for the code with status *Active*. If the code already exists here, use that bin or pick another code. To change the code or description, press **Edit** on the row, then **Save bin**.
3. **Check Home bin of before turning a bin off.** All sizes using it lose their home bin here. Press **Turn off** and confirm. The row reads *Turned off*. To use it again, press **Turn on**, then assign the sizes that belong there.




1. Find the code on the shelf.
2. Check how many sizes use this bin.
3. Check whether you can assign a size here.
4. Open Load home bins to check a spreadsheet.

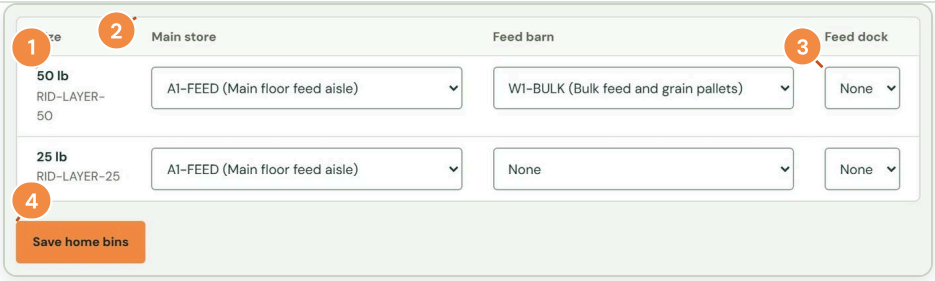
**Bins at one location, including a bin that has been turned off.**

# Give a size its home bin

WHERE TO FIND IT **Products** › **Products → a product's page → Bins** Store owner, Manager (Staff read)

Included on Counter + Stock and Whole Store plans.

1. **Open the product and press Bins.** Find the size by its SKU, then follow its row to the location. Staff can read the assignments.
2. **Choose a bin or None.** Each size can have one home bin at each active location. If the bin is missing, open the location by its column heading and check that the bin exists and is active. For a size marked *Not in Storehouse yet*, save its product once and return to Bins. If it still has no choice, ask Dirt Road through Send a question about Roadside, in “Ask Dirt Road for help” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/support-tickets).
3. **Press Save home bins.** Look for the number saved, such as *Saved 1 home bin*. A repeated save can read *Those home bins were saved already*. If the assignments already matched, it reads *Nothing changed*. Check the bin in the location's column.




1. Match the size and its SKU.
2. Choose the bin in the right location's column.
3. Choose None to clear an assignment here.
4. Save the assignments for this product.

**The same product has a home bin choice for each size at each location.**

# Load many home bins from a spreadsheet

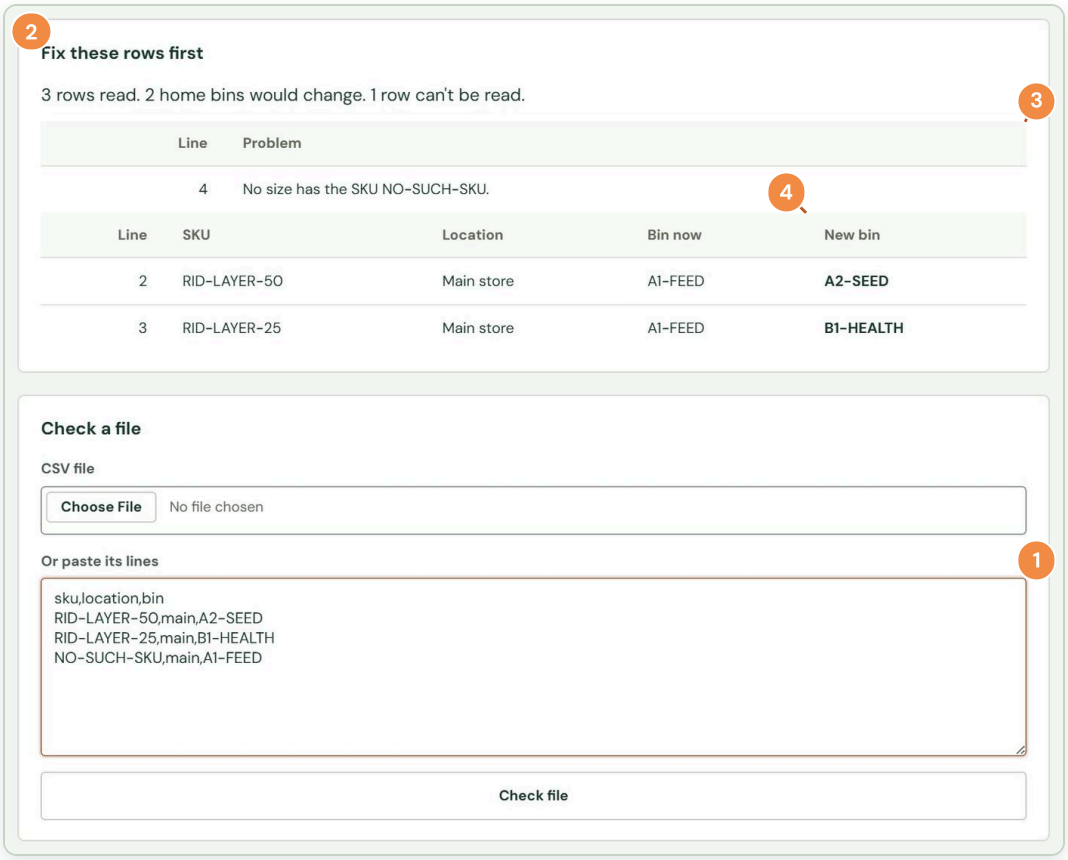
WHERE TO FIND IT **Stock and purchasing** › **Locations → a location → Load home bins** Store owner, Manager

Included on Counter + Stock and Whole Store plans.

The screen explains the file in full. *Set many sizes' home bins at once from a spreadsheet saved as CSV. The first row names the columns: sku (or barcode), location and bin. A location is its code or its name, and a bin is its code at that location. Add the bins on each location's page first. Check the file to see what would change; nothing is saved until you load it, and a file with any row that can't be read loads nothing. Up to 5,000 rows at a time.*

1. **Save the spreadsheet as a UTF-8 CSV.** Allow up to 5,000 data rows plus the header and up to 512,000 bytes per file. Split larger files and keep the header on each part. Each row needs an existing size, a location and an active bin at that location.
2. **Press Load home bins on a location's page.** Choose the **CSV file** or paste the header and rows in **Or paste its lines**. Press **Check file** for a dry run.
3. **Read the result.** Under **Fix these rows first**, match each **Line** to its **Problem**. Up to 200 problems are shown per check. Correct the file and check again. Under **Ready to load**, compare the present and proposed bins. If every assignment already matches, there is nothing to load.
4. **Loading sets all the checked assignments together and changes no stock.** If a bin in the file was turned off after the check, nothing loads. Turn it on or choose another bin in the file, then check again. A changed home bin also requires a fresh check. Review the assignments, then press the button showing how many will load, such as **Load 2 home bins**.

The result gives the number set, such as *Loaded. 2 home bins were set.* A repeated load can read *That file was loaded already. Nothing changed this time.* If all assignments already match, it reads *Every size already had those home bins. Nothing changed.*




1. Paste the header and rows here for a check.
2. Read which rows need fixing before the file can load.
3. Use the reason beside the line number to correct the file.
4. Compare the proposed bin with the one already assigned.

**A checked file with a problem row and a proposed home bin change.**

# 16 Count a location and post the differences

Keep selling while you count. Storehouse ERP compares what you found with the stock record at the time you counted each size. A Store owner or Manager checks the differences before they change stock.

IN THIS CHAPTER

- Start a full, cycle or blind count at one location
- Save quantities by size or lot and add what you find
- Send the sheet for review
- Decide whether to post the differences or cancel the count

## Start a count

WHERE TO FIND IT **Stock and purchasing** › **Counts** Store owner, Manager (Staff see the list)

Included on Counter + Stock and Whole Store plans.

Use **Counts** when you want a numbered sheet and a chance to review it before stock changes. For an immediate correction at the default location, see Record a delivery, shelf count or damaged bag, in “Count the shelf and record deliveries” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/stock). For the basic stock grid on one product, see Count several size and color combinations, in “Count the shelf and record deliveries” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/stock).

WORDS TO KNOW

### Full count

A count of every size with a stock record at one location, including sizes recorded at zero. A kit's components are counted individually.

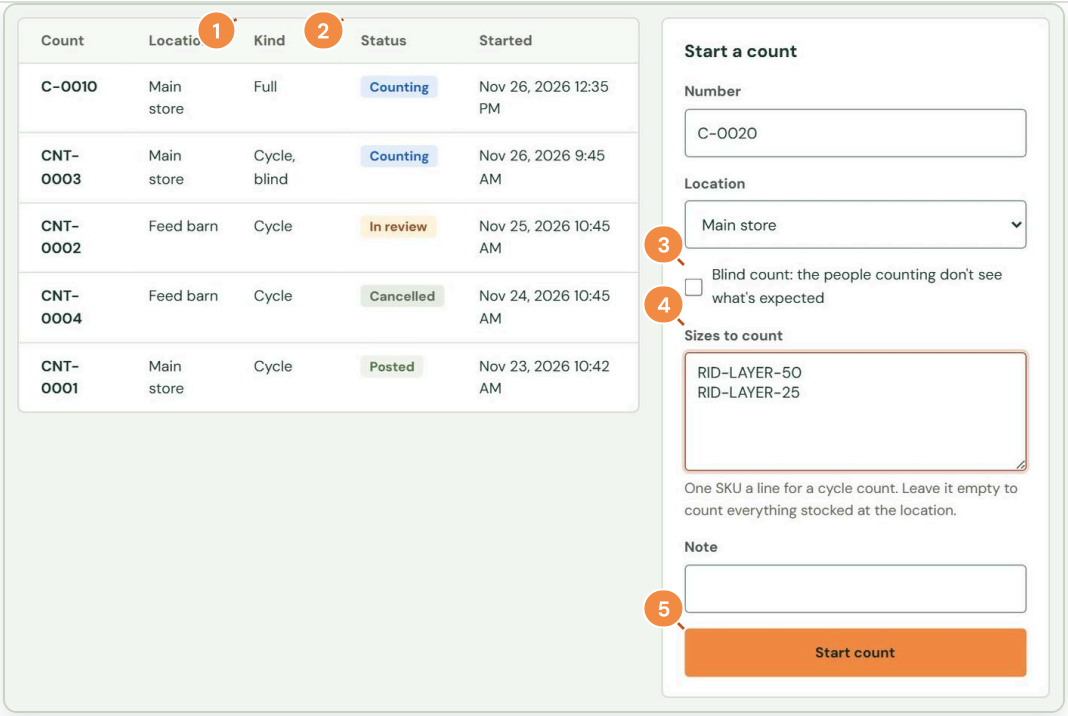
### Cycle count

A count of the sizes you list by SKU at one location.

### Blind count

A count that hides the expected quantities from the people counting. Their own saved counts still show.

1. **Check the Number and choose the Location.** A Store owner or Manager starts the sheet. Staff can open an existing sheet by its number.
2. **Choose what goes on the sheet.** Leave **Sizes to count** empty for a full count or type one SKU per line for a cycle count. For a kit, list its components. Tick **Blind count: the people counting don't see what's expected** if you want to hide the figures. Add a **Note** if needed.
3. **Starting keeps the expected figures as they stand and moves no stock.** Press **Start count**. Check the number, location and *Counting* on the sheet that opens. If Roadside says the count was started already, check the sheet it opened. If another count has that number, choose an unused number.



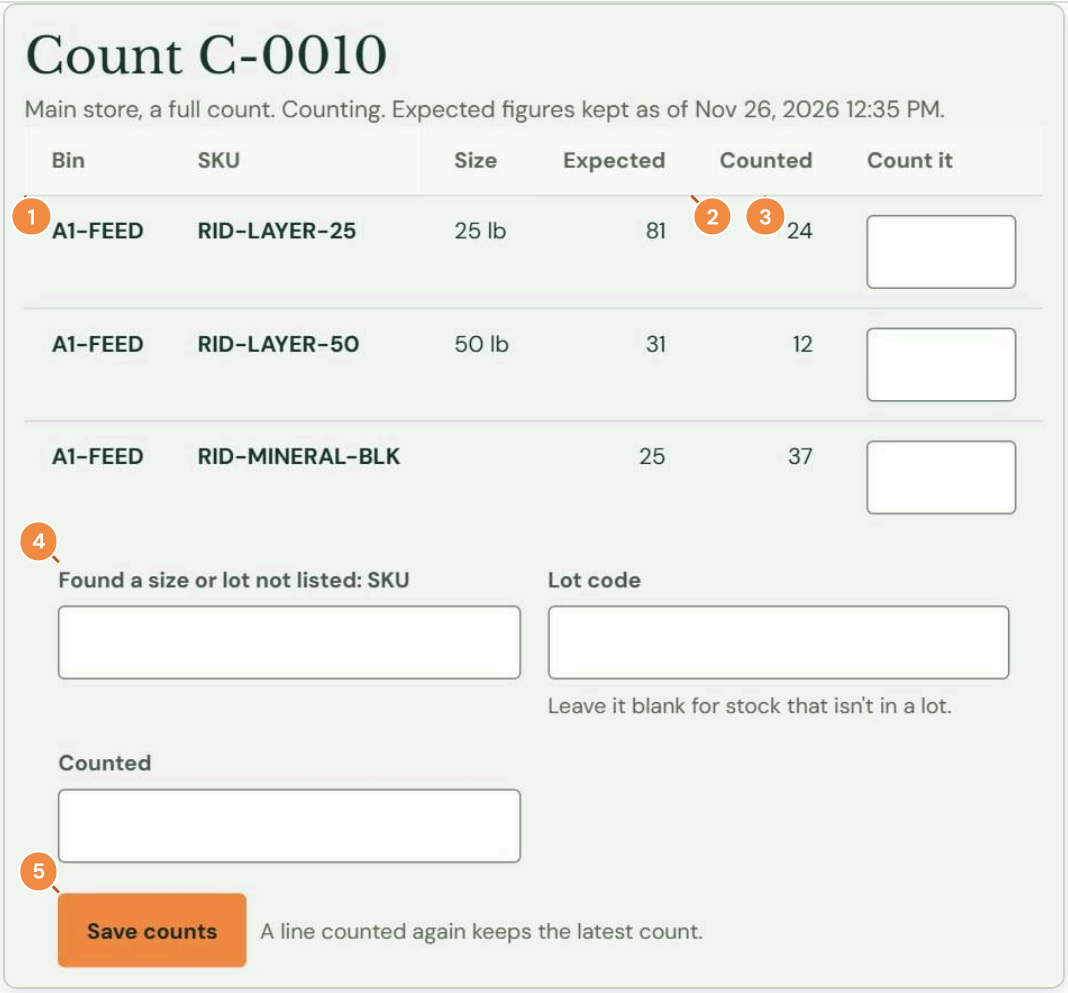

1. Read Kind to tell a full count from a cycle count.
2. Find the sheet still being counted or waiting for review.
3. Tick the box to hide expected figures while counting.
4. Enter one SKU per line to count selected sizes.
5. Start the sheet for the location you chose.

**A cycle count ready to start beside the list of earlier counts.**

# Count the sheet

WHERE TO FIND IT **Stock and purchasing** › **Counts → a count** Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.




1. Follow the home bins in order.
2. Read the figure kept when the count started.
3. Check the last quantity saved for this size.
4. Enter a size or lot missing from the sheet.
5. Save the quantities you typed.

**The count sheet shows where to look, what has been counted and where to enter a find.**

1. **Open a sheet marked *Counting*.** Check the location under the count number. Follow the **Bin** column where home bins are assigned. Count the whole location's quantity of each size, including any bags stored away from their home bin.

2. **Type the shelf quantity in Count it.** Enter zero for a size you checked and found empty. Leave an uncounted box blank. Under **Count each lot below**, enter each lot separately by its code and good-through date. Use **No lot** for stock without a lot.

3. **Add a size or lot you find off the sheet.** Enter its SKU in **Found a size or lot not listed: SKU**, the **Lot code** if it has one, and the quantity in **Counted**. The code must belong to a lot recorded for that size. If the message reads *<SKU> has no lot <code>.*, check the bag. If the code is right, add the lot under Lots and expiry (page 146). Leave **Quantity received** empty to add the lot without moving stock. Return to the sheet and enter the count.

4. **Save as you count.** Press **Save counts**. Look for *Counts saved.* and the quantity in **Counted**. Counting a line again replaces its earlier figure. Leaving a box blank keeps the earlier entry. If the message reads *Nothing was typed in, so nothing changed.*, enter the quantity and save again.

On a blind sheet the expected figures for sizes and lots stay hidden while you count. To carry the same sheet on a phone, press **Do this on a phone** (Count stock aisle by aisle, in Chapter 17 (page 125)).

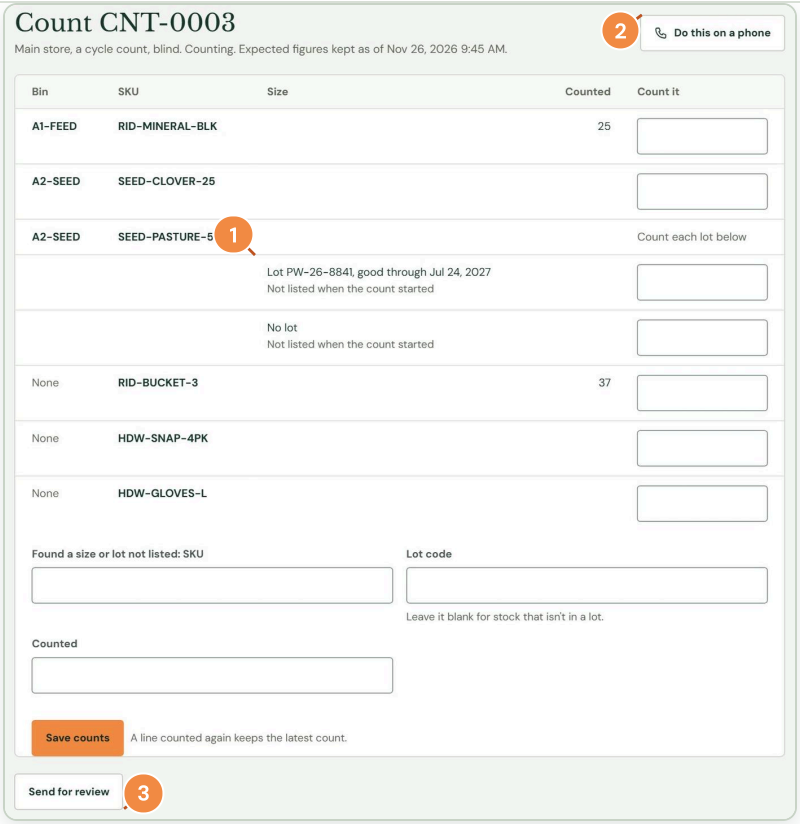
## Send a count for review

WHERE TO FIND IT **Stock and purchasing** › **Counts → a count** Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

1. **Open the count by number and check the saved quantities.** Save anything still typed in **Count it**. Ask anyone counting on a phone to finish saving too. A blank line with no saved figure will stay uncounted.

2. **Sending closes counting for everyone.** If a size counted as a whole has stock in a lot when you send the sheet, Roadside refuses it. Count each lot and any stock in **No lot**, then save. Staff, a Manager or a Store owner can send the sheet. Press **Send for review** and confirm the count number. The message reads *Sent for review. Counting is closed.* The status is *In review*. Stock stays as it was until a Store owner or Manager posts.




1. Match the lot code and date before entering a quantity.
2. Open this count in Walk to carry it with you.
3. Send the saved sheet when everyone has finished counting.

**A blind count lists the lots and the quantities already saved.**

# Post or cancel a count

WHERE TO FIND IT **Stock and purchasing** › **Counts → a count** Store owner, Manager

Included on Counter + Stock and Whole Store plans.

Open the count by number. A Store owner or Manager can post a count marked *In review*, or cancel one marked *Counting* or *In review*. Staff can read the differences.

WORDS TO KNOW

### Difference

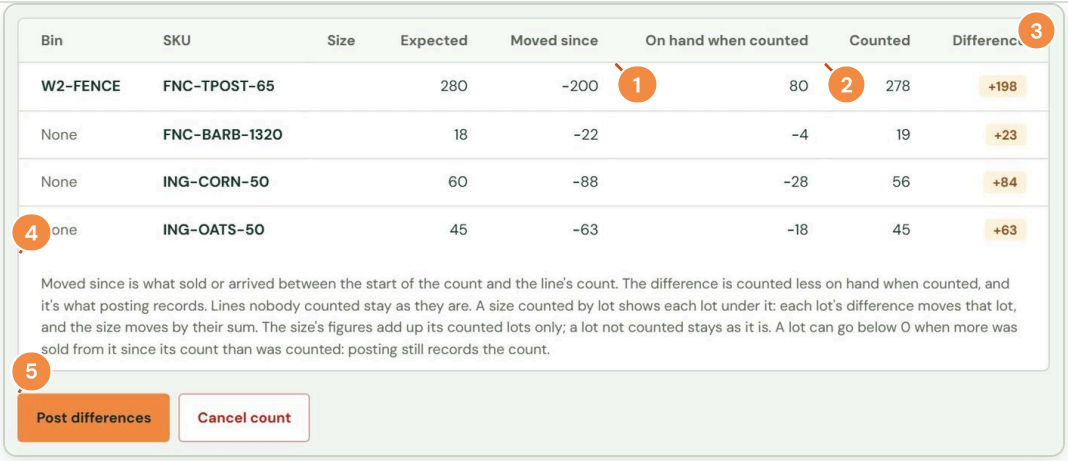
What posting a count adds to or takes from stock on hand for a size or a lot: the quantity counted, less what was on hand when it was counted.

1. **Check what moved before each line was counted.** The sheet explains, *Moved since is what sold or arrived between the start of the count and the line's count. The difference is counted less on hand when counted, and it's what posting records. Lines nobody counted stay as they are.* **Moved since** includes every stock movement between those times, including transfers and corrections. If the sheet started at 20 bags, two sold, and you counted 17, the difference is one bag short. A sale after you counted stays sold.

2. **Check the lot rows.** The sheet explains, *A size counted by lot shows each lot under it: each lot's difference moves that lot, and the size moves by their sum. The size's figures add up its counted lots only; a lot not counted stays as it is. A lot can go below 0 when more was sold from it since its count than was counted: posting still records the count.* Look for *Not counted* and the warning *Below 0 once posted.*

3. **Posting applies all counted differences together.** If you disagree with even one, cancel the count and start another. Roadside refuses the whole post if any difference was counted more than seven days ago. If a size counted as a whole has stock in a lot by posting time, the refusal reads *Count <number> has a size counted as a whole that has stock in a lot here now, so it's counted lot by lot. Cancel this count and start a new one to count each of its lots.*

4. **Post when every difference is ready.** Each difference changes stock on hand, dated when the line or lot was counted. Posting never changes cost and cannot be undone. Press **Post differences** and confirm the number. Look for *Posted. Each difference is in the stock record as a count.* Check a changed size in Stock history (“Count the shelf and record deliveries” in the Core Roadside guide, dirtroadsoftware.com/support/roadside-manual/stock).




1. Check what moved before this line was counted.
2. Read the recorded quantity at the time of counting.
3. Check how much the stock record would change.
4. Find lines that posting will leave alone.
5. Post after checking the differences.

**The review puts the shelf quantity beside what was on hand when the line was counted.**

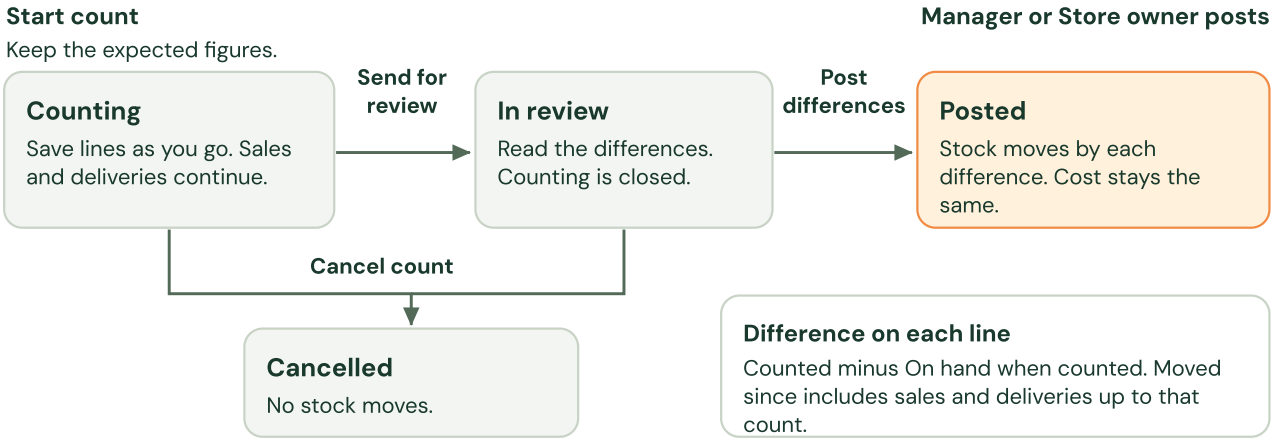
> ⚠ CAREFUL
>
> The age warning reads *Counts older than 7 days can't be posted; count again*. The limit runs from the count of the line or lot that would move. While counting is open, count it again and save. If the sheet is already in review, cancel it and start another count.

**To discard an unposted sheet,** cancelling closes it without moving stock. Press **Cancel count** and confirm the number. The status reads *Cancelled* and the message reads *Count cancelled. Nothing moved.*




1. Check for Posted before looking up the stock movements.

**A finished count keeps its number and the differences it posted.**




**How a count becomes a change in stock.**

# 17 Count and receive with your phone

Walk opens the same count or receipt for a delivery that the office sees in Roadside. Take your phone to the shelf or the truck and save what you find there.

IN THIS CHAPTER


- Find an open count or a delivery on your phone
- Count single units, cases or lots and send the count for review
- Check a delivery, record damage and post the receipt
- Find a size by barcode or SKU


## Open Walk on a phone

WHERE TO FIND IT **Stock and purchasing** › **Walk (phone)** Store owner, Manager, Staff

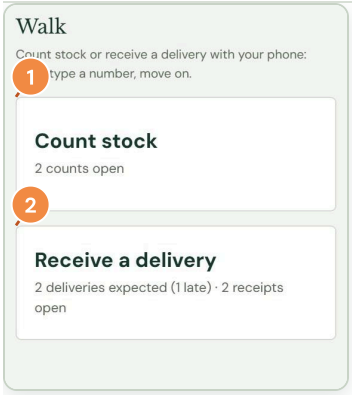
Included on Counter + Stock and Whole Store plans.

WORDS TO KNOW

### Walk

The pages of Roadside made for a phone, for counting stock and receiving a delivery. What you save there is saved on the same count or receipt the office sees.

1. **Sign in to Roadside on the phone and open Walk (phone).** The page heading reads **Walk**. The two buttons show how many counts are open and how many deliveries are expected.
2. **Choose the job.** On the first Walk page, check the **Count stock** button. If it reads *No counts open*, ask a Manager or Store owner to start one in Counts (page 115). Otherwise press it to choose your count. **Receive a delivery** lists the expected purchase orders and open receipts.




1. Choose Count stock to find your sheet.
2. Choose Receive a delivery to find an order or open receipt.

**Walk shows which counts and deliveries are waiting.**

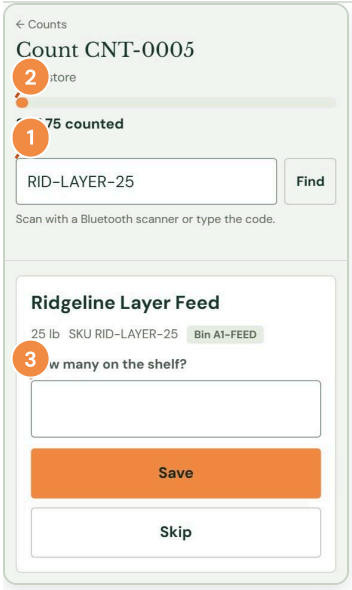
If you already have an open count or receipt on screen, press **Do this on a phone** to open that same record in Walk. Saving there updates the count in **Counts** or the receipt in **Receipts**.

# Count stock aisle by aisle

WHERE TO FIND IT **Stock and purchasing** › **Walk (phone) → Count stock** Store owner, Manager, Staff

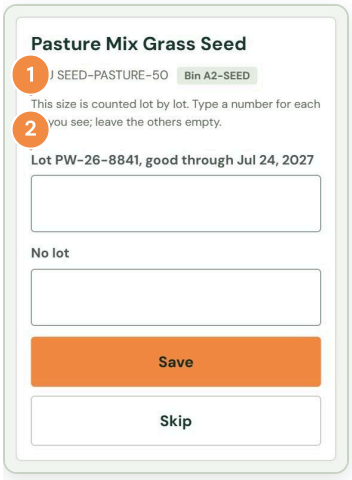
Included on Counter + Stock and Whole Store plans.

1. **Choose the count by number and location.** Under **Counts being counted**, each row shows how many sizes have been counted. *Blind* means the people counting see their entries but no expected figures.
2. **Scan the size or press its row under Still to count.** You can also scan a size you find off the sheet. Check its SKU. For **How many on the shelf?**, enter the total at this location. If the scan brings up **How many cases?**, check how many units make a case. Use **Count single units instead** or **Count cases instead** to switch.
3. **For a size kept by lot, enter a quantity for each lot you count.** Match the code and date on the bag. Put loose stock without a lot under **No lot**. Leave an uncounted lot blank. Walk only lists recorded lots. If the code on the bag has never been recorded for this size, add it under Lots and expiry (page 146) with **Quantity received** empty. Return to the count and scan the size again. If the lot still has no row, enter its code and count on the desk sheet (Count the sheet, in Chapter 16 (page 117)).
4. **Press Save.** The phone reports how many sizes are counted and updates **Sizes counted**. If someone else saved this size while its card was open, compare both entries. Add them together only if you counted different stock. If the phone reports a waiting save, check for the saved message when the signal returns.




1. Scan or type the code to find a size.
2. The bar and the line under it show how many sizes have a saved count.
3. Type how many you found on the shelf.

**An open item card takes the quantity for the scanned size.**




1. Enter each lot's own quantity.
2. Match the bag's lot code and good-through date.

**A size counted lot by lot has a separate place to enter each lot.**

**Open each size counted by lot and check every lot before sending.** Walk marks the size counted after its first saved lot. The question can say *Every size is counted.* while other lots are blank. If a size counted as a whole has stock in a lot when you send it, Walk refuses the count. Open that size, enter each lot and any stock in **No lot**, then save.

Press **I'm done counting**. Choose **Keep counting** if anyone has more to enter. Sending closes counting for everyone without moving stock. Staff, a Manager or a Store owner can press **Send for review**.

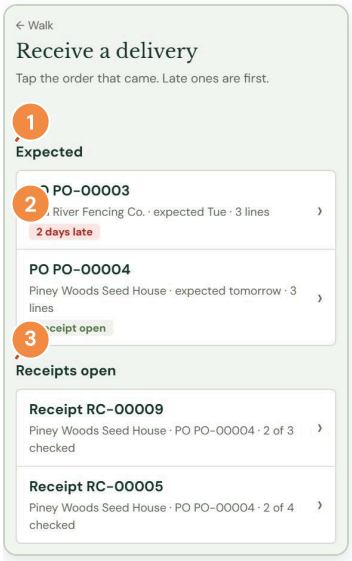
Look for *Sent for review. A manager posts it from the Counts page.* The same count at the desk reads *In review*. Only a Manager or Store owner can post its differences (Post or cancel a count, in Chapter 16 (page 120)). If the count closed while you had it open, check its status with the person reviewing it. If Walk says *You can't count here. Ask a manager for the stock permission.*, show that message to the Manager.

# Receive a delivery on the phone

WHERE TO FIND IT **Stock and purchasing** › **Walk (phone) → Receive a delivery** Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

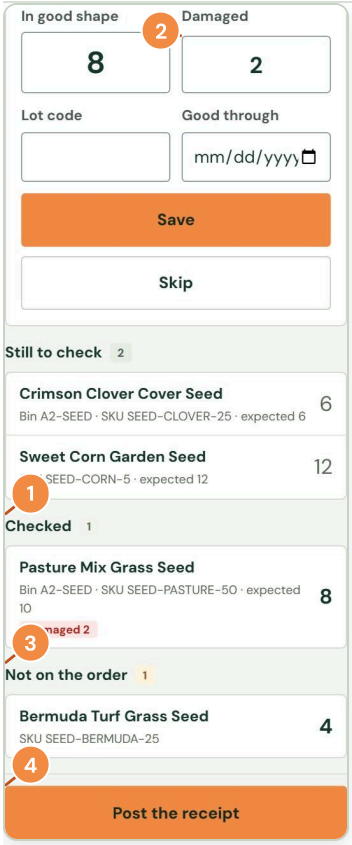
1. **Match the purchase order and vendor to the delivery.** Under **Expected**, late orders come first. Press the order to start its receipt or reopen the one already started. You can also choose its number under **Receipts open**. Check the vendor and location at the top.
2. **Work through Still to check.** Scan the bag or open its line. If all 40 expected units came in good shape, **All 40 came** saves 40 good and zero damaged. The button shows the quantity for that line. For a shortage, damage or a lot, enter the quantities and lot details, then press **Save**.




1. Find the purchase order for the truck that came.
2. Check the overdue order's number against the delivery.
3. Reopen a receipt by its number.

**Expected orders and receipts already open for checking.**

**In good shape** takes the units that can go into stock. On a case scan, **How many cases?** takes the good cases. **Type single units instead** switches that field to **Received**. Enter damaged units separately in **Damaged**, even when the good quantity is in cases. For a lot, copy the **Lot code** and **Good through** date from the label before saving.




1. Open a checked line to read what was saved.
2. Check that the damaged quantity is recorded separately.
3. Check the sizes added outside the order.
4. Review the receipt before confirming the post.

**A receipt in progress shows damage on a checked line and a size outside the order.**

**For an extra size,** scan its code. When Walk asks whether to add it, press **Add it**, enter the quantities and press **Add it to the receipt**. Enter the cost of one unit if asked. Check **Not on the order** for the added line.

## Post the checked delivery

1. **Check every short or missing line before posting.** An untouched order line posts for the outstanding quantity on that line. Enter zero good units for a line that never came. Add any freight or other **Landed costs** on the same receipt at the desk before posting (Add freight and other landed costs, in Chapter 9 (page 72)).

2. **Posting adds the good units at their cost including their share of freight and other landed costs.** It recalculates average cost. Good units received against the order reduce what is outstanding. Damaged units stay out of stock. Posting cannot be undone. Staff, a Manager or a Store owner can press **Post the receipt**. Read the short, damaged and unchecked line counts. Choose **Not yet** to correct anything, or **Post it** to finish.

Check for *Posted* on the same receipt under **Receipts** at the desk. If posting is refused, read the reason on the phone's receipt screen. For *You can't receive or post here. Ask a manager for the purchasing permission.*, ask your Manager to finish the receipt.

# Scan with a scanner or the phone's camera

WHERE TO FIND IT **Stock and purchasing** › **Walk (phone) → a count or receipt** Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

1. **Open the count or receipt and find Barcode or SKU.** With a Bluetooth scanner, put the cursor in that box and scan the label. To type instead, enter the barcode or SKU and press **Find**.
2. **For the camera, press Scan if it shows.** Allow camera access and point it at the barcode. If the camera fails, Walk says *The camera isn't available here. Scan with a Bluetooth scanner or type the code.*
3. **Check the size on the item card.** If the code has no match, scan again or type the SKU. Without a signal, choose a line already on the sheet or look it up when the signal returns.

# 18 Find counts that look wrong

A size sold past zero belongs on the Recount list. If the figures on screen disagree with the stock record itself, open Stock check to see which totals can be rebuilt.

IN THIS CHAPTER

- Find what put a size on the Recount list
- Start a count for the sizes you tick at one location
- Compare stock totals with the entries behind them
- Preview a repair and send unresolved differences to Dirt Road

## Recount sizes that went below zero

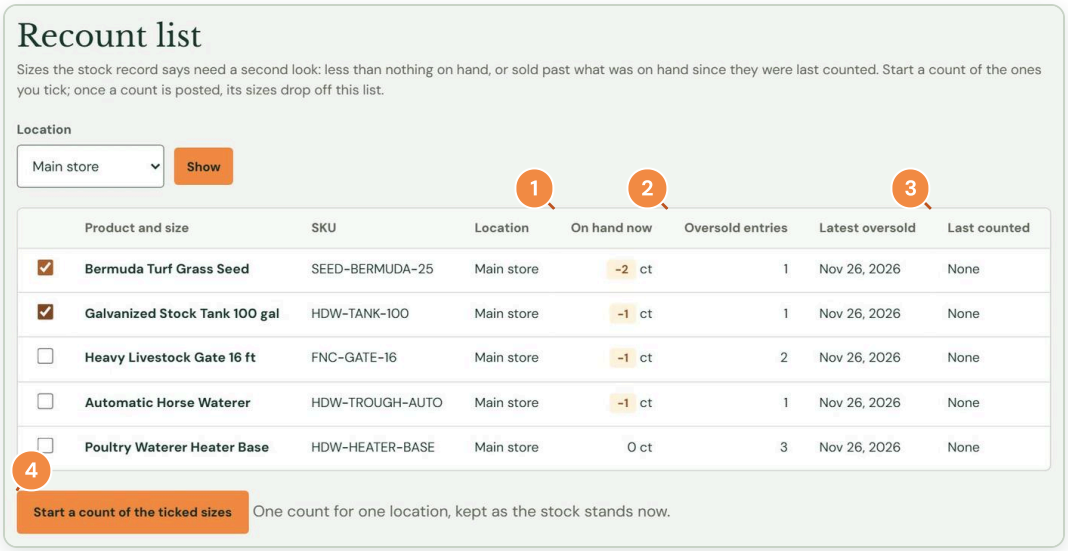
WHERE TO FIND IT **Stock and purchasing** › **Recount list** Store owner, Manager (Staff read the list)

Included on Counter + Stock and Whole Store plans.

The screen describes sizes with *less than nothing on hand, or sold past what was on hand since they were last counted*. An oversold entry can come from any stock movement that takes units out and leaves the size below zero at that location. A special order for one bag with none on hand puts the size at minus one. Check the customer's order before treating it as a missing bag (Take a special order, in Chapter 8 (page 60)).

1. **Choose a Location and press Show. Every location** shows up to 1,000 rows, most negative first. Staff can read the list. If it is empty, the message reads *Nothing needs a recount. No size is below zero, and none has been sold past its stock since its last count.*
2. **Compare On hand now with Oversold entries. Latest oversold** and **Last counted** tell you when. A delivery can bring a negative figure back to zero. The size can still be listed for an oversold entry.
3. **Tick the sizes to check at one active location.** A Store owner or Manager starts the count. Starting keeps the expected figures and moves no stock. Press **Start a count of the ticked sizes**. If Roadside asks you to choose a location, filter to that location and tick its sizes again. You cannot tick an inactive location or stock in transit.

4 **Count the sizes on the sheet that opens.** Send it for review (Send a count for review, in Chapter 16 (page 119)). Posting clears oversold entries made before each size was counted. An entry made at the same moment or later stays. A size still below zero also stays listed.




1. Check how many the record says are here.
2. Check how many stock movements are flagged as oversold.
3. Compare the count date with the latest oversold entry.
4. Start a sheet for the sizes you ticked at this location.

**The Recount list filtered to one location, with sizes ticked for a count.**

For the cashier's side, see the Crossroads POS manual's When stock runs short and When stock looks wrong.

# Check Storehouse's totals against the stock record

WHERE TO FIND IT **Stock and purchasing** › **Stock check** Store owner, Manager

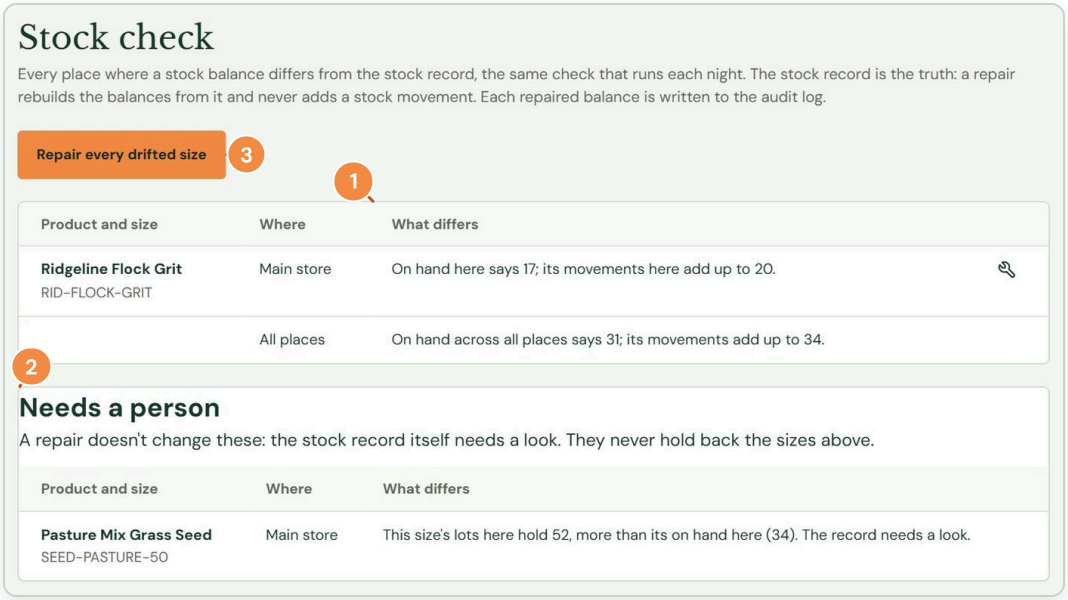
Included on Counter + Stock and Whole Store plans.

Stock check compares the saved totals with the records behind them. The same check runs each night. Opening it changes nothing. If the records agree but a bag is missing from the shelf, use Start a count, in Chapter 16 (page 115) to count what is there.

1 **Open Stock check and read the result.** *Every balance matches the stock record.* means there is nothing to rebuild. If a row appears, match its **Product and size** and **Where** to the stock you are checking.

2 **Read What differs.** Storehouse ERP checks stock on hand against its movements, stock reserved against active holds, and stock on order against outstanding purchase order quantities. It checks totals at each location and across locations, and checks lot balances too.

3 **Look for Needs a person.** For example, a lot movement with no matching stock movement needs someone to look at the record. You can still preview repairs for the other sizes. Send the SKU, location and wording of any finding left for a person to Dirt Road through Send a question about Roadside, in “Ask Dirt Road for help” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/support-tickets).




1 Read which total disagrees with the record.

2 Identify the finding to send to Dirt Road.

3 Preview the sizes whose totals can be rebuilt.

**Stock check lists a difference that can be repaired and one that needs a person.**

# Rebuild a total that drifted

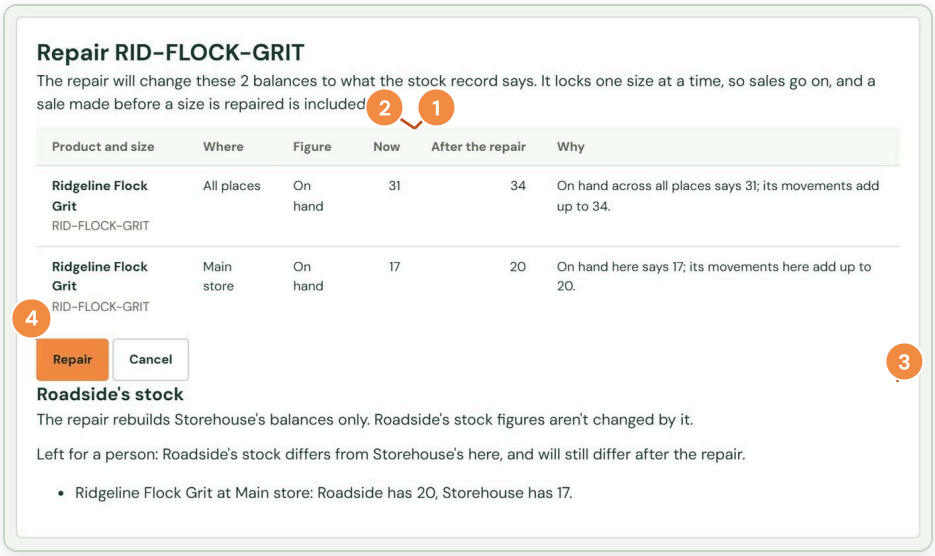
WHERE TO FIND IT **Stock and purchasing** › **Stock check → Repair** Store owner, Manager

Included on Counter + Stock and Whole Store plans.

1 **Preview the repair.** Press **Repair** on one size or **Repair every drifted size** for up to 50 sizes at a time. This shows the proposed changes. If none remain, return to the list.

2 **Compare the figures at each location.** For **On hand**, **Reserved** or **On order**, compare the saved figure with **After the repair** and read **Why**. Check **Not repaired here**, **Can't be repaired** and **Roadside's stock** for anything that will still need attention.

3 **Confirm only if you want Storehouse's totals rebuilt from the record.** A repair adds no stock movement, changes no physical count and leaves Roadside's own stock figures alone. Each repaired balance goes in the audit log. Press **Repair** in the preview and confirm, or choose **Cancel** to leave the totals as they are.




1 Read the saved figure for this size and location.

2 Check what the rebuilt total would be.

3 Read what the repair leaves for a person.

4 Confirm the rebuild only after reviewing the figures.

**The repair preview shows the saved figure and the figure the stock record supports.**

The result gives the rows and sizes rebuilt, or the reason a size was refused. Repaired differences drop off the list. Preview the next group if any remain. If a balance already matches, it needs no repair.

For **Needs a person** or a message that Roadside's stock still differs, send Dirt Road the SKU, location and wording through Store account > Support ("Ask Dirt Road for help" in the Core Roadside guide, dirtroadsoftware.com/support/roadside-manual/support-tickets).

# 19 Move stock between locations

Follow the bags from one location to the other. Record what leaves, count what arrives and keep a shortage open while you still expect the rest.

IN THIS CHAPTER


- Draft a transfer for two locations
- Record what goes on the truck or cancel a draft
- Receive one load at a time
- Write off stock that never arrives


## Draft a transfer

WHERE TO FIND IT **Stock and purchasing** › **Transfers** Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

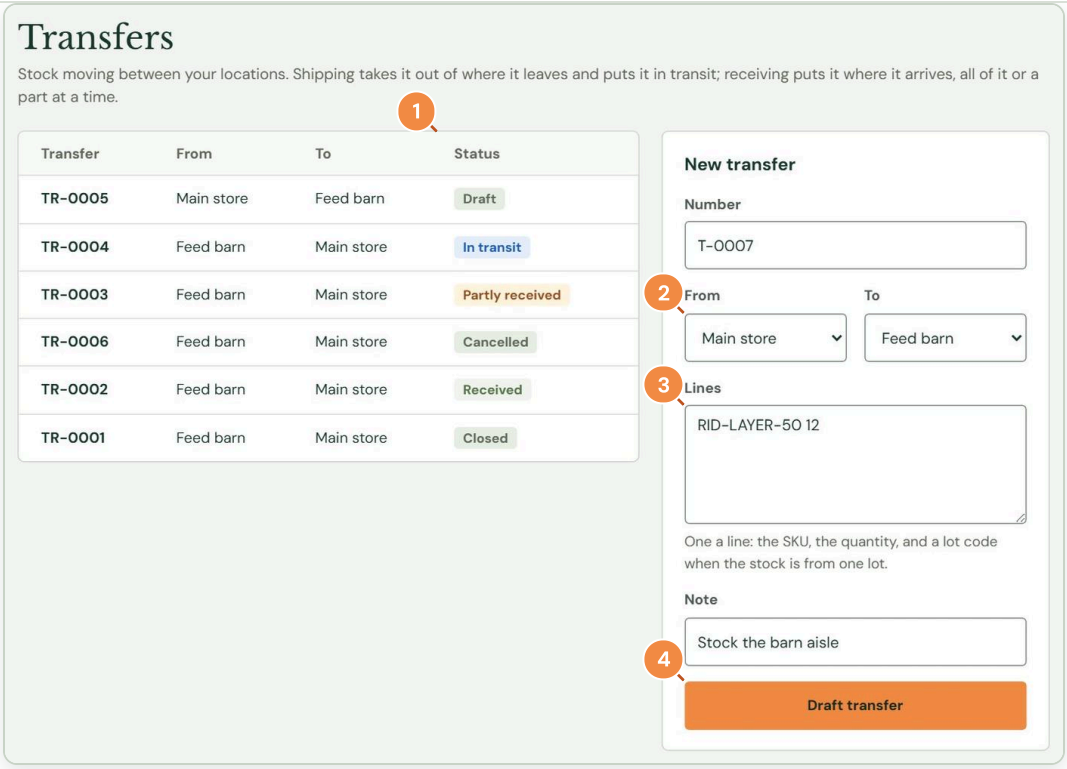
WORDS TO KNOW

**Transfer**

Stock moved from one location to another.

Staff can draft a transfer. With one active location you still see **Transfers** and the draft form. Both location lists offer the same place. A draft needs two different active locations, or Roadside says *A transfer goes from one location to another.* To add a place where you keep stock, see Add a location, in Chapter 15 (page 108).

1. **Check the route.** Roadside fills in **Number**. Choose where the stock leaves under **From** and where it will arrive under **To**.
2. **List what you need.** In **Lines**, type the SKU (your item number for the size), a positive quantity and, for stock from one lot, its code. Separate them with spaces or commas. For 12 bags of layer feed, a line might read `RID-LAYER-50 12`. Use one line per size and lot, up to 500 lines per transfer. Add a **Note** if needed.
3. **Save the request.** A draft leaves stock where it is. Press **Draft transfer**. Roadside says *Transfer drafted. Ship it when it leaves.* The transfer opens as *Draft*. Check the quantities under **Asked for**.




1. Read the status before opening a transfer number.
2. Choose the location the stock leaves.
3. Type the size and quantity on each line.
4. Save the request here before anything leaves.

**The transfer list and a draft ready for the stock room.**

# Ship a transfer

WHERE TO FIND IT **Stock and purchasing** › **Transfers → a transfer** Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

WORDS TO KNOW

In transit

Stock shipped on a transfer and not yet received.

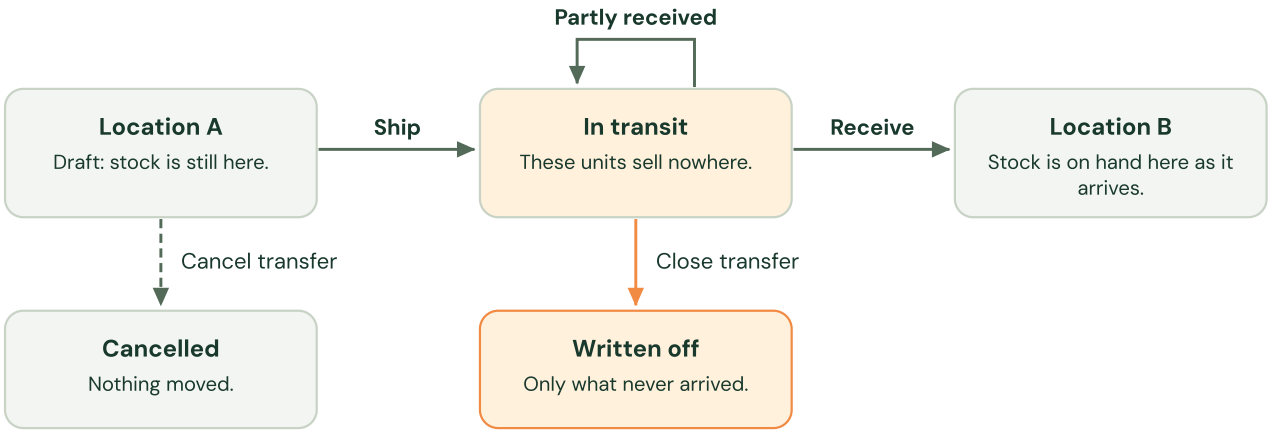
1. **Open the draft by its number.** Check both locations under the heading and match each **SKU** and **Lot** to the load. Home bins, when assigned, appear under **Size**.
2. **Count what leaves.** The **Ship** column starts at **Asked for**. Change it to what actually goes. Type *0* for a line that stays behind. A blank uses the amount asked for.

3 **When the load leaves, take it out of the sending location.** Shipping puts those units in transit. Neither location can sell those units while they travel. Staff can press **Ship**. Check for *Shipped. The stock is in transit until it's received.* The status reads *In transit* and **Shipped** shows what went.

If a named lot is on hold or recalled, the transfer cannot ship it. Keep it off the load and enter zero for that line before shipping the other goods. If the whole draft is called off, cancelling ends the draft and leaves stock in place. Press **Cancel transfer** and confirm the number. Roadside says *Transfer cancelled. Nothing moved.* The list reads *Cancelled*.

Each register sells from its assigned location (Move a register to another location, in "See, move and retire a register" in the Counter & Charge Accounts guide (dirtroadsoftware.com/support/roadside-manual/counter-registers)).

> Included on Online Store, Counter + Online Store and Whole Store plans. The website sells from the default location. Stock sent from there leaves the website's available quantity when it ships.




**A transfer's stock on its way.**

# Receive a transfer

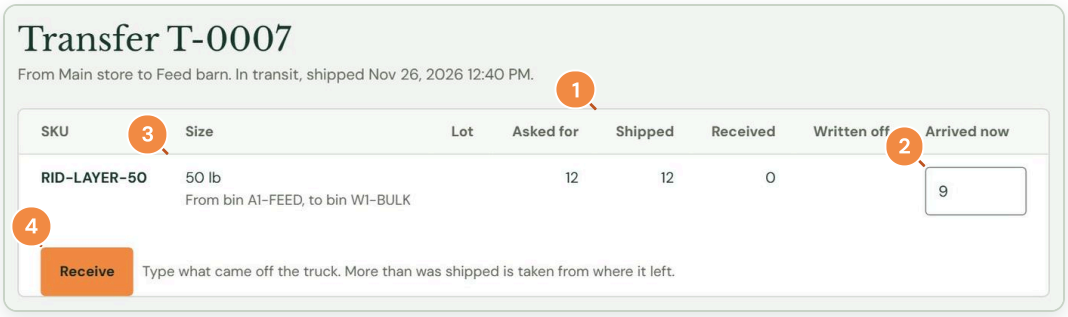
WHERE TO FIND IT **Stock and purchasing** › **Transfers → a transfer** Store owner, Manager, Staff

> Included on Counter + Stock and Whole Store plans.

1 **Open the transfer number for the load.** Check where it is going. Compare **Shipped** with **Received** to see how much is still on the way.

2. **Count what came off this truck.** Under **Arrived now**, type only what arrived this time. Leave a line blank if none arrived. If 12 shipped and 9 came off, type *9*. When the other 3 come, enter *3*.

3. **Check any extra before you receive it.** Receiving puts the bags at the arriving location. If you enter more than is still in transit, the extra comes out of the sending location and raises **Shipped**. Staff can press **Receive**. Look for *Received.* and check the total under **Received**.




1. Compare what shipped with what has arrived so far.
2. Type the quantity in this load.
3. Read the home bins to check where the bags go.
4. Record this arrival once.

**A transfer in transit with fewer bags entered than shipped on one line.**

*Partly received* keeps the balance in transit. Once all shipped units arrive, the status reads *Received*. If Roadside says *That receipt was recorded already.*, check the total before entering more. A named lot put on hold or recalled on the way cannot be received on the transfer. Ask a Manager or Store owner to check the lot.

# Close a transfer and write off the rest

WHERE TO FIND IT **Stock and purchasing** › **Transfers → a transfer** Store owner, Manager

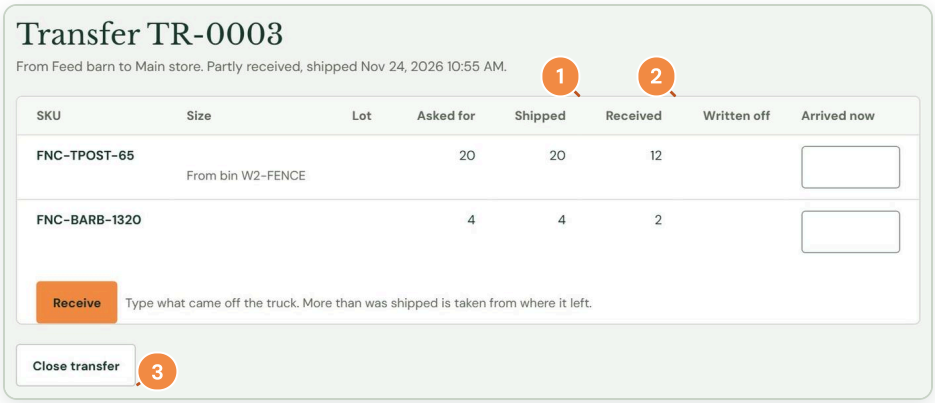
Included on Counter + Stock and Whole Store plans.

Only a Manager or Store owner can close a shipped transfer. Use this when both locations have checked the load and agree that nothing else is coming.

1. **Open the transfer number.** Compare **Shipped** and **Received** on every line. Record any bags already at the destination first (Receive a transfer, in Chapter 19 (page 136)). Leave the transfer open if you still expect another load.

2 **Check the shortage before closing.** Closing permanently writes off every unit still in transit. You cannot reopen the transfer or receive against it afterwards. If everything arrived, there is nothing to write off. Press **Close transfer**, check the number in the confirmation and confirm.

3 **Check what was lost.** Roadside says *Closed. Anything still in transit was written off as shrink.* The status reads *Closed*. **Written off** shows the shortage on each affected line.




1. Check how many reached the destination.
2. Look here after closing for the quantity lost.
3. Close only when you know no more of this load will arrive.

**A partly received transfer before the remaining stock is written off.**

# 20 Set stock aside for a customer

Set bags aside for a customer's pickup. A hold lowers the quantity available at that location while the stock stays on hand. Release the hold at pickup or give it a date to run out.

IN THIS CHAPTER


- Hold a size at the pickup location
- Find a hold and release it
- Extend a hold or take its date off


## Set stock aside

WHERE TO FIND IT **Stock and purchasing** › **Holds** Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

WORDS TO KNOW

**Stock hold**

A quantity of one size set aside for a customer at one location. It reduces what is available there without changing stock on hand.

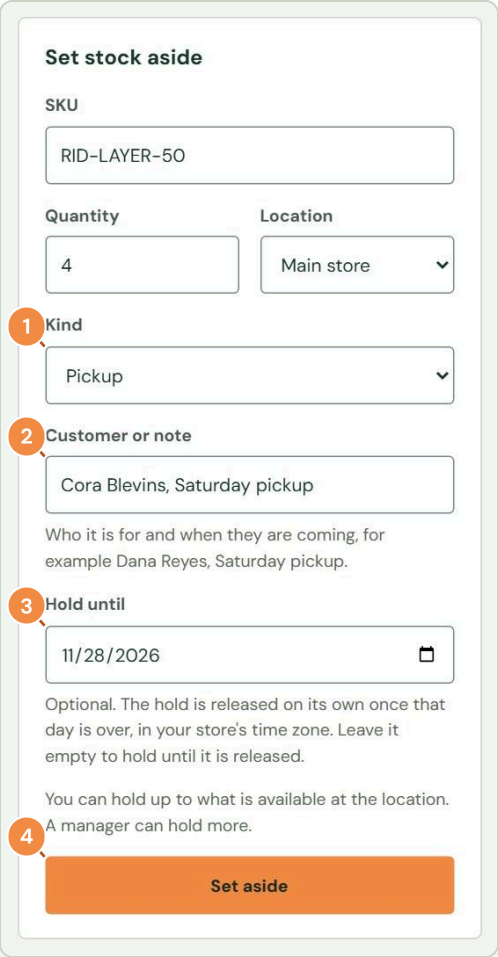
A cashier, including Staff, can sell past a hold made here. A sale at the register leaves the hold open. This is separate from the standing **Hold back for the store** setting on a size (Set when a size counts as low, in “Count the shelf and record deliveries” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/stock)).

1. **Find the bags the customer wants.** Under **Set stock aside**, type the size's item number in **SKU**. Enter a **Quantity** above zero and choose the **Location** that has the bags.
2. **Say who they are for.** Choose a **Kind** of *Pickup*, *Will-call*, *Special order* or *Booking*. In **Customer or note**, type the customer's name and pickup details. To hold through Saturday, choose Saturday under **Hold until**. A blank date keeps the hold until someone releases it.

3 **Check the quantity and location.** Saving takes this quantity off what is available there. The count on hand stays the same. Staff can hold up to what is available. A Manager or Store owner can hold more.

> Included on Online Store, Counter + Online Store and Whole Store plans. The website sells from the default location. A hold there also takes those bags out of what shoppers can order.

Press **Set aside**.




1. Choose what the bags are being held for.
2. Name the customer and when they are coming.
3. Choose the last day to keep the bags aside.
4. Save the hold for this quantity and location.

**A pickup hold with a date, ready for a Staff member to save.**

The message names the quantity, SKU, location and any date. Choose *Open* under **Show** and press **Show** to see the hold. If Staff ask for too much, Roadside refuses the hold. Check the location and reduce the quantity or ask a Manager. When a Manager or Store owner holds more than is available, the row also reads *Oversold*.

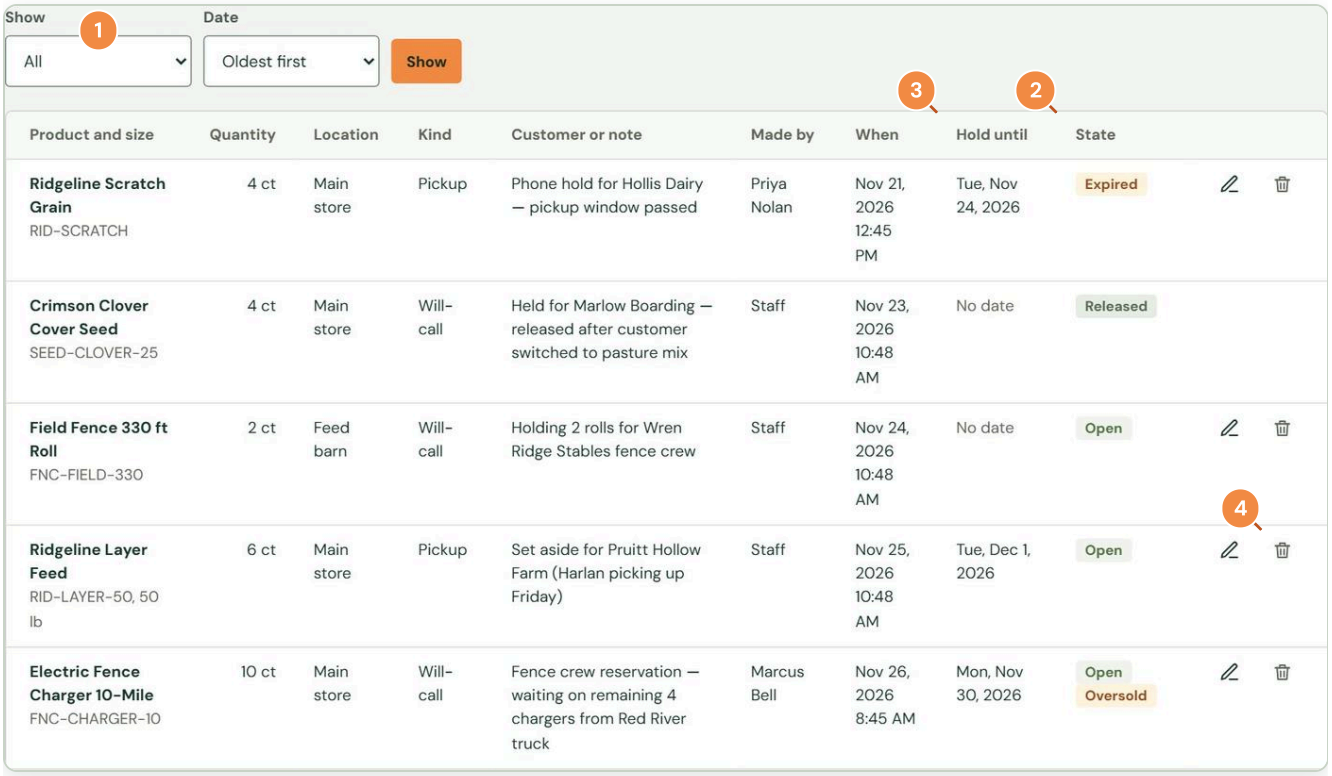
# Release a hold

WHERE TO FIND IT **Stock and purchasing** › **Holds** Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

When the customer collects the bags, record the sale as usual and release the pickup hold here. Release it here too if the customer changes their mind, or if a sale at the register took the bags first: that sale leaves the hold open. Staff can release holds made on this screen.

1. **Find the right pickup.** Choose *Open* under **Show** and press **Show**. Match **Product and size**, **Quantity** and **Location** with **Customer or note**. Use **Date** to put the oldest or most recent holds first.
2. **Free the quantity for sale.** Releasing takes the quantity off hold without adding stock. Press the row's **Release** button, check the quantity and SKU, and confirm. Roadside says *Hold released. The stock is available again.*
3. **Find the finished hold.** Under **Show**, choose *Released* or *All* and press **Show**. The row reads *Released*. A repeated release says *That hold was released already.*




1. Choose All to include holds that have ended.
2. Check whether the hold is open or already released.
3. Read the last day the bags are held.
4. Free the quantity on this customer's row.

**The holds list with the state and last pickup day beside each quantity.**

*Expired* marks an open hold past its date until Roadside releases it. *Oversold* means the hold exceeded what was available when it was made. *Turned into a sale* finds rows marked *Sold*. If the row belongs to an online order or a transfer, its release belongs with that record and the row has no **Release** button.

# Change how long a hold lasts

WHERE TO FIND IT **Stock and purchasing** › **Holds → Hold until** Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

1. **Find the customer's open hold.** On **Holds**, check the size, location and customer. Press the pen marked **Change the date**. Staff can change the date of a hold made here.
2. **Choose the last pickup day.** On the **Hold until** card, choose today or a later date, or clear the field to keep the hold until someone releases it. A dated hold lasts through that day in the store's time zone. Roadside checks every 15 minutes and releases holds whose day has ended.

3. **Press Save date.** Check the **Hold until** column for the day you chose or *No date*. If the hold changed while the page was open, reload the list and check its state before changing the date again.



PART 5

# Lots and regulated items

Lots, expiry dates, seed tags and regulated sales.

# 21 Track lots and expiry dates

Use the code and date on the bag to tell lots of the same size apart. You can stop a suspect lot from selling and trace which customers may have taken it home.

IN THIS CHAPTER

- Choose the store's lot and expiry settings
- Put a delivery into the right lot
- Find the lot to sell first
- Hold or recall a lot and trace its sales

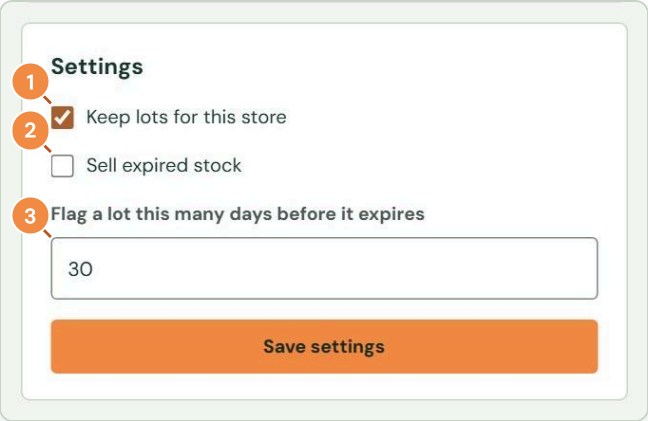
## Turn on lots for the store

WHERE TO FIND IT **Stock and purchasing** › **Lots and expiry → Settings** Store owner, Manager

Included on Counter + Stock and Whole Store plans.

Lots are off to start. A Store owner or Manager turns them on for the whole store. If Staff see *Lots are off for this store. A manager can turn them on.*, they ask a Manager or Store owner.

1. **Choose whether to keep lots.** Under **Settings**, tick **Keep lots for this store**. You can then name a lot on a receipt for a delivery. When a sale leaves the lot unspecified, it takes the eligible lot at that location that expires first.
2. **Decide what happens after expiry. Sell expired stock** starts unticked. Leave it unticked to prevent sales from an expired lot. Tick it to allow sales from that lot after its date. The expiry flag still shows either way.
3. **Set the warning time.** In **Flag a lot this many days before it expires**, enter a whole number from 0 to 3,650. The starting value is 30. Press **Save settings**. Roadside says *Stock settings saved*. Check the number of days under the page heading. If Roadside refuses the number, enter it as whole days.




1. Tick this to keep lots for the store.
2. Choose whether an expired lot may sell.
3. Enter how many days of warning you want.

**The store keeps lots and flags them 30 days before expiry.**

# Add a lot and receive stock into it

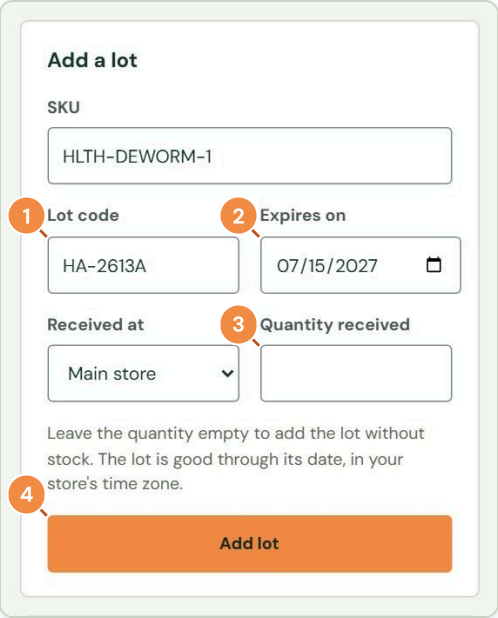
WHERE TO FIND IT **Stock and purchasing** › **Lots and expiry → Add a lot** Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

For goods on a purchase order, fill in **Lot** and **Expires** on the receipt for the delivery. Posting adds the stock to that lot and creates it if needed. For an existing lot you can leave the expiry blank to use its date. Record the delivery once (Receive a delivery against its purchase order, in Chapter 9 (page 69)).

1. **To enter a lot by hand, match the bag.** On **Add a lot**, type the size's item number in **SKU** and copy the **Lot code**. Enter **Expires on** if it has a date. The lot is good through that day in the store's time zone.

2. **Decide whether stock is coming in with the code.** Leave **Quantity received** blank to save only the lot. Entering a quantity adds those units to stock at **Received at**. Check the location and press **Add lot**. For a lot coded *HA-2611A*, Roadside says *Lot HA-2611A saved*. If Roadside says *That size already has a lot HA-2611A, with another expiry.*, nothing was added: check the bag against the existing row and use that lot.




1. Copy the code from this lot.
2. Enter its last good day.
3. Leave blank to enter the code without adding stock.
4. Save the lot and any quantity entered.

**A lot code and expiry ready to record from the bag.**

For stock coming into an existing lot without a receipt, Staff can use **Receive into a lot**. Choose the **Lot**, select its location under **At** and type the **Quantity**. Receiving adds that quantity to the lot at that location. Check it, then press **Receive**. For that same code the message reads *Received into lot HA-2611A*. Check its **On hand** in the list. A recalled lot is left out of the picker.

## Find a lot and see which sells first

WHERE TO FIND IT **Stock and purchasing** › **Lots and expiry** Store owner, Manager, Staff

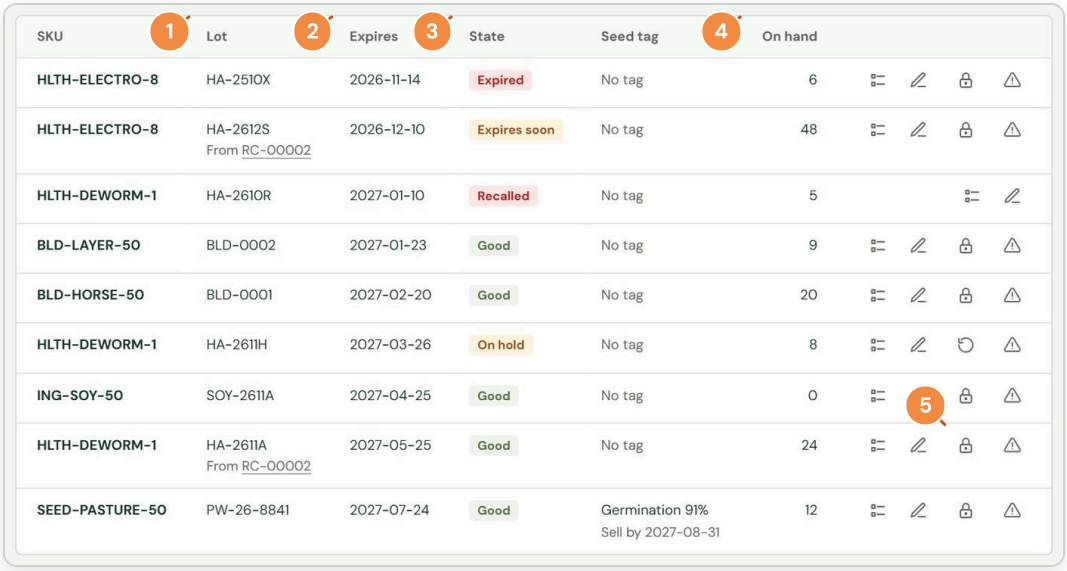
Included on Counter + Stock and Whole Store plans.

WORDS TO KNOW

**Lot**
Stock of one size that shares a lot code and, when it has one, an expiry date.

1. **Match the code on the bag.** Find the size under **SKU** and read across to **Lot**. If you start on the product's page, use its size's item number (Read one product's record, in “Find and organize what you sell” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/products-at-a-glance)). Receipt numbers under the lot code take you to the deliveries it came on.
2. **Read the date and state together.** *Good* and *Expires soon* lots can sell. After its last good day the lot reads *Expired*, unless it is *On hold* or *Recalled*. A hold or recall takes precedence over the date. *Doesn't expire* means the lot has no expiry date.

3 **Check what is on hand.** The row gives the lot's total across locations. To count it at one location, use the lot lines on that location's count sheet (Count the sheet, in Chapter 16 (page 117)). If the list says *No lots yet.*, check the settings and the delivery's lot code.

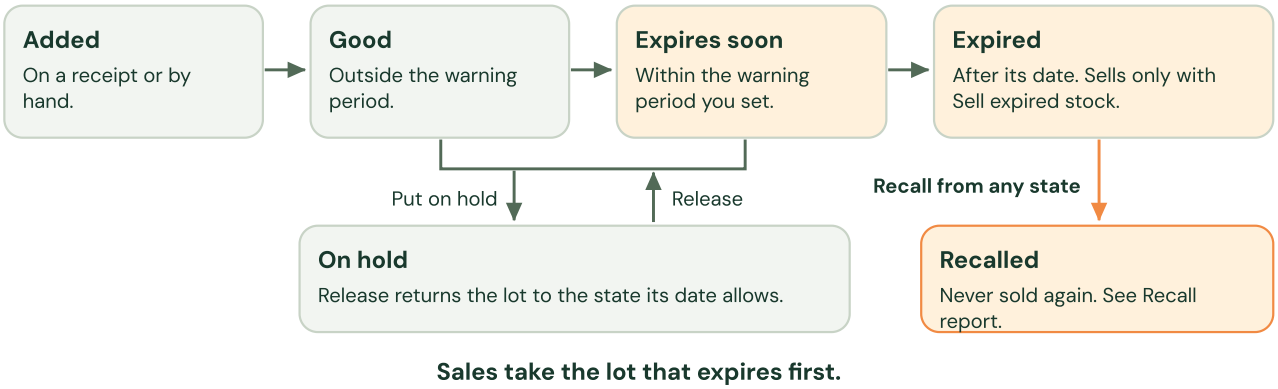



1. Match the bag's code with this row.
2. Read the lot's last good day.
3. Check the expiry warning, hold or recall.
4. Read the total left in the lot.
5. Use the lock to put this lot on hold.

**Lots of the same size can have different expiry dates and states.**

Unless the sale names a lot, the register takes stock at its location from the eligible lot that expires first. Undated lots come last. Held and recalled lots are skipped. An expired lot is skipped unless **Sell expired stock** is ticked. A sale naming an ineligible lot is refused. Without a named lot, any quantity the eligible lots do not cover comes from stock outside lots.

> Included on Online Store, Counter + Online Store and Whole Store plans. Website sales draw from the default location and take eligible lots in the same order.




**A lot from receipt to its last sale.**

# Hold, release or recall a lot

WHERE TO FIND IT **Stock and purchasing** › **Lots and expiry** Store owner, Manager

Included on Counter + Stock and Whole Store plans.

WORDS TO KNOW

**Recall**
Stopping a lot from ever being sold again.

A Manager or Store owner handles all three actions. Find the row with the exact SKU and lot code before choosing one.

1. **To stop sales while you check a lot, put it on hold.** A hold stops sales from the lot and stops it moving on a transfer. Press **Put on hold** (the lock). The row reads *On hold*.
2. **To clear a held lot, check its expiry first.** Releasing lets the lot move again and lets it sell under the store's expiry setting. Press **Release**. The message names the released lot and the row shows its date-based state again.
3. **To withdraw the lot for good, check the code again.** Recalling permanently stops sales from that lot and stops transfers. A recalled lot cannot be released. Press **Recall**. The question reads, for example, *Recall lot HA-2611A? It's never sold again.* Confirm only if the code matches. Check that **State** reads *Recalled*.




1 Match the code in the question to the lot you intend to recall.

**The recall confirmation names the lot and says it will never sell again.**

If someone has changed the lot since you opened it, reload and check its state. A recalled lot can still go back on a vendor return (Start a return to a vendor, in Chapter 11 (page 85)).

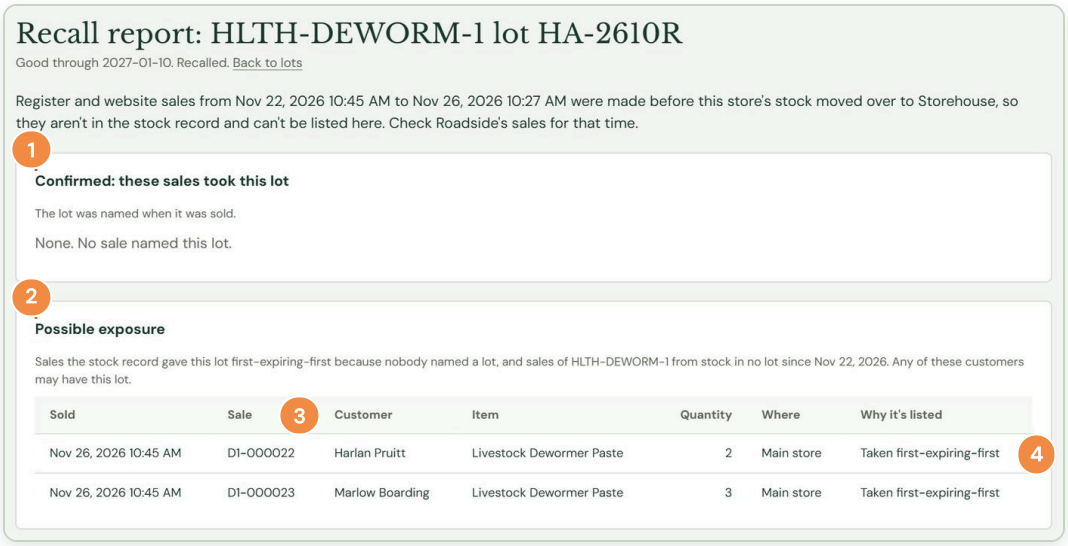
## See which customers bought a lot

WHERE TO FIND IT **Stock and purchasing** › **Lots and expiry → Recall report** Store owner, Manager

Included on Counter + Stock and Whole Store plans.

The **Recall report** sends nothing and prints nothing. Use it to find the customers your store needs to contact. You can read the report before deciding whether to recall the lot.

1. **Open the list icon marked Recall report on the lot's row.** Only a Manager or Store owner can open it. Match the SKU and lot code in the heading to the bag.
2. **Start with Confirmed: these sales took this lot.** The lot was named at the sale. Read the date under **Sold**, the sale number, customer and item where recorded, the quantity and where it sold. *None. No sale named this lot.* means there are no confirmed sales. A sale at the register or on the website does not name a lot, so expect those customers under Possible exposure.
3. **Check Possible exposure even if no sale is confirmed. Why it's listed** reads *Taken first-expiring-first* when Roadside assigned this lot by expiry. *Sold from stock in no lot* means that size sold without a lot from the date shown. As the report says, *Any of these customers may have this lot.*




1. Start with the sales that named this lot.
2. Include possible customers in your follow-up.
3. Read the customer's name where the sale has one.
4. Check why each possible sale appears.

**A recall report with no sale that named the lot and two customers who may have bought it.**

If lot tracking is off, sales made with it off take stock in no lot. If the report names dates before your stock moved to Storehouse ERP, check Roadside's sales for that period yourself.

# 22 Keep seed tags and regulated sales on record

Copy the seed tag from the bag and keep the earlier readings when the seed is retested. Use Regulated sales to look up what was recorded when a product sold.

IN THIS CHAPTER

- Copy a seed tag and record a retest
- Mark a product's sale rules
- Find a sale or refund and read its document details
- Download the records for the dates you need

## Copy a seed tag onto its lot

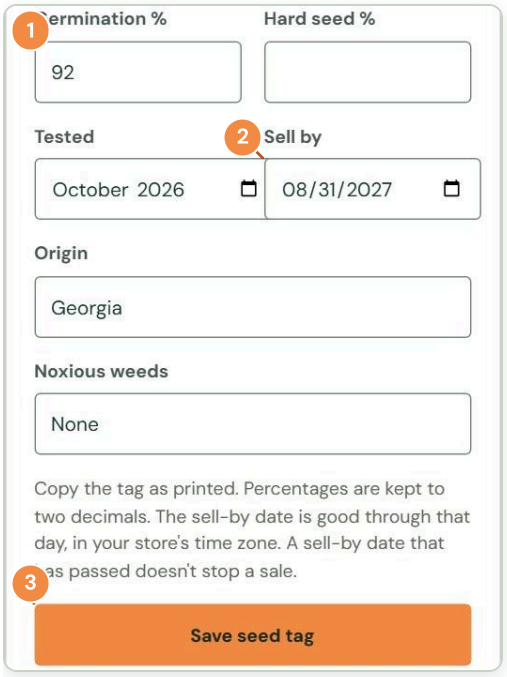
WHERE TO FIND IT **Stock and purchasing** › **Lots and expiry → Edit seed tag** Store owner, Manager, Staff

Included on Counter + Stock and Whole Store plans.

WORDS TO KNOW

**Seed tag**
The analysis label on seed, copied onto its lot.

1. **Match the bag to its lot.** On **Lots and expiry**, find the size's item number and lot code, then press the pen marked **Edit seed tag**. Staff can enter tags and retests. If the lot is missing, see Add a lot and receive stock into it, in Chapter 21 (page 146).
2. **Copy the tag as printed.** Enter the **Seed lot number**. Copy the percentages for purity, inert matter, other crop, weed seed, germination and hard seed where given. Each percentage takes 0 to 100 with up to two decimal places. Enter the month under **Tested**, the **Sell by** date, **Origin** and **Noxious weeds** where printed.
3. **Press Save seed tag.** Look for *Seed tag saved*. The lot row shows *Germination* and the percentage if you entered it, or *Tagged* otherwise. If Roadside says *A seed tag has at least one fact on it.*, copy a value from the tag before saving.




1. Copy the germination percentage from the tag.
2. Enter the tag's sell-by day.
3. Save the tag against this lot.

**The germination and sell-by boxes of a seed tag, ready to save.**

For a later reading, open the saved tag and use **Retest**. Enter the month under **Tested** and the reading under **Germination %**. A blank **Hard seed %** clears the previous hard seed reading. A blank **New sell by** keeps the existing date. The sell-by date must be in or after the month tested. Saving replaces the readings on the tag and keeps the earlier values in **History**. Press **Save retest** and look for *Retest* above *Tag changed* or *Tag added* in the history. An unchanged entry says *That seed tag was saved already*.

The tag is good through its sell-by day in the store's time zone. After that the row reads *Tag expired*. Passing the tag date alone does not stop a sale. To stop it selling, a Manager or Store owner can put the lot on hold (Hold, release or recall a lot, in Chapter 21 (page 149)).

# Mark a product's sale rules

WHERE TO FIND IT **Products** › **Products → a product's page → Sale rules** Store owner, Manager

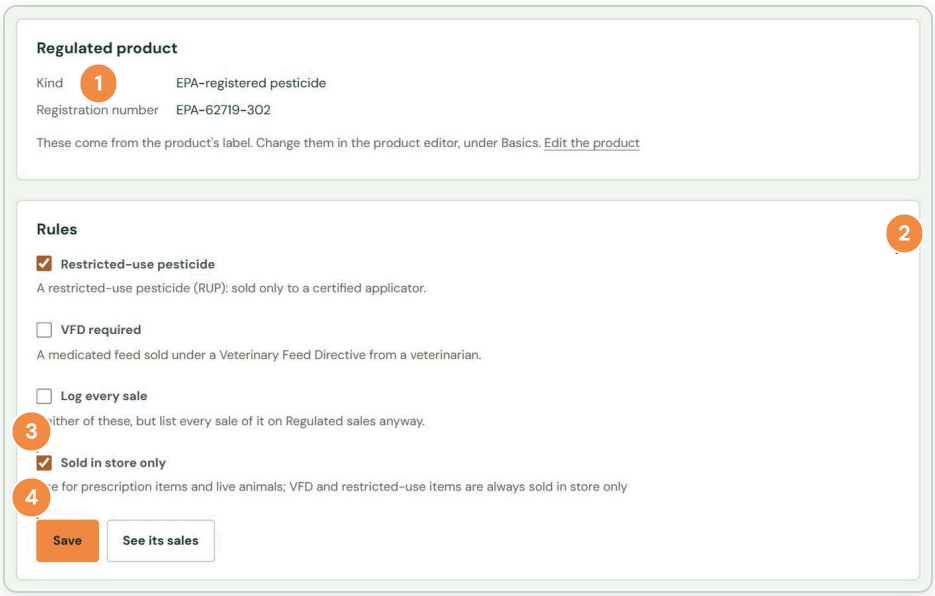
Included on Counter + Stock and Whole Store plans.

1. **Open Sale rules on the product.** Under **Regulated product**, compare **Kind** and **Registration number** with the product's label. To change either, press **Edit the product** and go to **Basics**.
2. **Choose what applies under Rules.** Tick **Restricted-use pesticide** for a product marked restricted-use, or **VFD required** for feed sold under a Veterinary Feed Directive. Use **Log every sale** to include another product in the report. These marks and the regulated kind put sales on the report from the time the product is marked. **Sold in store only** alone does not put sales on it.

3 **Check the effect on orders.** Staff can still sell these items at the counter or take a phone order.

> Included on Online Store, Counter + Online Store and Whole Store plans. Saving Sold in store only blocks online orders for the product. Restricted-use and VFD products are always blocked from online ordering, even with Sold in store only unticked.

Press **Save**. Look for *Saved.* and check the boxes you chose. *Nothing changed.* means the saved rules already matched.




1. Check the regulated kind against the product label.
2. Tick this for a restricted-use pesticide.
3. Check whether you mean to restrict ordering.
4. Save the rules for this product.

**Sale rules for a product marked as a restricted-use pesticide.**

**See its sales** opens the report for a product that has been marked, even if no sale appears yet. For the customer's documents see Record or correct a farm document, in “Check a customer's farm documents” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/compliance-pricing). For counter checks left to follow see Let a known customer's license or VFD follow the sale, in “See, move and retire a register” in the Counter & Charge Accounts guide (dirtroadsoftware.com/support/roadside-manual/counter-registers).

# Look up regulated sales

WHERE TO FIND IT **Stock and purchasing** › **Regulated sales** Store owner, Manager

Included on Counter + Stock and Whole Store plans.

WORDS TO KNOW

### Regulated sale

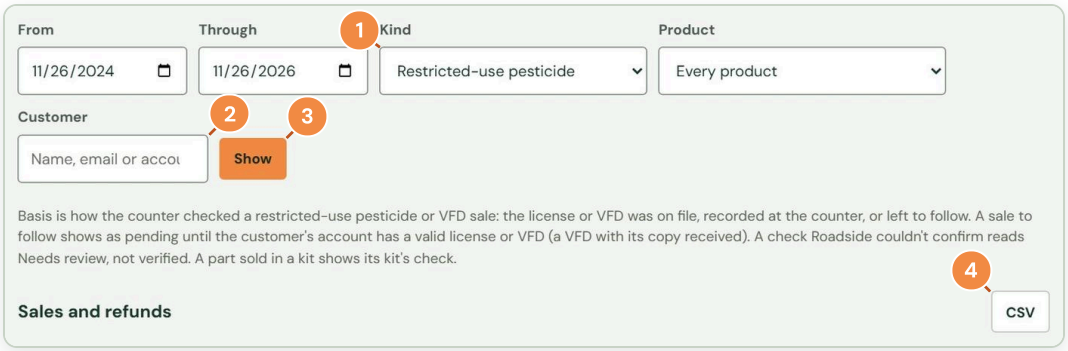
A sale recorded for a product marked regulated, restricted-use, VFD required or set to log every sale when it sold.

A Manager or Store owner can look up register sales and itemized refunds for the store's records. Removing a mark leaves earlier sales made under that mark on the report. Refunds follow the marks on the original sale.

Included on Online Store, Counter + Online Store and Whole Store plans. The same report includes website sales and their itemized refunds.

1. **Choose the store days under From and Through.** The dates start at two years ago through today. Under **Kind**, keep *Every kind* or choose *EPA-registered pesticide*, *Animal drug (over the counter)*, *Medicated feed*, *Restricted-use pesticide*, *VFD required* or *Log every sale*.
2. **Narrow the list.** Choose a **Product** or enter a name, email or account number under **Customer**. Press **Show** and check the dates under the heading. If a product filter was refused, choose the product from the list and press **Show** again. If more than 200 customers or accounts match, type more of the name.

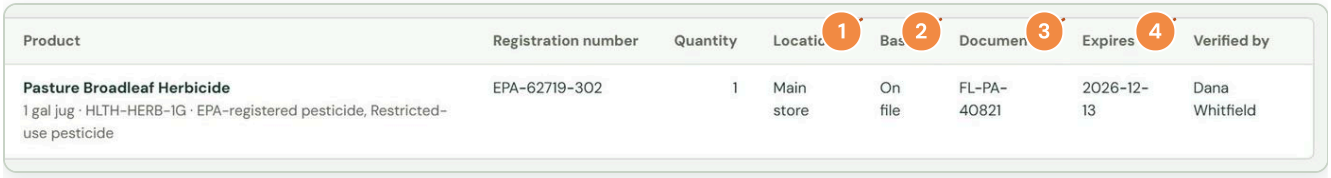
Rows appear most recent first, up to 100 per page. Press **Older** for earlier records or **Newest** to return. For *No sale or refund of these products in these dates.*, check the dates, filters and the first recorded sale day at the top. The report gives the date Roadside began keeping product marks. A product marked and unmarked before that day can be missing. For a product already marked that day, older sales show the registration number it had then.




1. Choose the kind of product to find.
2. Narrow the list to the customer or account.
3. Apply the dates and filters.
4. Download the filtered records.

**The date range and filters for a restricted-use pesticide search.**

Under **Sales and refunds**, match the date, **Reference**, customer, product and registration number. Check the quantity and location. A refund has a negative quantity. Read **Basis** to see how the counter checked a restricted-use or VFD sale. A document can be on file, recorded at the counter or left to follow. A check left to follow stays pending until the account has a valid license or a valid VFD with its copy received. *Needs review* means Roadside could not confirm the check. For the customer's document dates, see Find documents that need renewing, in “Check a customer's farm documents” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/compliance-pricing).




1. Read how the counter checked the sale.
2. Look up the document recorded on this line.
3. Check the expiry recorded for that document.
4. Read who verified it, when recorded.

**A restricted-use pesticide sale with the document details recorded against its line.**

Press **CSV** to download a spreadsheet file covering the filtered date range across pages. If the report cannot read all kit components or locations, narrow the dates or choose one product before downloading. One file holds up to 20,000 rows. If its last line says the file stopped there, use smaller date ranges.



PART 6

# Blends (Feed Mill)

Recipes and the blend runs that make them.

# 23 Make your own blends

Give a size a recipe, then make it in blend runs. Completing a run uses up the ingredients and puts the blend on the shelf at what they cost.

IN THIS CHAPTER

- Write the recipe for a custom mix: what goes in a batch and what a batch makes
- Start a blend run for a number of batches or an amount
- Complete the run with what it made, and read what it cost
- Count an ingredient that went short
- Cancel a run that will not be mixed

## Give a size a recipe

WHERE TO FIND IT **Products** › **Products → a product's page → Blend** Store owner, Manager

Available on Counter + Stock and Whole Store plans when your store has the Feed Mill add-on.

Blends are part of the Feed Mill add-on. A blend is a size you mix yourself from other products you stock, such as a horse mix made a ton at a time from oats, sweet feed and minerals. It keeps stock like any other size (Record a delivery, shelf count or damaged bag, in “Count the shelf and record deliveries” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/stock)), and you sell it like any other size. The recipe lives on the size's product, on the **Blend** screen; the mixing is done on Blend runs (Start a blend run, in Chapter 23 (page 160)).

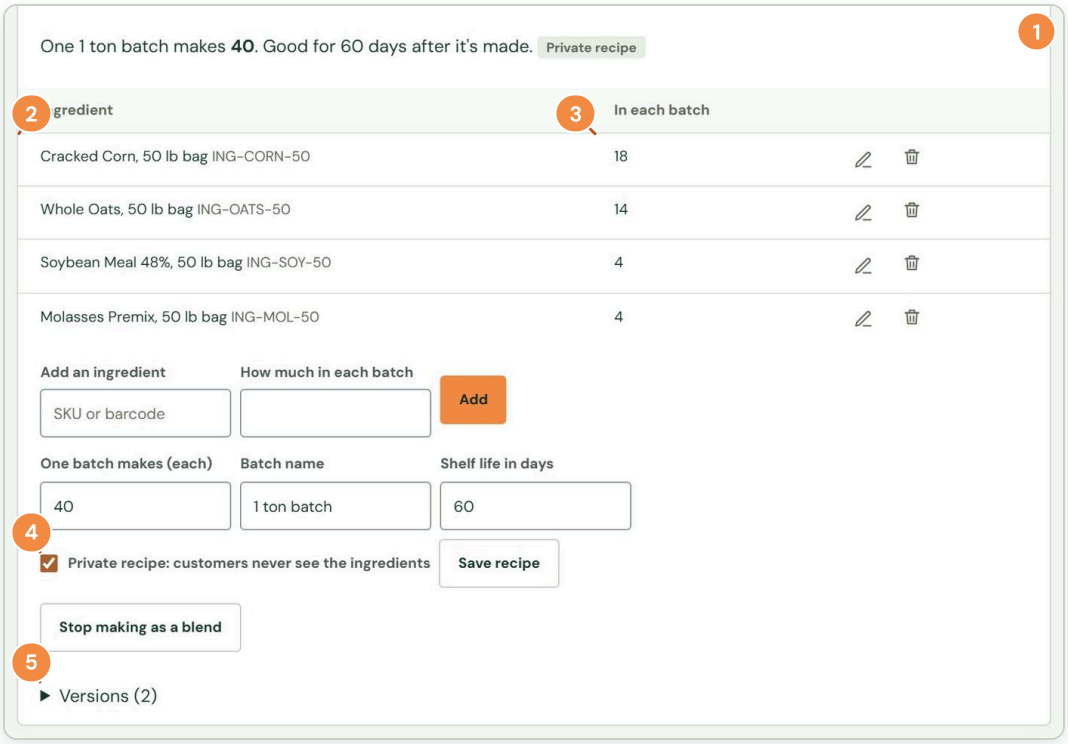
WORDS TO KNOW

**Blend**
A size you make by mixing other products, from a recipe.

**Blend run**
One making of a blend, which uses up its ingredients.

Before you start, check four things. The blend's size must track stock: otherwise its card reads *This size doesn't track stock. A blend keeps stock of its own, so turn on Track stock in its product first.* (Set when a size counts as low, in “Count the shelf and record deliveries” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/stock)). Every ingredient must track stock too. A size

sold as a kit cannot be a blend, because a kit keeps no stock of its own (Sell a set of products as a kit, in Chapter 3 (page 20)). Blends do not go inside other blends: an ingredient cannot be a kit or another blend.




1. What one batch makes, the shelf life and the Private recipe badge.
2. Each ingredient, by name and SKU. The pen changes its amount; the trash takes it out.
3. How much of the ingredient goes in one batch, in that ingredient's own unit.
4. Tick to mark the recipe private, then save the recipe.
5. Open to see every saved version of the recipe and which one is current.

**The Blend screen for a custom horse mix: four ingredients, a 1 ton batch, a shelf life and a private recipe.**

1. **Open the product and press Blend.** The screen has one card for each of the product's sizes. Use the card of the size you make.
2. **Add the first ingredient.** Type its SKU or barcode in **Add an ingredient** and the amount in **How much in each batch**, in that ingredient's unit. For the first ingredient only, also type **One batch makes**, in the blend's own unit, and a **Batch name** such as *1 ton batch*. Press **Add**. Roadside says *Added to the blend*.
3. **Add the other ingredients** the same way, one at a time. A recipe holds up to 50.

4. **Fill in the recipe form** under the ingredients: **One batch makes**, **Batch name**, and **Shelf life in days** if the blend keeps only so long (1 to 3,650 days). Tick **Private recipe: customers never see the ingredients** if you want the recipe marked private.

5. **Press Save recipe.** Saving a recipe moves no stock and changes no cost. Roadside says *Saved*.

It worked when the card shows a line such as *One 1 ton batch makes 40.*, then *Good for 60 days after it's made.* or *No shelf life set.*, and the ingredients are listed with their amounts. A private recipe carries the badge **Private recipe**. The box marks the recipe on this screen. It does not change the product's Feed tag, where you type the ingredients a customer reads on the website (Copy the bag's feed tag onto the product, in "Write a description and check the feed tag" in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/descriptions-feed-tags)).

The shelf life matters when your store keeps lots: each run then puts what it made in a lot that is good for that many days from the day the run is completed (Find a lot and see which sells first, in Chapter 21 (page 147)).

### Change a recipe

Changing an ingredient, or pressing **Save recipe**, saves the whole recipe again as its next version, and a run started before the change keeps the version it started with. Press the pen beside an ingredient to change its amount, then **Save**. The trash takes an ingredient out, after asking *Take <name> out of this blend?* **Versions** lists the saved versions, the one in use marked *Current* and the others *Retired*.

If Roadside refuses an ingredient, it says why, such as *That product is in the blend already. Change its quantity with the pen.*, *No product of the store's has that SKU or barcode.* or *More than one product has that number. Use its SKU instead.*

An ingredient whose product is archived stays in the recipe with the badge **No longer in the store**. No run of the blend can start or be completed until you take it out with its trash.

### Stop making a size as a blend

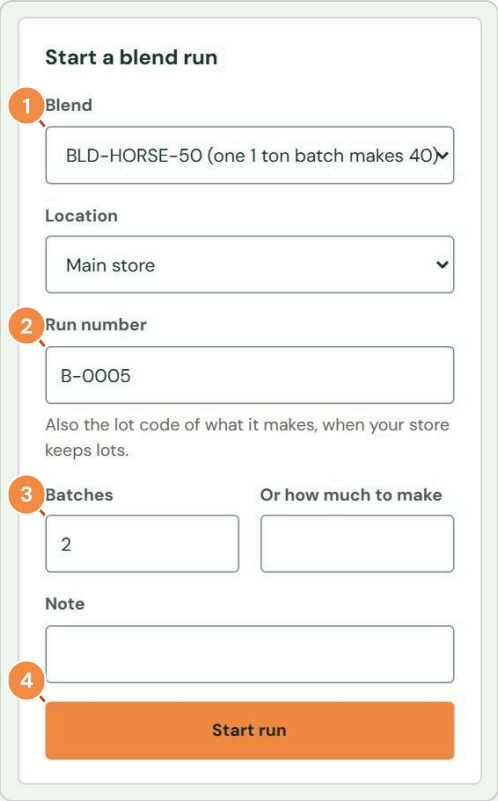
**Stop making as a blend** takes the recipe away and leaves the size's stock as it is. Roadside asks *Stop making <size> as a blend? Its stock stays as it is.* Confirm, and the card reads *Not a blend*. To make it again, add its ingredients again.

## Start a blend run

WHERE TO FIND IT **Stock and purchasing** › **Blend runs → Start a blend run** Store owner, Manager, Staff

> Available on Counter + Stock and Whole Store plans when your store has the Feed Mill add-on.

A blend run is the record of one mixing. Start it when you are about to mix, for the number of batches you plan. Starting uses up nothing: the ingredients come off stock only when you complete the run. Store owners, Managers and Staff all start, complete and cancel runs. Staff do not see what a run cost.




1. Choose the blend. Each choice says what one batch makes.
2. The run's number, filled in for you. It is also the lot code of what the run makes when your store keeps lots.
3. How many batches you will mix. Clear it to type an amount in Or how much to make.
4. Starts the run. Nothing comes off stock yet.

**Start a blend run, filled in for two batches of the horse mix and not started yet.**

1. **Open Blend runs.** The **Start a blend run** card is beside the list.
2. **Choose the Blend.** Each line reads like *BLD-HORSE-50, 50 lb (one 1 ton batch makes 40)*.
3. **Check the Location.** The ingredients come off stock there and the blend goes on the shelf there. It starts at your default location.
4. **Check the Run number.** Roadside fills in the next one, such as *B-0003*. You can type your own: up to 32 letters, digits, dots, dashes and underscores, starting with a letter or a digit, used once in the store. A cancelled run keeps its number.
5. **Type the Batches, or the amount. Batches** starts at 1. To plan by weight or count instead, clear **Batches** and type **Or how much to make**; Roadside works out the batches from what one batch makes. Fill in one of the two, not both.
6. **Add a Note** if it helps the person mixing, then press **Start run**.

It worked when Roadside says *Started blend run B-0003.* and the run is listed with the state *In progress*. **Planned** shows the amount and the batches, and **Made** reads *Not yet*.

When Roadside refuses, it says why:

- *Type how many batches to make, or how much of the blend to make: one of them.* Both boxes were filled in, or neither.
- *No size is made as a blend yet. Give a product's size a recipe on its Blend screen first.* The card shows this in place of the form.
- *An ingredient of this blend, <name>, is no longer in the store. Take it out of the blend on its Blend screen, then start a new run.* (Give a size a recipe, in Chapter 23 (page 158))
- *This store already has a blend run numbered <number>.* Type another number.

# Complete a blend run

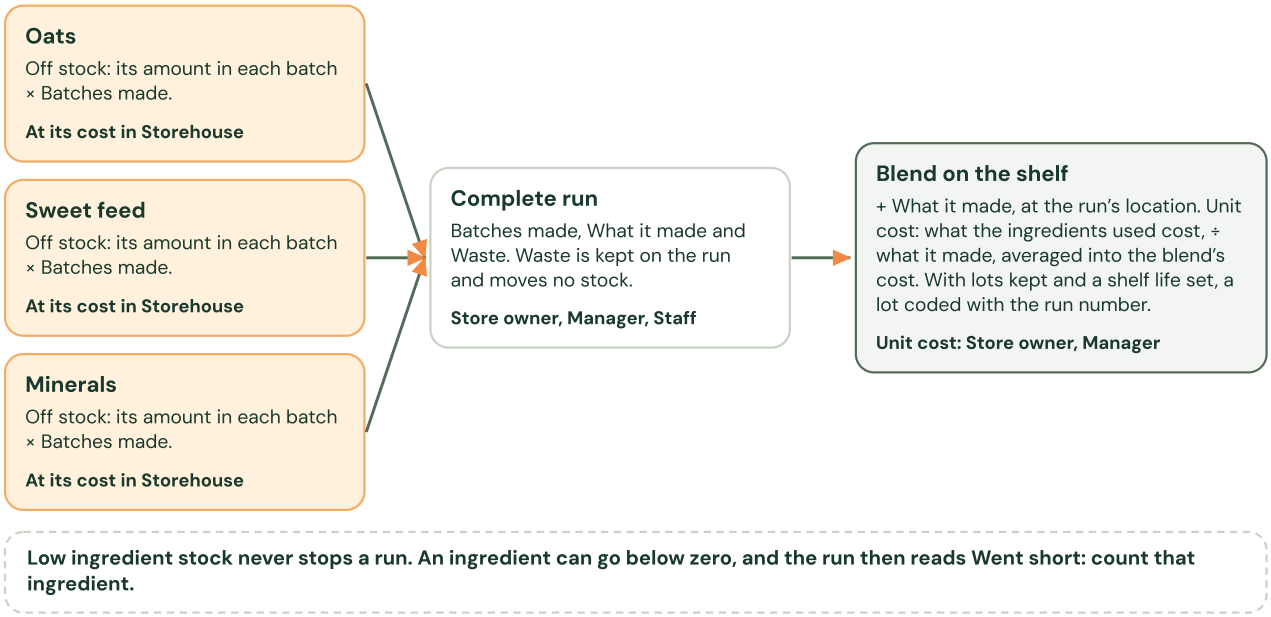
WHERE TO FIND IT **Stock and purchasing** › **Blend runs → Complete blend run** Store owner, Manager, Staff

Available on Counter + Stock and Whole Store plans when your store has the Feed Mill add-on.

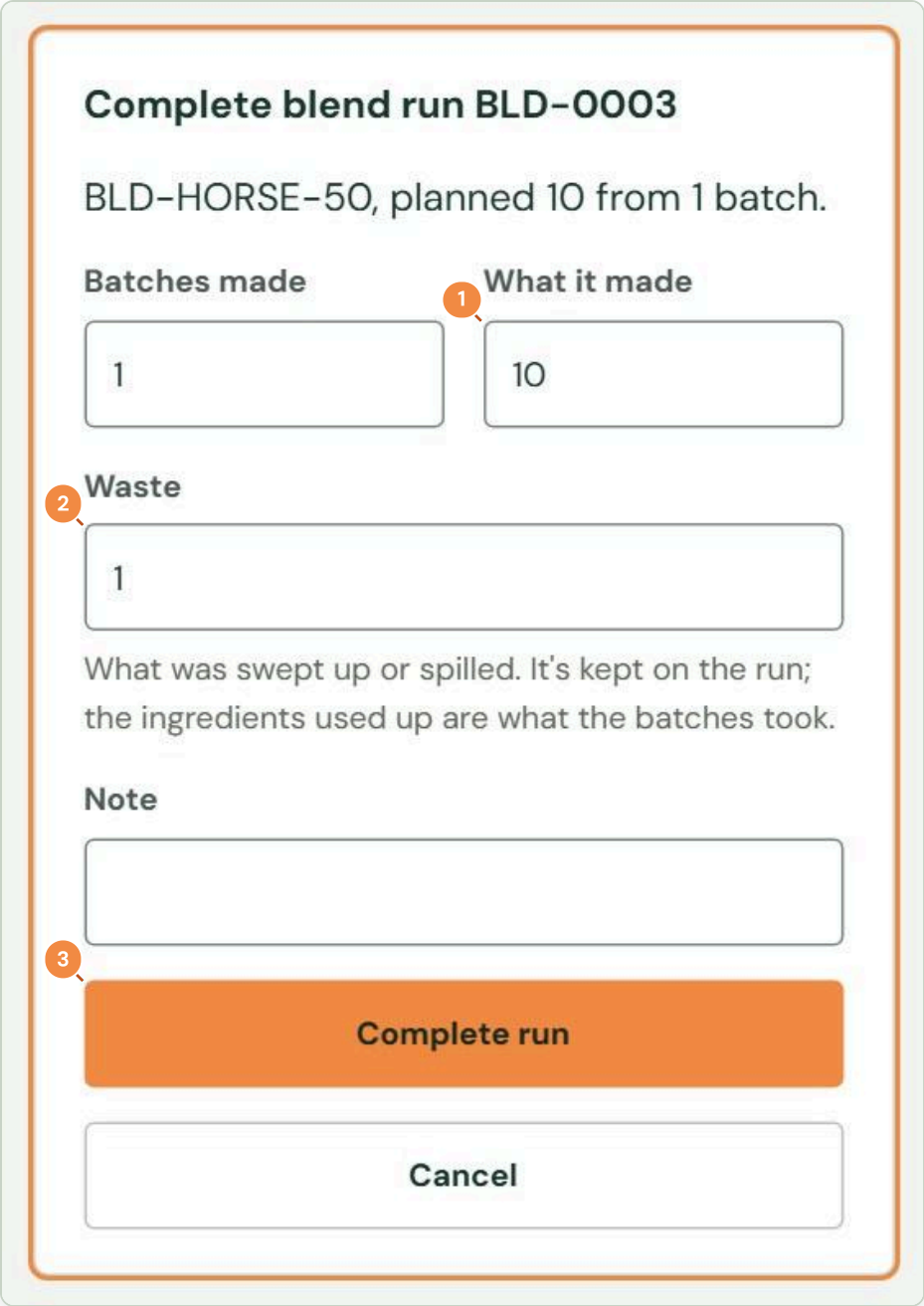
Complete the run once the mixing is done, with what came off the mixer. This is the press that moves stock and cost, all at once, at the run's location:

- **Each ingredient comes off stock:** its amount in each batch times **Batches made**. When your store keeps lots, its lots are used first-expiring-first.
- **The blend goes on the shelf:** the amount in **What it made**. When your store keeps lots and the recipe has a shelf life, or the blend already has lots, it goes in a lot of its own. The lot is coded with the run number, with *-2*, *-3* and so on added when that code is taken.
- **The blend's cost is set from the ingredients.** Each ingredient's cost in Storehouse times what it used, added up, divided by what the run made, is the run's **Unit cost**. That cost is averaged into the blend's average cost the way a posted receipt averages its cost in (Post the receipt into stock, in Chapter 9 (page 74)), so later sales carry it. An ingredient with no cost in Storehouse, or with its cost kept in another unit, counts as costing nothing.
- **Waste moves nothing.** It is written on the run only. The ingredients used up are what the batches took.

Low ingredient stock never stops a run. An ingredient can go below zero, and the run is marked *Went short*. A run that made more than twice what its batches should is marked *More than expected*, and is not refused either. There is no button that undoes a completed run.




What a blend run does to stock and cost.




1. Type what the run made, in the blend's unit.
2. Type what was swept up or spilled. It is kept on the run and moves no stock.
3. Completes the run: the ingredients come off stock and the blend goes on the shelf.

**The Complete blend run card for a run in progress, with what it made and the waste typed in.**

1. **Open Blend runs** and find the run under **In progress**. Press its pen. The **Complete blend run <number>** card opens with a line such as *BLD-HORSE-50, 50 lb, planned 80 lb from 2 batches*.
2. **Check Batches made.** It starts at the planned batches. Change it if you mixed more or fewer: the ingredients used up follow this number.
3. **Type What it made.** It starts at the planned amount.
4. **Type the Waste**, if any, and a **Note**.
5. **Check the numbers, because the next press moves the stock and the cost and cannot be taken back.** Then press **Complete run**. The card's own **Cancel** button only closes the card; the run stays in progress.

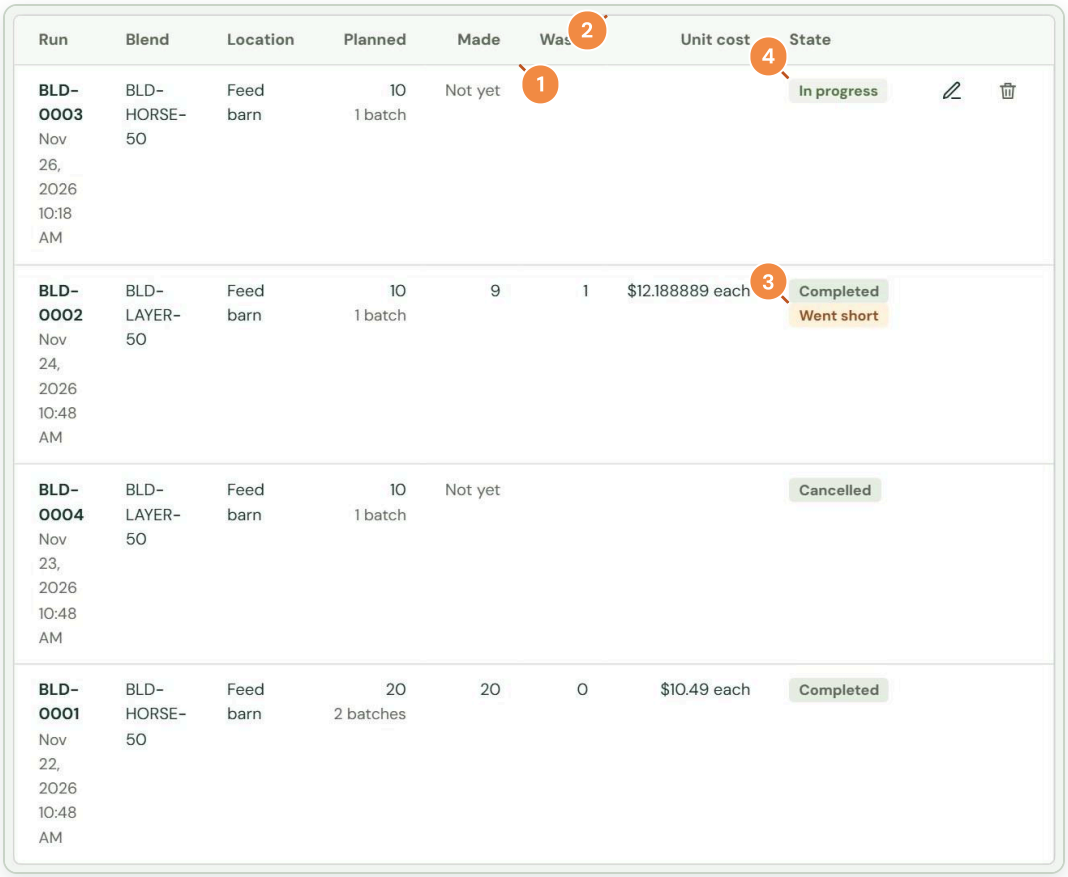
Roadside answers *Blend run <number> is complete: <quantity> <unit> on the shelf, its ingredients used up*. The run's state reads *Completed*, **Made** and **Waste** show what you typed, and the blend's stock on hand at that location has gone up by what it made. A Store owner or a Manager also sees **Unit cost**, such as *$18.20 each* for a blend sold by the bag, or a price per pound for one sold by weight.

## When the run went short or made too much

If the message goes on *Some ingredients went short (below zero, or more than their lots held), so they need a count.*, the run reads *Went short*. Roadside used more of an ingredient than it had on record, or more than its lots held. Count that ingredient at the run's location so the record matches the shelf (Start a count, in Chapter 16 (page 115)).

If it goes on *It made more than twice what its batches should, so check the recipe's yield.*, the run reads *More than expected*. Check **One batch makes** on the recipe, and check that **What it made** was typed in the right unit.

If Roadside refuses, it says why. *Type what the run made.* means **What it made** was left empty. A run that made nothing cannot be completed: cancel it instead (Cancel a blend run, in Chapter 23 (page 166)).




1. What the run made. Not yet until it is completed.
2. What one unit of the blend cost to make. Store owners and Managers see it.
3. An ingredient went below zero, or past what its lots held. Count it.
4. In progress, Completed or Cancelled.

**Blend runs, showing all runs: one in progress, one completed that went short, one cancelled and one completed.**

# Cancel a blend run

WHERE TO FIND IT **Stock and purchasing** › **Blend runs** Store owner, Manager, Staff

Available on Counter + Stock and Whole Store plans when your store has the Feed Mill add-on.

Cancel a run that will not be mixed. Cancelling uses up nothing and moves no stock or cost. A completed run cannot be cancelled.

1. **Open Blend runs** and find the run under **In progress**.

2. **Press its trash button.** Roadside asks *Cancel blend run <number>? Nothing is used up.*

3. **Confirm.** Roadside says *Blend run <number> is cancelled. Nothing was used up.* The run reads *Cancelled* under **Show** *Cancelled* or *All*, and keeps its number.



PART 7

# Prices

Customer prices, price books, scheduled changes and margins.

# 24 Give customers their own prices

Put contractors on a price level, agree a contract price with one farm, and give a lower price from ten bags up. The counter charges each customer the price that wins, and so does the website on a plan with the Online Store.

IN THIS CHAPTER


- Set up price levels, such as Contractor at 10% off
- Put a customer or a whole account on a level
- Agree a price for one size with one customer, with an end date
- Give a lower price from a quantity up


## Set up price levels

WHERE TO FIND IT **Products** › **Customer pricing** Store owner, Manager

Included on Counter + Stock and Whole Store plans.

A price level is a percent off the regular price for a group of customers: contractors, farms that buy by the ton, your own employees. The regular price is set on the product (Change a shelf price or put it back, in “Add, publish or put away a product” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/add-a-product)), or at one place by a price book. Which price a customer is charged is worked out by the rules in See which price a customer pays, in Chapter 25 (page 176).

WORDS TO KNOW

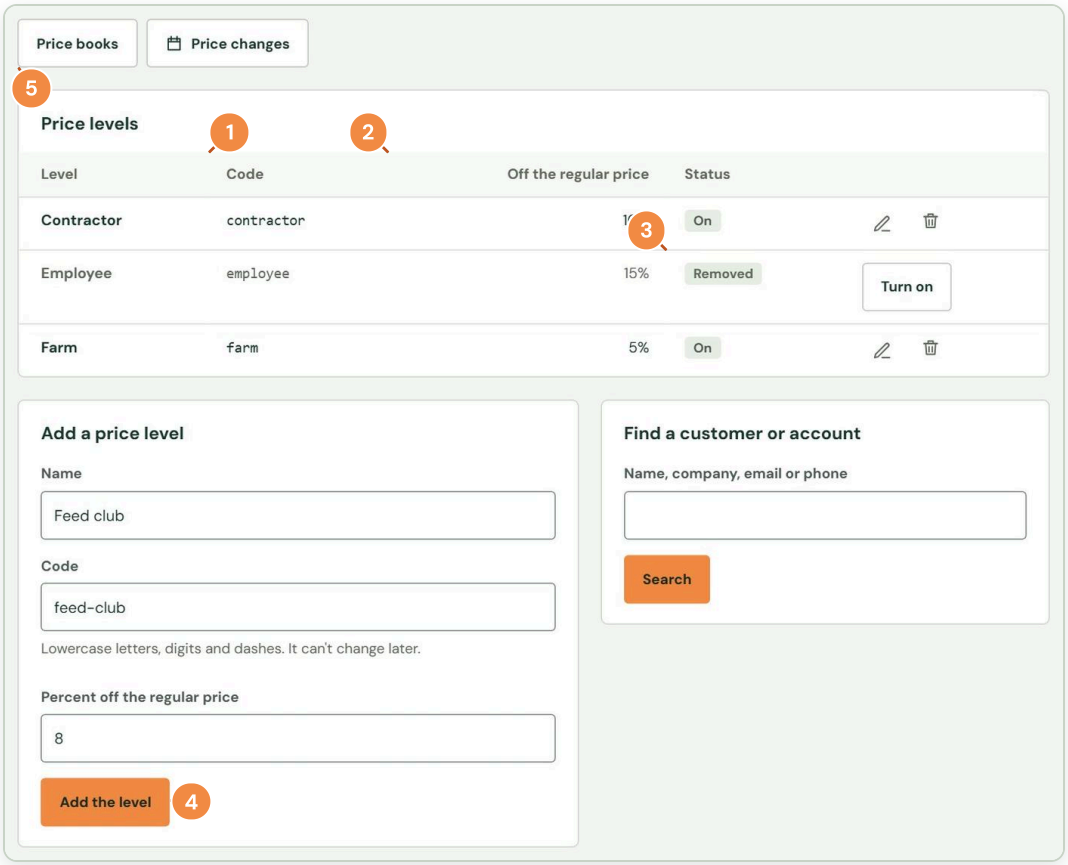
**Price level**
A percent off the regular price for the customers and accounts you put on it.

**Contract price**
One customer's or account's agreed price for a size.

**Quantity price**
A lower price from a quantity up, for every customer who has no contract price for that size.

**CAREFUL**

If the page shows a notice that starts *These prices take effect once your store's prices are kept in Storehouse.*, the counter charges the regular and sale prices (and so does the website, on a plan with the Online Store), and nothing you set on Customer pricing or Price books is charged yet. What you set is kept and waits. Send Dirt Road a ticket under **Store account** > **Support** (Send a question about Roadside, in "Ask Dirt Road for help" in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/support-tickets)) and ask for the store's prices to be kept in Storehouse.




1. The level's name, as customers' pages and receipts show it.
2. The percent taken off the regular price.
3. Status: a removed level reads Removed. Turn on, in its row, brings it back.
4. Saves the level you typed.
5. Opens Price books, for a different regular price by place.

**Price levels, with one level removed, and a level typed into Add a price level.**

1. **Open Products > Customer pricing** and, in **Add a price level**, type the **Name**, such as *Contractor*.

2. **Type the Code**: lowercase letters, digits and dashes, such as *contractor*. It can't change later, and no two levels share one.
3. **Type the Percent off the regular price**, such as *10*: above 0 and below 100, with up to four decimals.
4. **Press Add the level.** Nobody is on the level yet, so no price changes. Roadside says *Level Contractor added.*, and the level is listed as *On*.

Changing a level's percent changes the level's price for everyone on it from the next sale: press the pen on its row, change the figure, then press **Save the level**. Removing a level stops its percent for everyone on it from the next sale, and their price is worked out again without it. To remove one, press the trash button and answer *Remove the level Contractor? Its customers will pay the regular price*. The level stays listed as *Removed* and its customers keep it. **Turn on** brings it back for all of them at once.

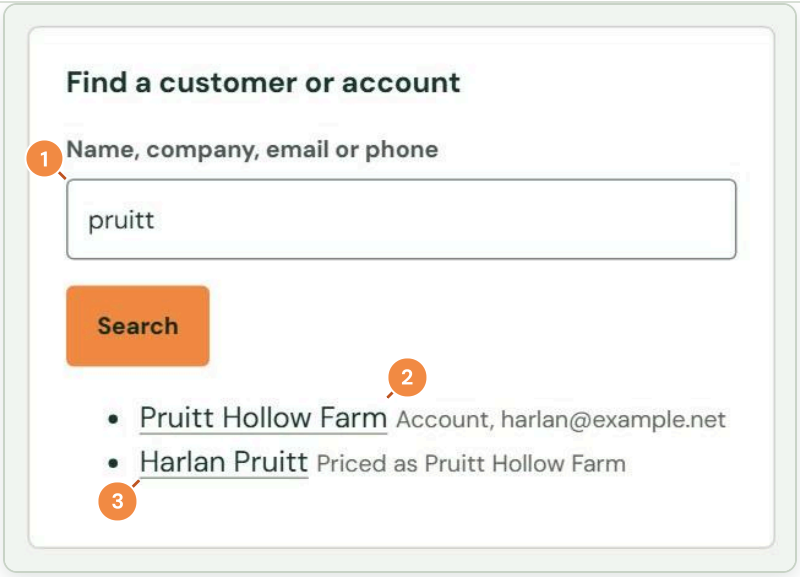
## Put a customer or account on a level

WHERE TO FIND IT **Products** ›

**Customer pricing → Find a customer or account → a customer or account** Store owner, Manager

Included on Counter + Stock and Whole Store plans.

A customer's own page in Customer pricing is the one place to put them on a level. Accounts and the people in them are set up under Customers (Find a customer by name, phone or contact, in “Find a customer and the people on their account” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/customers)). A person on an account is priced as the account (See which price a customer pays, in Chapter 25 (page 176)).




1. Type part of a name, company, email or phone number.
2. An account. Its page sets the level and contract prices for everyone on it.
3. A person on an account. The link opens the account's page.

**A search for Pruitt finds the account and a person priced as it.**

1. **Type in Name, company, email or phone** on **Find a customer or account**, and press **Search**. A person on an account shows *Priced as* and opens the account's page.
2. **Open the customer or account.** An account's page also lists **People on this account**.
3. **Choose the Level** on the **Price level** card, such as *Contractor (10% off)*, or *None: the regular price* to take them off.
4. **Check the level, then press Save the level.** Saving puts them on that level, or takes them off, from the next sale. Roadside says *Level saved.*, or *No level now: the regular price.*

**Customers and accounts with their own pricing**, on Customer pricing, lists everyone with a level or a contract price; the pen opens their page.

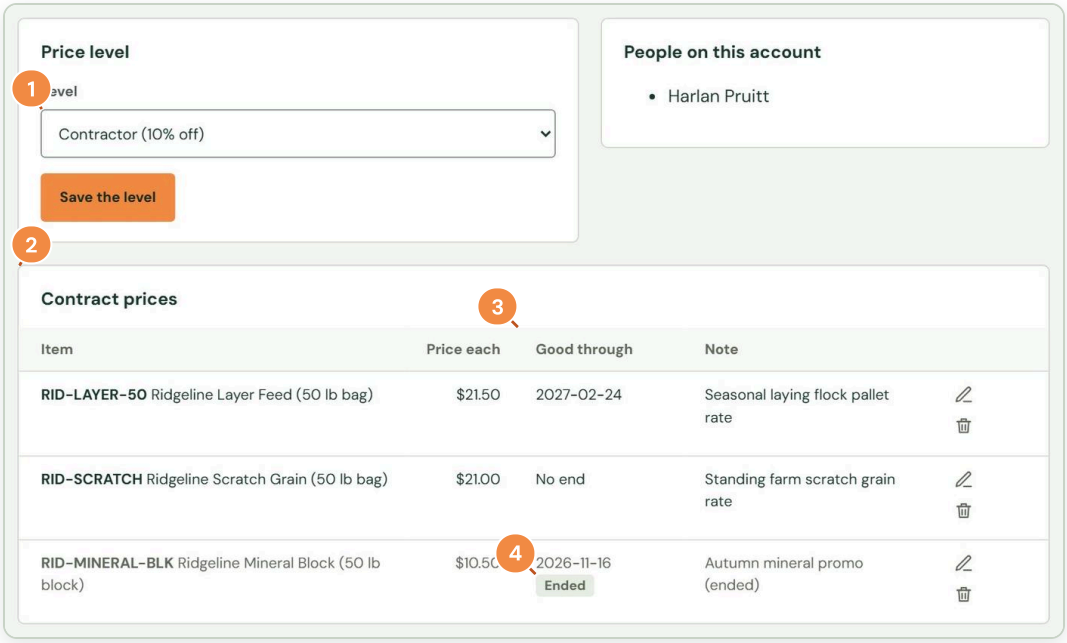
## Agree a contract price with one customer

WHERE TO FIND IT **Products** › **Customer pricing → a customer or account → Add a contract price**

Store owner, Manager

Included on Counter + Stock and Whole Store plans.

A contract price is the price you agreed with one customer or account for one size, such as a spring bid on layer pellets. How it ranks against levels, quantity prices and sales is in See which price a customer pays, in Chapter 25 (page 176).




1. The account's level, for everyone on the account.
2. The sizes this account has its own price for.
3. The last day the price is good, or No end.
4. Its last day has passed. Remove it or give it a later day.

**Pruitt Hollow Farm, an account on the Contractor level, with three contract prices. One has ended.**

1. **Open the customer or account** (Put a customer or account on a level, in Chapter 24 (page 171)). For a person on an account, open the account: Roadside refuses a contract price on the person with *<name> is priced as their account. Add the contract price to the account.*
2. **Type the SKU** in **Add a contract price**. A customer has one contract price for a size: saving one for a SKU they already have replaces it.
3. **Type the Price each**, such as *17.25*: per bag, or per pound for a size sold by the pound.
4. **Choose the Good through day**, the last day the price is good, or leave it empty for no end. A **Note**, such as *Spring bid*, takes up to 200 characters and no card number.

5 **Check the price, then save it.** Saving makes it their contract price for the size from the next sale, even above the regular price. Press **Add the contract price**. Roadside says *Contract price saved for <SKU>.*, and the line is listed with its **Good through**.

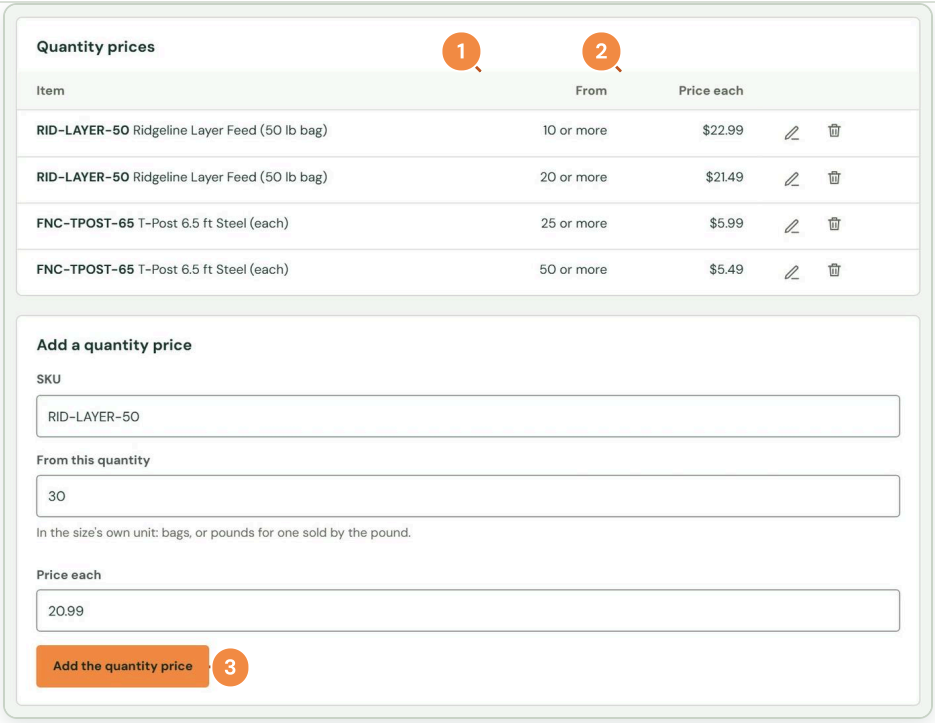
The pen on a line changes the price, the day or the note. A contract price ends by itself at midnight, store time, at the end of its **Good through** day, and the line stays listed with the badge *Ended*. Removing a line ends it from the next sale. To remove one, press the trash button and answer *Remove the contract price for <SKU>?* Once a contract price has ended or is removed, the customer's price for the size is worked out again by all the other rules.

## Give a lower price from a quantity up

WHERE TO FIND IT **Products** › **Customer pricing → Quantity prices** Store owner, Manager

Included on Counter + Stock and Whole Store plans.

A quantity price is for every customer who buys enough of a size, walk-in customers included, except a customer with a contract price for that size: 10 bags or more at $18.50 each, or a pallet price from 40 bags. A size can have several, one for each starting quantity. The quantity is everything of that size on the sale or in the cart, added together. How it ranks against a level is in See which price a customer pays, in Chapter 25 (page 176).




1. The quantity the price starts at, in the size's own unit.
2. What each one costs from that quantity up.
3. Saves the quantity price typed in the form.

**Quantity prices for two sizes, and the form to add one.**

1. **Find Add a quantity price** on Customer pricing and type the **SKU**.
2. **Type From this quantity**, such as *10*, in the size's own unit: bags, or pounds for one sold by the pound.
3. **Type the Price each**, such as *18.50*.
4. **Check both figures, then save.** From the next sale, the price is offered to anyone without a contract price for the size who buys that many or more, and it is charged where it wins. Press **Add the quantity price**. Roadside says *Quantity price saved for <SKU>.*, and the line shows, such as *10 bags or more* at *$18.50*.

Adding a price for a SKU and quantity that already have one changes its price, as the pen on a line does. Removing a line ends that price from the next sale: press the trash button and confirm. If Roadside says *<SKU> isn't in Storehouse yet. Save its product once (or fill the store) and try again.*, here or on a contract price, open the product, press **Edit** and save it once.

# 25 Work out which price a customer pays

A customer can have a price level, a contract price and a quantity price, and the item can be on sale as well. Roadside charges one price. Follow the four steps it takes, check them against a worked example, and read the price's name on the receipt.

IN THIS CHAPTER

- The four steps from the regular price to the price charged
- Why a coupon or a discount never adds to a customer's own price
- A worked example with a level, a quantity price and a contract price
- What a register charges while it is offline
- The name the receipt prints under the item

## See which price a customer pays

WHERE TO FIND IT **Products** › **Customer pricing** Store owner, Manager

> Included on Counter + Stock and Whole Store plans.

Every line is priced for the customer on the sale, at the register's location. A person on an account is priced as the account: its contract prices, and its level when it has one; the person's own level counts only while the account has none. A sale with no customer gets no level or contract price. Levels, contract prices and quantity prices are set on Customer pricing (Chapter 24, Give customers their own prices (page 169)).

> Included on Online Store, Counter + Online Store and Whole Store plans. The website prices for the signed-in customer and the account they buy for, at the store's default location. A shopper who is not signed in is priced as a walk-in.

1. **Roadside starts from the regular price at that place:** a price book's price where one applies there (Add a price book, in Chapter 26 (page 180)), else the product's regular price.
2. **A contract price for the size is the customer's price,** whatever its amount. Their level and the quantity prices are not looked at.

3. **Without a contract price, their price is the lowest of three:** the regular price, their level's percent off it, and the quantity price their quantity reaches. The level and the quantity price never add together.

4. **A sale price lower than their price wins.** Sale prices come from Discounts (Check where a discount shows and which one a customer gets, in "Run a sale or give out a coupon code" in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/discounts)).

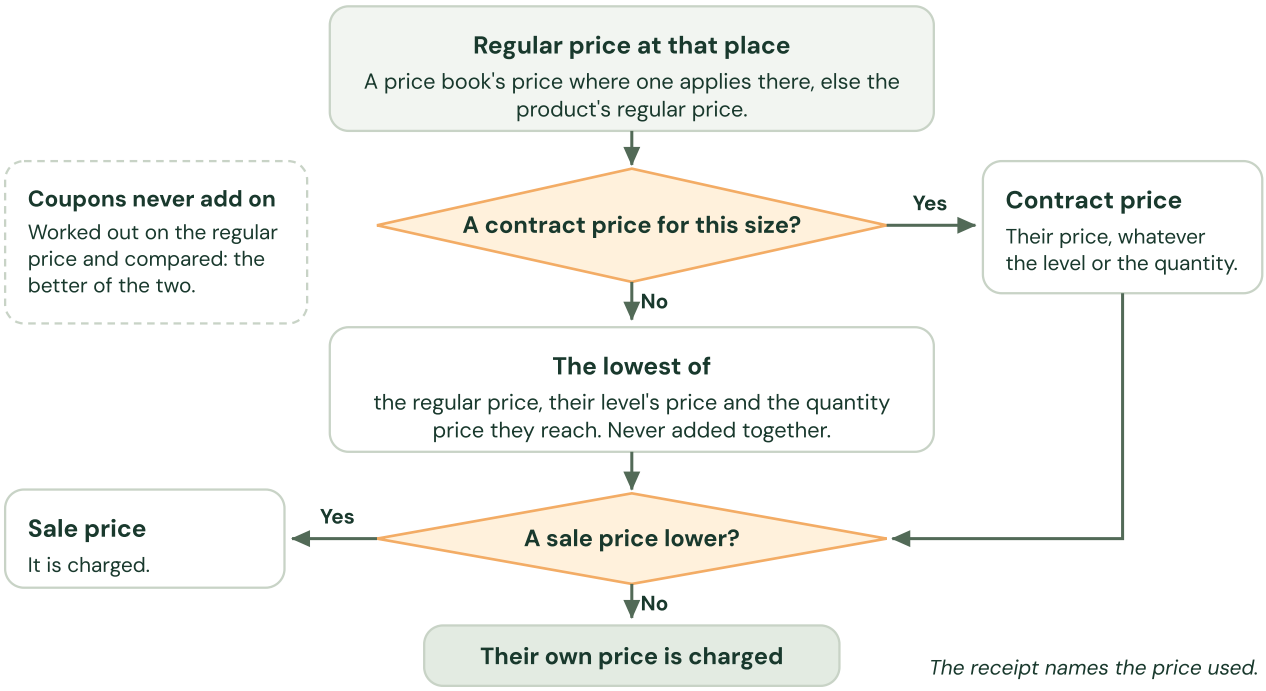
A quantity price or a sale price takes over only when it is lower: a quantity price equal to the level's price leaves the level, and a sale price equal to the customer's price is not used. A coupon or a discount never adds on to a customer's own price: Roadside works it out on the regular price at that place, compares the result with the customer's price, and charges the better of the two. A gift card, a deposit or a fee takes no customer price.

### A WORKED EXAMPLE

A 50 lb layer feed has a regular price of $19.99. The Contractor level is 10% off, which makes $17.99: the percent comes off each unit and is rounded to the cent, half a cent going up. A quantity price gives $18.50 a bag from 10 bags. Pruitt Hollow Farm has a contract price of $17.25 for the bag.

| WHO BUYS | BAGS | PAYS EACH | WHY |
|---|---|---|---|
| **A walk-in customer** | 4 | $19.99 | The regular price. No quantity price is reached. |
| **A walk-in customer** | 12 | $18.50 | The quantity price from 10 bags. |
| **A customer on Contractor** | 12 | $17.99 | The level's $17.99 is lower than $18.50. |
| **Anyone on Pruitt Hollow Farm** | 12 | $17.25 | The account's contract price. |

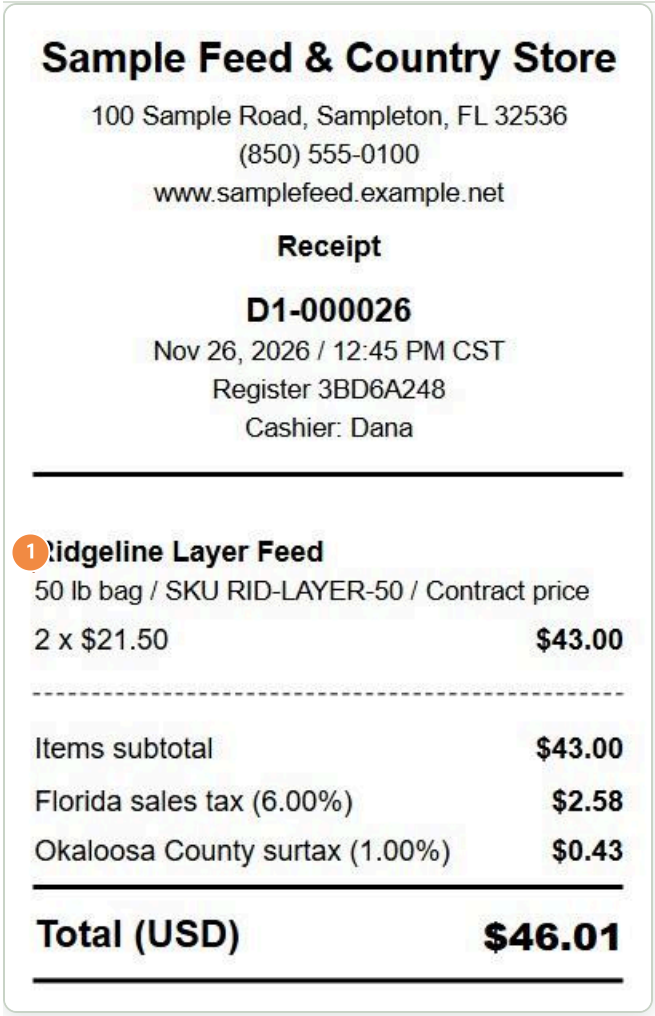
On sale at $17.49, the walk-in and Contractor customers pay $17.49; Pruitt Hollow Farm still pays $17.25. Where a price book sets the bag at $20.99, a Contractor customer buying 4 bags pays $18.89 there.




**Which price a customer pays.**

A register that is offline prices sales from the copy of customer prices and price books it last received, so it can charge an older price. Roadside books such a sale at the price charged. When a line cost a customer more than their own price would give by the rules, the sale shows on Offline problems as *Booked, needs review*, so the difference can be given back (Check offline sales that need a look, in "Keep selling when the internet is down" in the Counter & Charge Accounts guide (dirtroadsoftware.com/support/roadside-manual/counter-offline)).

The store's receipt prints the customer price's name under the item: *Contract price*, the level with its percent, such as *Contractor (10% off)*, or *Quantity price, 10 or more*. A price book's name is printed where the book's price differs from the product's regular price. Nothing is printed for the regular price.



**Sample Feed & Country Store**

100 Sample Road, Sampleton, FL 32536
(850) 555-0100
www.samplefeed.example.net

**Receipt**

**D1-000026**
Nov 26, 2026 / 12:45 PM CST
Register 3BD6A248
Cashier: Dana

1 **Ridgeline Layer Feed**
50 lb bag / SKU RID-LAYER-50 / Contract price
2 x $21.50 **$43.00**

| | |
|---|---|
| Items subtotal | **$43.00** |
| Florida sales tax (6.00%) | **$2.58** |
| Okaloosa County surtax (1.00%) | **$0.43** |
| **Total (USD)** | **$46.01** |

1 The price the line was charged at. If it is not what you expected, check the customer's page against the rules above.

**A counter sale's receipt: the bag was charged at its contract price.**

# 26 Set a different regular price by place

A price book gives one location, the counter or the website its own regular price for the sizes you put in it.

IN THIS CHAPTER


- Add a book for the counter, the website or one location
- Know which book prices an item when two could
- Put sizes in a book, change or take out a price
- Rename a book so the receipt reads well
- Turn a book off for a season and on again


## Add a price book

WHERE TO FIND IT **Products** › **Customer pricing → Price books** Store owner, Manager

Included on Counter + Stock and Whole Store plans.

Feed sold off the dock at the feed barn may carry a different price from the same bag on the store floor. A price book holds those prices. Its price is the regular price at that place for everyone. Customer prices are worked out from it by the rules in See which price a customer pays, in Chapter 25 (page 176). A level's percent comes off it. A quantity price or a sale price takes over only when it is lower than what the customer would otherwise pay, and a contract price is the customer's price whatever its amount. A size the book leaves out takes the next book that prices it there, or the product's regular price (Change a shelf price or put it back, in “Add, publish or put away a product” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/add-a-product)).

WORDS TO KNOW

**Price book**

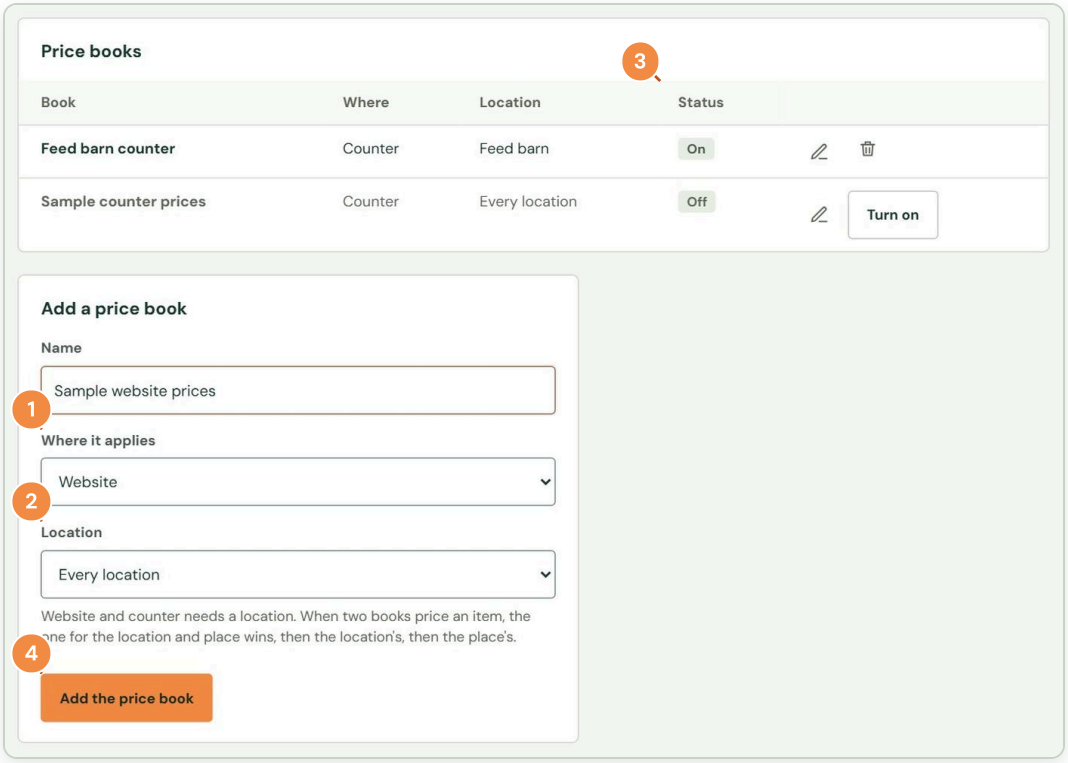
A different regular price for a location, the counter or the website.

A book has two settings, chosen when it is added and fixed after that. **Where it applies** is *Website*, *Counter* or *Website and counter*. **Location** is *Every location* or one of your locations. The counter is priced at the register's location (Move a register to another location, in “See, move and retire a register”

in the Counter & Charge Accounts guide (dirtroadsoftware.com/support/roadside-manual/counter-registers)).

> Included on Online Store, Counter + Online Store and Whole Store plans. The website is priced at the store's default location, the one it sells from. A book for another location never prices the website.

When two books price the same item, the one for that place and that location wins, then the one for the location, then the one for the place at every location. A store with a *Counter* book for every location and a *Counter* book for the Feed barn charges the Feed barn book's price at the Feed barn's registers for the sizes it prices, and the other book's price everywhere else. Only books that are on count.




1. Website, Counter, or Website and counter.
2. Every location, or the one location the book is for.
3. Status: a book that is off charges none of its prices. Press Turn on in its row to bring it back.
4. Saves the book and opens it, ready for prices.

**Price books, with one book turned off, and a book typed into Add a price book.**

1. **Open Products > Customer pricing and press Price books.**
2. **Type the Name** in **Add a price book**. Receipts print it under the item when the book sets its price, so name it as a customer should read it, such as *Feed barn counter*.

3. **Choose Where it applies and the Location.** *Website and counter* needs one location: with *Every location* it would be every sale, and Roadside refuses it with *A price book is for the website, the counter or one location. Choose a channel or a location.*
4. **Press Add the price book.** A book with no prices changes nothing. Roadside says *Price book <name> added. Now give it prices.* and opens the book (Put prices in a book, in Chapter 26 (page 182)).

There is one book for each place and location. Adding a second for the same pair is refused with *There is a price book for that already. Turn it on or change its prices instead.* If the location list does not show a location, it is inactive (Add a location, in Chapter 15 (page 108)).

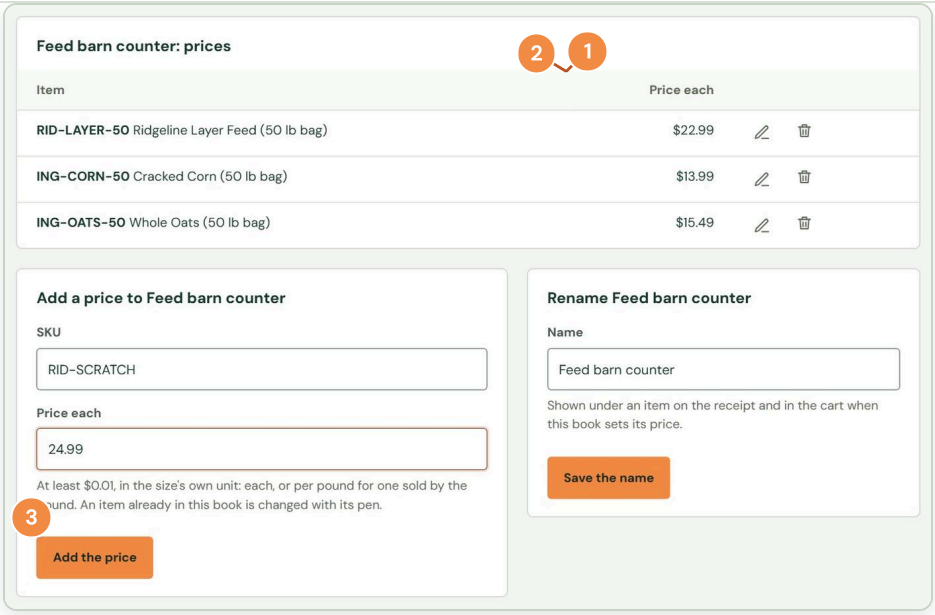
A scheduled price change writes the product's regular price and leaves the prices in a book as they are (Set up a price change, in Chapter 27 (page 186)).

## Put prices in a book

WHERE TO FIND IT **Products** › **Customer pricing → Price books → a book** Store owner, Manager

> Included on Counter + Stock and Whole Store plans.

A book prices only the sizes you add to it, one SKU at a time. Open a book with the pen on its row in **Price books**. Its prices are listed under **<name>: prices**, with the form to add one below.




1. The size, by SKU and name.
2. The regular price for this size at the book's place.
3. Saves the price typed in the form.

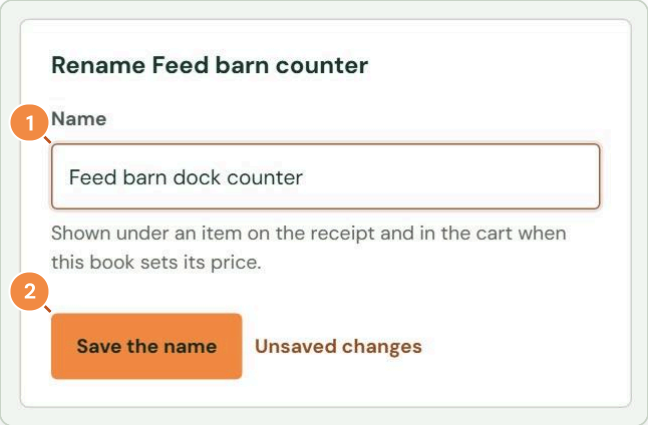
**The Feed barn book with three prices, and the form to add one.**

1. **Type the SKU** in **Add a price to <book>**.
2. **Type the Price each**, such as *21.99*. It is at least $0.01, in the size's own unit: each, or per pound for one sold by the pound.
3. **Check the price, then save it.** From the next sale at the book's place, this becomes the size's regular price there, unless a more specific book that is on also prices it. A price saved in a book that is off waits until the book is turned on. Press **Add the price**. Roadside says *Price saved for <SKU>.*, and the size is listed with its price.

An item already in the book is changed with its pen: **Edit the price for <SKU>**, then **Save the price**. Taking an item out ends this book's price for it from the next sale. To take one out, press the trash button and answer *Remove the price for <SKU> from <book>?* Roadside says *Price removed. That item is at its regular price there.*: that is the next book that prices it there, or the product's regular price.

## Rename a book

The name is shown under an item on the receipt and in the cart when the book sets its price. It is not shown where the book's price is the same as the regular price.




1 The name customers read under the item.

2 Saves the name.

**The Rename card of an open book.**

1. **Open the book** and find **Rename <book>**.
2. **Type the Name**, up to 120 characters.
3. **Press Save the name.** Roadside says *Price book <name> saved*. Its place and location stay as they were.

## Turn a price book off

WHERE TO FIND IT **Products** › **Customer pricing → Price books** Store owner, Manager

Included on Counter + Stock and Whole Store plans.

A book is never deleted. Turn it off when its prices should stop, such as a dock price for the busy season, and turn it on again when they should come back. Its prices are kept while it is off.

1. **Find the book** under **Price books**.
2. **Decide that its prices should stop.** Turning it off stops all of its prices from the next sale. Each of its items then takes the next book that prices it there, or the product's regular price.
3. **Press the trash button on its row** and answer *Turn off the price book <name>? Its prices stop applying*. Roadside confirms that the book is off, and **Status** reads *Off*.

Turning a book on again makes its prices count from the next sale, wherever it is the most specific book that is on and prices the size. To do so, press **Turn on** on its row. Roadside says *Price book <name> is on again*. A book whose location was made inactive shows *A location that's off* under **Location**.

# 27 Schedule a price change for a later day

When a mill announces new prices from the first of the month, set the change up now, check every size's new price, and let it happen on its day.

IN THIS CHAPTER

- Pick the sizes by SKU, brand, vendor or category, and say how their price changes
- Check each size's price and margin before anything is scheduled
- Leave a size out, then schedule the change for its day
- Follow what is coming, done or cancelled, and cancel before the day
- Read why a size says Not updated

## Set up a price change

WHERE TO FIND IT **Products** › **Price changes → Set up a price change** Store owner, Manager

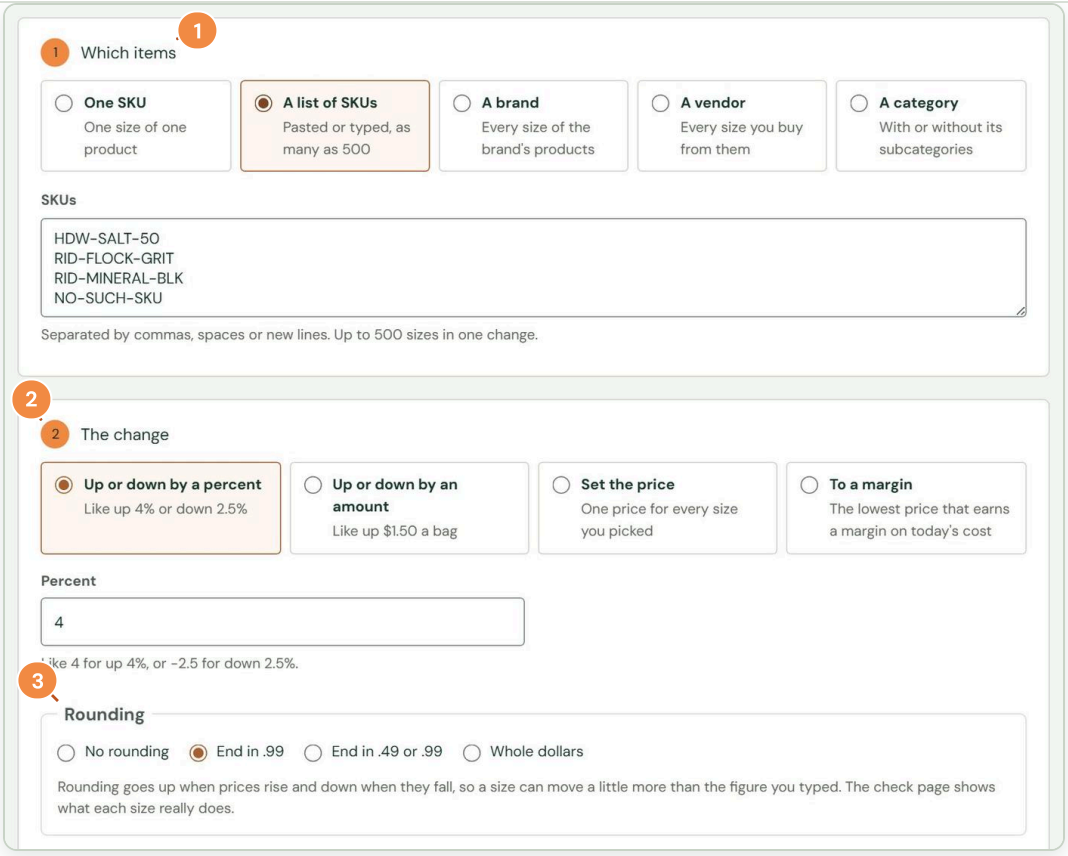
Included on Counter + Stock and Whole Store plans.

A price change sets the regular price of the sizes you pick to change by itself at midnight on a later day. It is the way to load a mill's increase ahead of the first of the month, instead of editing products that morning. A price for today is changed on the product (Change a shelf price or put it back, in “Add, publish or put away a product” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/add-a-product)).

WORDS TO KNOW

**Price change**
A regular price set to change by itself on a later day.

The change writes the product's regular price, and **Price history** records it as *Scheduled change*. It writes nothing else: contract prices and the prices in a price book stay as they are. Where a price book prices the size, the book's price stays the regular price at that place. Customer prices are then worked out from the regular price at the place of sale by the rules in See which price a customer pays, in Chapter 25 (page 176).




1. Choose which sizes change.
2. Choose how the price changes, then type the figure.
3. Choose how the prices end.

**Set up a price change: a list of SKUs, up 4%, ending in .99.**

1. **Open Products > Price changes and press Set up a price change.** A product's page has its own **Set up a price change** button, which fills in that product's SKUs.

2. **Under 1 Which items, choose what to change.**
   - *One SKU*: one size of one product.
   - *A list of SKUs*: pasted or typed, separated by commas, spaces or new lines.
   - *A brand*: every size of the brand's products.
   - *A vendor*: the sizes you buy from that vendor, as its vendor items say (Record what a vendor sells you, in Chapter 4 (page 29)).
   - *A category*: tick **Include its subcategories** to take those too.

3. **Under 2 The change, choose how the price changes and type the figure.**
   - *Up or down by a percent*: **Percent**, such as *4*, or *-2.5* to go down. From -90 to 500.
   - *Up or down by an amount*: **Amount ($)**, such as *1.50*, or *-0.25* to go down 25 cents.
   - *Set the price*: **New price ($)**, one price for every size you picked.
   - *To a margin*: **Margin (%)**, from 1 to 99. Each size gets the lowest price that earns that margin on today's cost. A size with no cost on file is left out.
4. **Choose the Rounding**: *No rounding*, *End in .99* (the default), *End in .49 or .99* or *Whole dollars*. Rounding goes up when prices rise and down when they fall, so a size can move a little more than your figure: up 4% ending in .99 takes a $19.99 bag to $20.99. A change *To a margin* always rounds up, even where it lowers a price, so it never lands under the margin. Even *No rounding* rounds to the whole cent. *Set the price* has no rounding.
5. **Under 3 Starts on, choose the Day:** tomorrow at the earliest, up to a year out. The prices change at midnight at the start of that day, store time.
6. **Under 4 Name this change, type the Name (shown on the product)**, up to 120 characters, such as *Ridgeline Dec 1 increase*. Staff see it on each product the change touches and on the list of price changes.
7. **Press Check the prices.** Nothing is saved or scheduled yet. The check page opens (Check the new prices and schedule the change, in Chapter 27 (page 188)).

If something is missing or out of range, the form comes back with your entries kept and a message beside the field, such as *Enter a percent from -90 to 500, like 4 or -2.5.* or *Pick a day from <date> to <date>. For today, change the price on the product.*

One change holds at most 500 sizes. A bigger pick is refused with *That's <n> sizes. The most in one change is 500. Pick a narrower group, or split it into two changes.* A pick with nothing for sale gets *None of those sizes is for sale in this store. Check the pick and try again.* A price change has no file upload: for more than one SKU, paste a list.

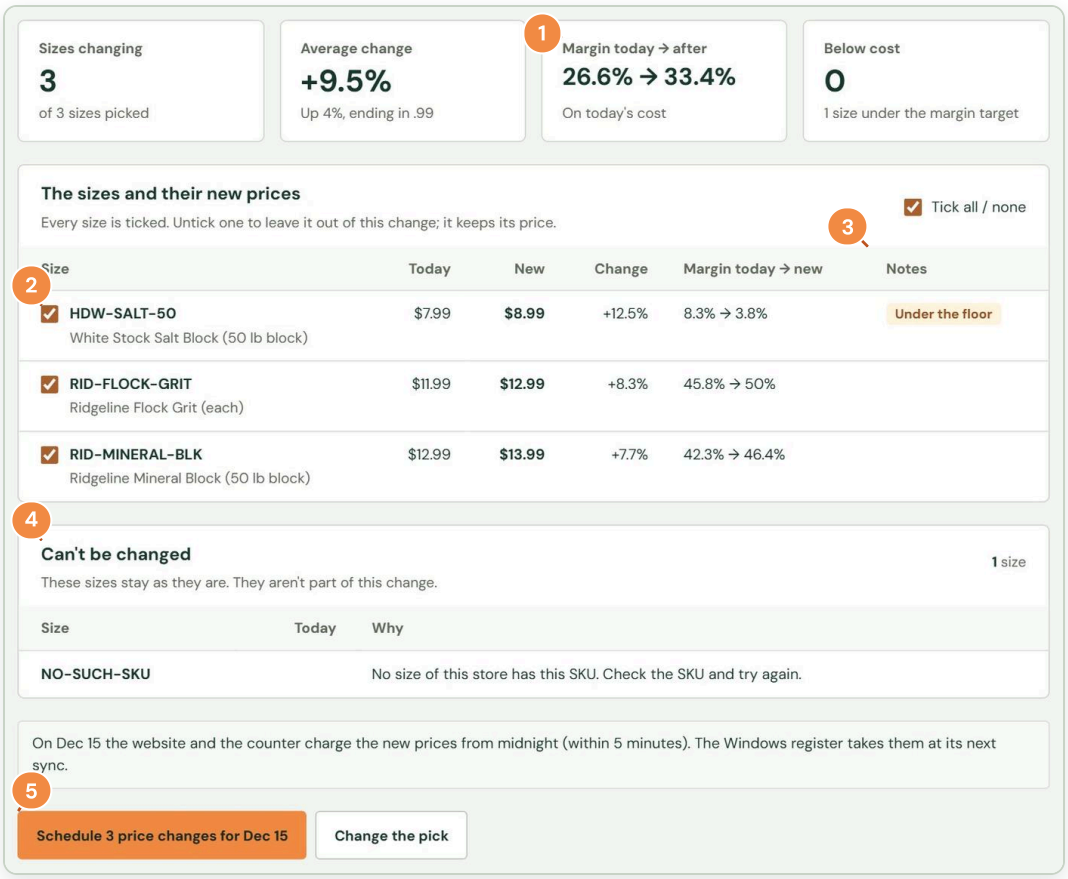
## Check the new prices and schedule the change

WHERE TO FIND IT **Products** › **Price changes → Set up a price change → Check the prices**

Store owner, Manager

Included on Counter + Stock and Whole Store plans.

**Check the prices** shows what the change does to every size before anything is stored. Its first line repeats the name, the pick, the change and the day, and ends *Nothing is stored until you schedule it.*




1. Margin today → after: the average margin on today's cost, before and after the change.
2. Untick a size to leave it out. It keeps its price.
3. Notes: a size's warnings, such as below cost, under its margin, or another change coming.
4. Sizes the change leaves alone, and why.
5. Schedules the ticked sizes for their day.

**Check the prices before scheduling: the sizes that change, their warnings, and one that can't be changed.**

1. **Read the four figures at the top. Sizes changing**, **Average change**, **Margin today → after** (sizes with no cost on file are left out of it) and **Below cost**, with how many sizes fall under their margin target.

2. **Read each size in The sizes and their new prices: Today**, **New**, **Change** and **Margin today → new**. **Notes** marks a size *Below cost*, *Under the floor* or *Under target* by the store's margin rules (Set the margin you aim for, in Chapter 28 (page 194)). These warn and never stop the change. A note such as *Also changing to $<price> on <day> (<name>).* means another change is coming for the size on a different day.

3. **Untick any size to leave out.** Every size starts ticked. A size you untick keeps its price and is not part of this change.

4. **Read Can't be changed.** These sizes stay as they are. **Why** gives the reason:
   - *Already at this price, so nothing changes.*
   - *No cost on file, so a price for a margin can't be worked out.* Set that size's price another way.
   - *The new price would be $0.00 or less, so it is left alone.* Use a smaller cut.
   - *Not in Storehouse yet. Save its product once, or fill the store, then try again.* Open the product, press **Edit** and save it once.
   - *No size of this store has this SKU. Check the SKU and try again.* A typed SKU is wrong: correct it in the list.
   - *Another change for this size starts that day: <name> sets it to $<price> (<who>).* **Open that change** to see it.

5. **To change the pick or the figure, press Change the pick.** The set-up form comes back with everything you typed.

6. **Check the prices once more, then schedule.** Scheduling fixes each ticked size's price as shown here: nothing is worked out again on the day, even if a cost changes. At midnight on the day, store time, the regular price changes at the counter and on the website by itself. Press **Schedule <n> price change(s) for <day>**.

Roadside says *Price change scheduled: <n> sizes change on <date>.* and opens the change's page with the status *Coming*. Each product it touches shows *Price change coming:* with the price, the day and the change's name.

The note above the buttons says the website and the counter charge the prices from midnight on the day, within 5 minutes. A register that is offline takes them when it next syncs with Roadside (See which price a customer pays, in Chapter 25 (page 176)).

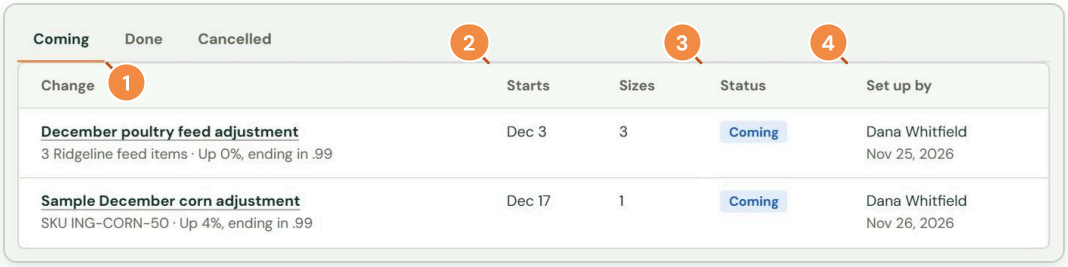
Two other answers are possible. If a price changed while the page was open, it comes back with *Prices changed since you checked. Look them over again, then schedule.* Nothing was scheduled: read it again and press the button again. When no size can change, the button is greyed out. If the sizes still ticked when you press it would change nothing, Roadside says *Nothing changes: every size is left out or already has that price or a change that day.*, and nothing is scheduled.

# Follow or cancel a scheduled change

WHERE TO FIND IT **Products** › **Price changes → a change** Store owner, Manager (Staff read)

Included on Counter + Stock and Whole Store plans.

Price changes lists the changes by their day, at most the 100 with the latest days: a change set up long ago, with 100 later ones after it, may not show. Staff can open the list and each change, so the counter knows what is coming, but they have no button to set one up or cancel one.



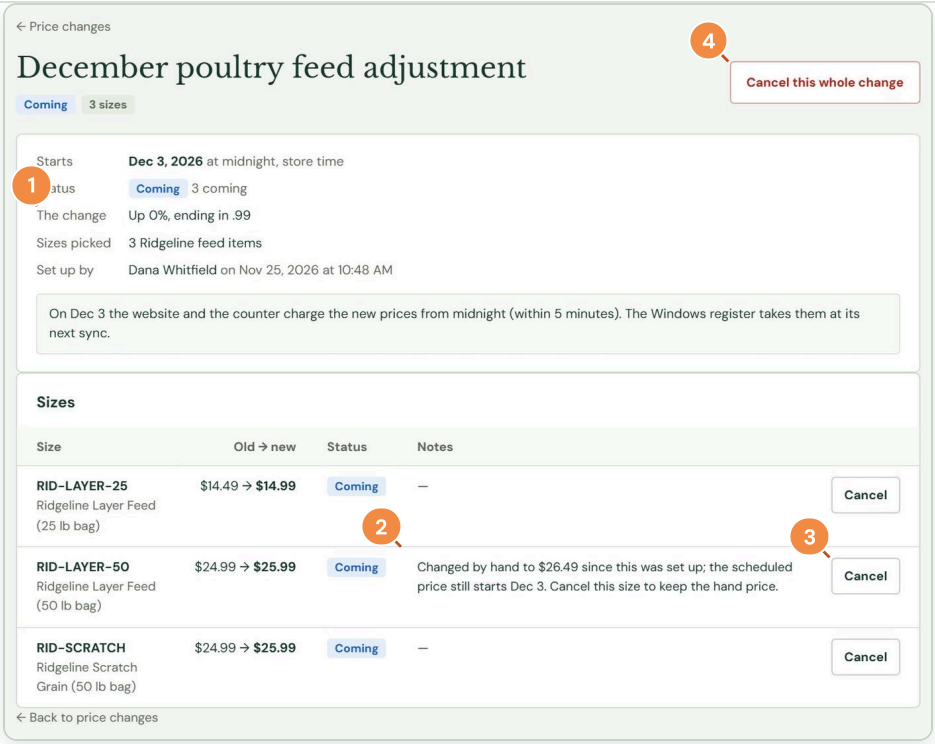

1. Coming, Done or Cancelled.
2. The day the prices change.
3. Coming, Done, Cancelled, or Not updated when a size could not be set.
4. Who set the change up, and when.

**Price changes as Staff see it: two changes coming.**

1. **Open Products > Price changes. Coming** lists the soonest first. **Done** and **Cancelled** list the latest first.

2. **Read the row.** Under each name are the pick and the change in words. **Sizes** counts them, with how many were cancelled. A row reading *<n> sizes couldn't be changed. Open it to see why.* has sizes that were not set.

3. **Open the change** by its name. The page gives **Starts** (or **Started**), **Status** with a count of sizes done, coming, cancelled and not changed, **The change**, **Sizes picked** and **Set up by**. The **Sizes** table lists each size with **Old → new**, its **Status** and **Notes**.




1. What the change does, in words.
2. This size's price was changed on the product. The scheduled price still replaces it on the day.
3. Cancels this size only. It keeps its price.
4. Cancels every size still coming.

**A coming change with one size whose price was changed by hand since it was set up.**

## Cancel before the day

A change, or one size in it, can be cancelled any time before midnight at the start of its day. Once its day has started it cannot be cancelled, and the price stays what it became: to change it again, open the product and set a price from today.

1. **Open the change** from the **Coming** tab.
2. **To keep one size's price, cancel that size.** It keeps its price and nothing happens to it on the day. Press **Cancel** on its row and answer *Cancel the change for <SKU>? It keeps its price of $<price>*. Roadside says *That size is cancelled. It keeps its price.*
3. **To stop the whole change, cancel it.** Every size still coming keeps its price, and nothing happens on the day. Press **Cancel this whole change** and answer *Cancel this whole change? <n> sizes keep their price and nothing happens on <day>*. Roadside says *The price change was cancelled. Its sizes keep their prices.*, and the change moves to **Cancelled**.

A size changed by hand after the change was set up reads *Changed by hand to $<price> since this was set up; the scheduled price still starts <day>. Cancel this size to keep the hand price*. Editing the product does not cancel anything: cancel the size to keep the hand price. If the day has come, the page says *This change started <day>, so it can't be cancelled. To change a price again, open the product and set a new one from today*. If someone else changed the change while you had it open, Roadside asks you to reload the page.

## A size that says Not updated

After the day, each size reads *Done*, with *Set <date, time>.*; *Cancelled* if it was cancelled before the day; or *Not updated* when its price could not be written. A change with any such size shows *Not updated* on the list too. The note gives the reason:

- *Couldn't be set: <why>. It is tried again every few minutes for a week after <day>; if it still fails, set the price on the product*. Nothing for you to do during that week.
- *Couldn't be set: <why>. It was tried for a week after <day>. To change the price, open the product and set it from today.* The week is over: set the price on the product.
- *This size was archived or removed before <day>, so it was left alone*. The size was archived or gone when Roadside came to set its price. It is not tried again.

# 28 Set margin targets and find thin margins

Set the margin you aim for by vendor or brand, with a default for the whole store. The Margin list shows what sells below cost or under target.

IN THIS CHAPTER

- Set a target and a floor for the whole store
- Aim for a different margin on one vendor's or one brand's sizes
- Change a rule or turn it off
- List what sells below cost, under a margin you choose, or under the store's targets
- Download the list for a buying meeting

## Set the margin you aim for

WHERE TO FIND IT **Stock and purchasing** › **Margin rules** Store owner, Manager

Included on Counter + Stock and Whole Store plans.

A margin rule says what margin the store aims for and, if you want one, the floor under it. A rule never changes a price. It decides which sizes are flagged: below the floor is an alert, between the floor and the target is a warning. You see the flags on the Margin list, on a price change's check page (Check the new prices and schedule the change, in Chapter 27 (page 188)) and in the reviews of vendor cost changes (Review what vendors' costs did to your margins, in Chapter 5 (page 42)).

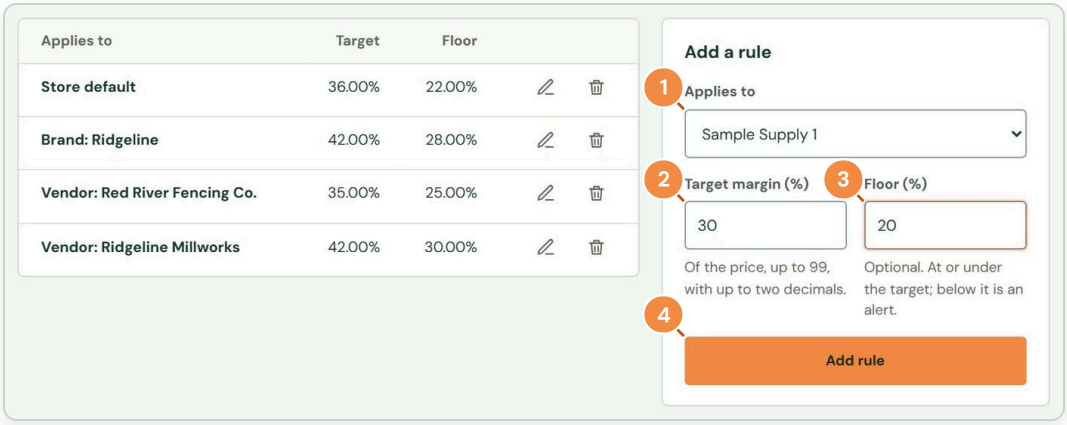
WORDS TO KNOW

**Target margin**
The margin the store aims for on a size, as a percent of its price.

**Floor**
The margin under the target below which a size is shown as an alert.

The margin is what is left of the price after the cost, as a percent of the price: a bag priced $20.00 that costs $15.00 earns 25%. A size exactly at its target is on target.

The page's lead says how a size finds its rule: *A size takes its vendor's rule first (the vendor it's usually bought from), then its brand's, then its category's (or the nearest category above it with a rule), then the store default*. The vendor is the size's preferred vendor (Compare the vendors for one size, in Chapter 4 (page 31)). On a store that has moved over to Storehouse, **Applies to** offers the store default, brands and vendors: moving over does not bring the store's categories into Storehouse, so a rule for a category can't be made. Set a rule for the brand or the vendor instead.




1. What the rule is for: the store default, a brand or a vendor.
2. The margin aimed for. Under it is a warning.
3. Under this is an alert. None when no floor is set.
4. Saves the rule typed in the form.

**Margin rules for the store, a brand and two vendors, with a brand chosen in Add a rule.**

1. **Open Stock and purchasing > Margin rules.**
2. **Choose what the rule is for** under **Applies to** in **Add a rule**. Start with *Store default (every size without a closer rule)*, which is offered until the store has one. Brands and vendors follow, each listed once; one already with a rule is left out, and one that is switched off reads *(inactive)*.
3. **Type the Target margin (%)**, such as *30*: of the price, from 0.01 up to 99, with up to two decimals.
4. **Type the Floor (%)**, such as *20*, or leave it empty. It is at or under the target.
5. **Press Add rule.** No price changes. Roadside says *Added the rule for <name>.*, and the rule is listed with its **Target** and **Floor**. The Margin list's targets tab uses it straight away.

A floor above the target is refused with *A floor is empty, or from 0 up to the target*. A second rule for the same thing is refused with *There is a rule for this already. Change that one with its pen*.

### Change or turn off a rule

The pen on a row opens **Edit the rule for <name>**. Change the target or the floor and press **Save rule**; Roadside says *Saved the rule for <name>*. If someone changed the rule while you had it open, the card says so, shows the saved target, and keeps your figures for you to save over it or cancel.

Turning a rule off moves its sizes to the next rule that applies, such as the store default. Press the trash button and answer *Turn off the rule for <name>? Its sizes take the next rule that applies*. Roadside says *Turned off the rule for <name>. Its sizes take the next rule that applies*. A rule that is off leaves the table. To bring it back, add a rule for the same brand, vendor or store default again.

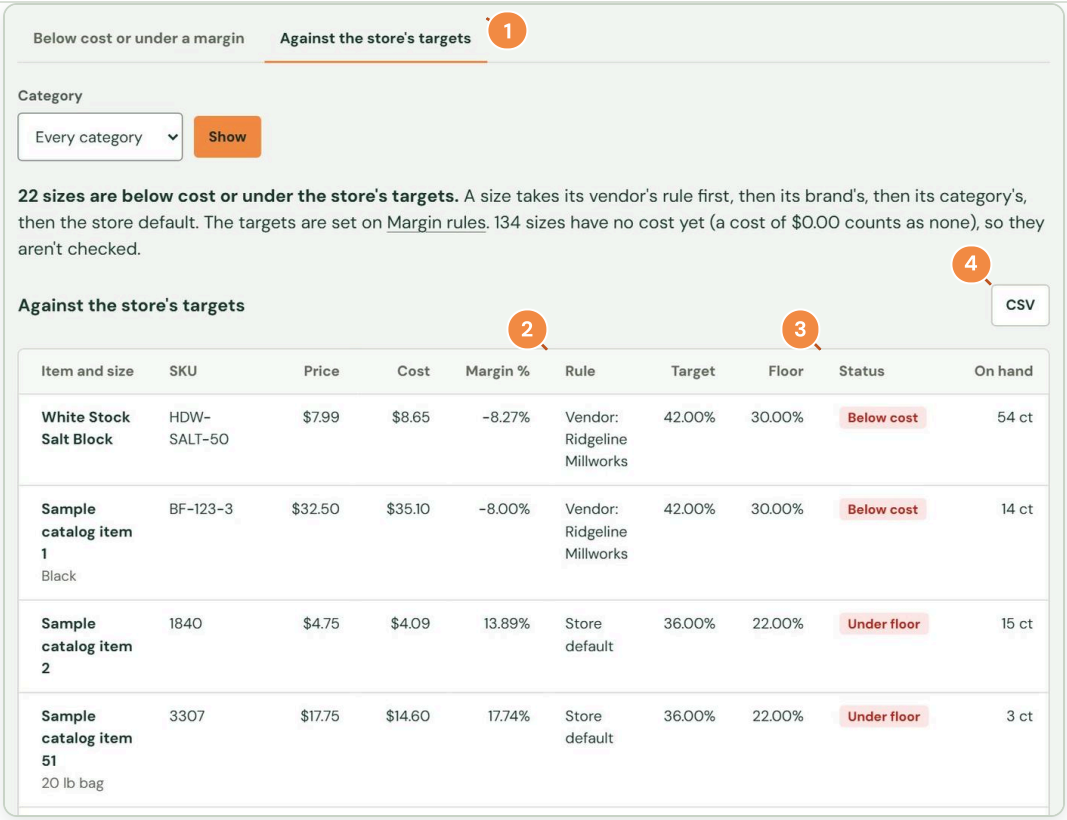
## Find what sells below cost or under target

WHERE TO FIND IT **Stock and purchasing** › **Margin list** Store owner, Manager

Included on Counter + Stock and Whole Store plans.

The Margin list finds the sizes to look at after a cost goes up: the ones sold for less than they cost, under a margin you choose, or under the store's own targets. It only reads. Changing a price is done on the product, or with a price change for a later day.

Each size is judged at its regular price, the one a walk-in customer pays, with no level, contract price, quantity price, price book or sale. A size sold to a contract customer below cost is not listed because of the contract. The cost is the size's current cost, the same figure Stock value uses. A price or cost of $0.00 counts as none, so that size is not checked, and the summary line counts how many were skipped that way.




1. Lists the sizes under the store's own margin rules.
2. The rule this size is judged by, or No rule.
3. Below cost, Under floor or Under target.
4. Downloads every size on the list as a spreadsheet file.

**The Margin list against the store's targets: sizes below cost, under the floor and under target.**

1. **Open Stock and purchasing > Margin list.** The first tab, **Below cost or under a margin**, lists the sizes sold below their cost.

2. **To look for thin margins, type a whole number in Margin under (%)**, such as *20*, and press **Show**. Sizes under that margin are listed; a size at exactly 20% is not. Leave it empty for below cost only.

3. **Or open Against the store's targets** to list the sizes below cost or under their rule. **Rule** names the rule a size is judged by, and **Status** reads *Below cost*, *Under floor* or *Under target*. With no margin rules yet, the tab lists the sizes below cost only and says so.

4. **Read the summary line**, such as *5 sizes are below cost or under the store's targets*. The first tab lists the lowest margin first. The targets tab lists sizes below cost, then under the floor, then under target, the lowest margin first in each.

5. **Press the pen on a row** to open the product and change its price or cost.

6. **Press CSV** to download the list. The page shows the first 1000 sizes, and says so when there are more; the file has all of them.

The first tab's table shows **Item and size**, **SKU**, **Price**, **Cost**, **Margin** (in dollars), **Margin %** and **On hand**. The targets tab shows **Item and size**, **SKU**, **Price**, **Cost**, **Margin %**, **Rule**, **Target**, **Floor**, **Status** and **On hand**, without the dollar margin. An empty list reads *No size is priced below its cost.*, *No size has a margin under <n>%.* when you typed a margin, or *Every size with a price and a cost is at or over its target.*

The **Category** filter lists the categories Storehouse keeps. Moving over does not bring the store's categories across, so on a store that has moved over it offers *Every category* only.



PART 8

# Reports and copies

What the stock is worth, what you made, and files to take away.

# 29 See what your stock is worth and what you made

Stock value shows what the stock on hand cost. Gross margin shows sales less what the goods cost, by item, category, customer and month.

IN THIS CHAPTER


- Pick the right report or file for the owner or the bookkeeper
- See what the stock on hand cost, by location, category and size
- Find the sizes that have no cost and are left out of the total
- See sales, cost and gross margin for any stretch of days
- Download any table as a spreadsheet


## Which report or file to use

WHERE TO FIND IT **Stock and purchasing** › **Stock value, Gross margin; Store settings** › **QuickBooks, Export your data**

Store owner, Manager

Included on Counter + Stock and Whole Store plans.

Storehouse has two reports that read the stock and sales, two places that make files to take away, and two lists for particular jobs. Store owners and Managers open all of them. Staff and Read only people do not see them in the menu.

| WHAT YOU NEED | WHERE |
|---|---|
| **What the stock on hand cost, today** | **Stock value** (See what the stock on hand cost, in Chapter 29 (page 201)) |
| **Sales less what the goods cost, for a stretch of days** | **Gross margin** (See sales less what the goods cost, in Chapter 29 (page 203)) |
| **Each day's sales, and a bill for each receipt you posted, as files to import into QuickBooks Online** | **QuickBooks** (Download a file for QuickBooks, in Chapter 30 (page 209)) |
| **Everything Storehouse keeps for the store, in one zip, to keep or hand over** | **Export your data** (Download all your Storehouse records, in Chapter 31 (page 214)) |
| **The sizes that sell below cost or under your margin target** | **Margin list** (Find what sells below cost or under target, in Chapter 28 (page 196)) |
| **Every regulated sale in a range of dates** | **Regulated sales** (Look up regulated sales, in Chapter 22 (page 154)) |

Each table on Stock value and Gross margin has a **CSV** button that downloads it with the filters you chose. The product spreadsheet under Products is a different file, for editing products (Download your products as a spreadsheet, in “Move products in and out of a spreadsheet” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/import-export)). The export a closing store gets is different again (Download the store's records during closure, in “Check your plan and pay a Dirt Road invoice” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/account-billing)).

WORDS TO KNOW

CSV

A plain spreadsheet file (comma-separated values) that you can open in a spreadsheet program.

# See what the stock on hand cost

WHERE TO FIND IT **Stock and purchasing** › **Stock value** Store owner, Manager

Included on Counter + Stock and Whole Store plans.

Stock value adds up what the stock on hand cost, at the moment you open it: each size's quantity at each location, times its cost. The cost is the size's average cost, which Storehouse moves with each posted receipt and blend run (Post the receipt into stock, in Chapter 9 (page 74)). A size with nothing

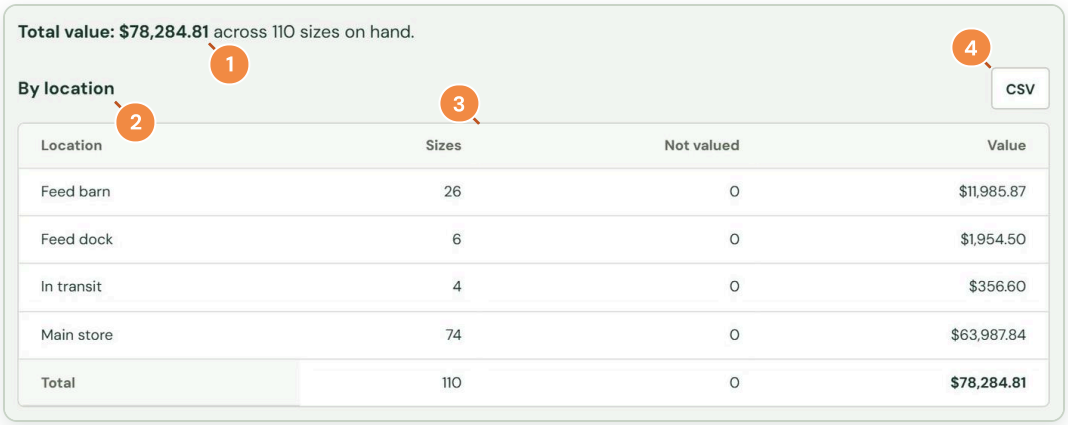
received yet is valued at the product's cost. Stock on its way between locations shows under the in-transit place, as a location of its own.

WORDS TO KNOW

### Stock value

What the stock on hand cost, as of the moment you look.

The report has no date to pick. It always shows the stock as it stands when the page opens. To keep the figure for a particular day, such as the last day of your year, open it that day and download the CSV files.



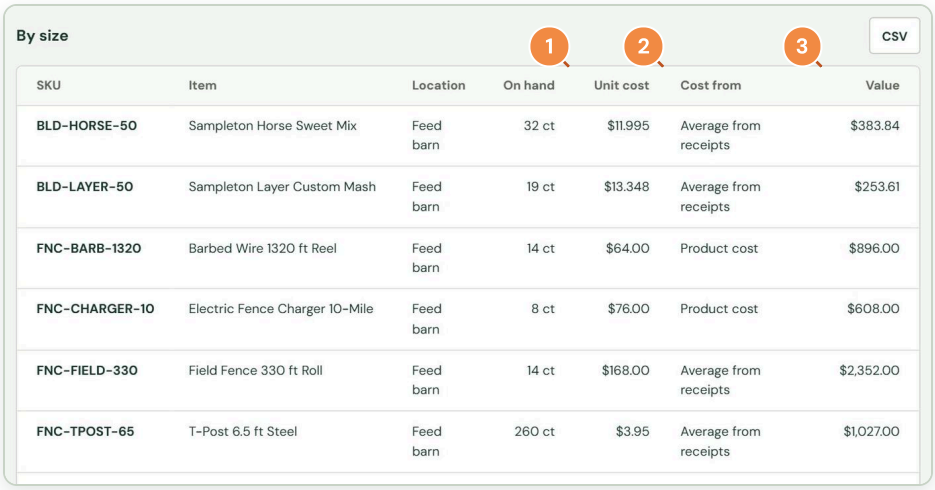

1. The total value and how many sizes are on hand. Sizes with no cost are counted apart and left out.
2. The value at each location, the in-transit place among them.
3. How many sizes at that location have no cost and are not in its value.
4. Downloads this table as a spreadsheet.

**Stock value for every location, with the in-transit place among them.**

1. **Open Stock value.** It starts with *Every location* and *Every category*.
2. **Narrow it if you want.** Choose one **Location** or one **Category** and press **Show**. A category includes every category under it. If the store has an inactive location, tick **Include inactive locations** to list it.
3. **Read the total line.** It reads *Total value: <amount> across <n> sizes on hand.*, and adds *<n> of them have no cost yet, so they aren't in the total.* when some sizes have no cost.
4. **Read By location and By category** for the value of each place and each category, with a **Total** row. **By category** uses the categories Storehouse keeps; a size Storehouse has no category for shows under *No category*.

5 **Read By size** for each size at each location: its **On hand**, **Unit cost**, where the cost came from and its **Value**.

6 **Press CSV** beside a table to download it.




1. The cost of one unit of the size.
2. Where that cost came from. Not valued sizes have none to use.
3. On hand times the unit cost. Not valued when there is no cost.

**By size for one location, the Feed barn.**

| COST FROM | WHAT IT MEANS |
|---|---|
| **Average from receipts** | The average cost Storehouse keeps for the size. A blend's cost from its runs shows here too. |
| **Product cost** | The cost on the product, for a size nothing has been received for yet. |
| **Kept in another unit** | The cost is kept in a different unit from the stock, so the size is not valued. |
| **No cost yet** | The size has no cost at all, so it is not valued. |

A size that reads *Not valued* is left out of every total, not counted at zero. It joins the total once it has a cost, such as when a receipt for it is posted (Post the receipt into stock, in Chapter 9 (page 74)). A size with nothing on hand is not listed. If the page reads *No stock on hand.* for the location or category you chose, nothing there has stock on record.

# See sales less what the goods cost

WHERE TO FIND IT **Stock and purchasing** › **Gross margin** Store owner, Manager

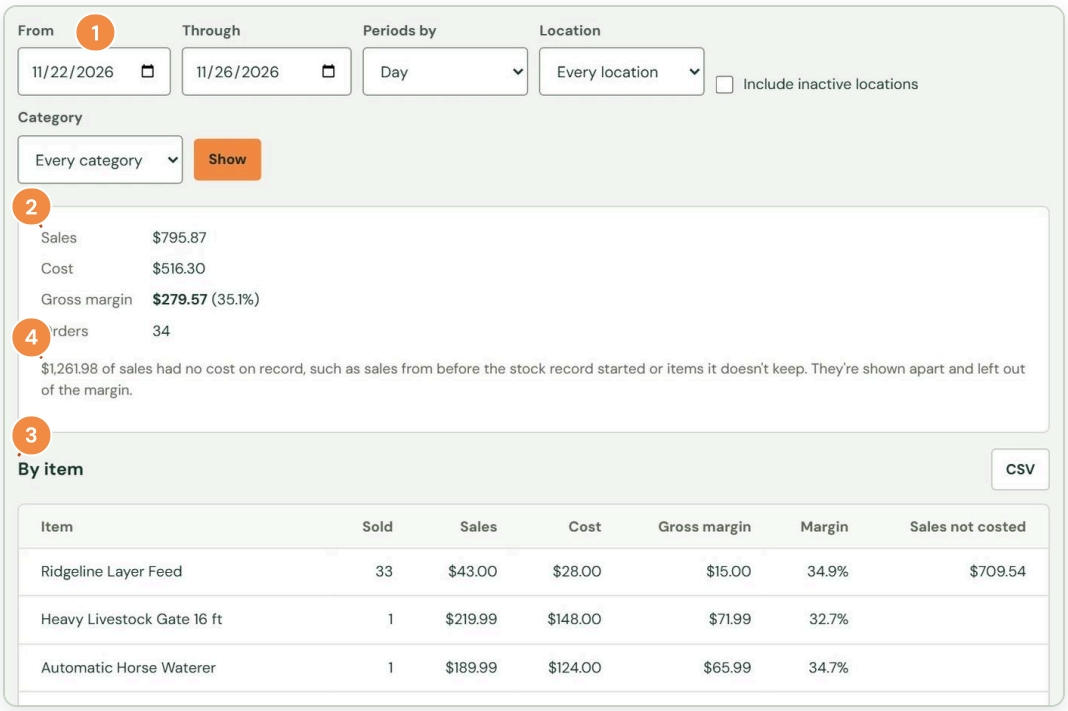
Included on Counter + Stock and Whole Store plans.

Gross margin sets the sales for a stretch of days against what the goods cost: orders and register sales together, by item, by category, by customer and by day or month. Each sale's cost is the stock's average cost at the moment it sold, recorded with the sale.

WORDS TO KNOW

### Gross margin

Sales less what the goods cost.




1. The first day to count. Through is the last.
2. Sales less cost, in dollars and as a percent of sales.
3. By item: the same figures for each item, with a Total row. By category, By customer and By period follow it.
4. Sales that had no cost on record, kept out of the margin.

**Gross margin for five days, with the totals and the start of By item.**

1. **Open Gross margin.** It starts at the first of this month through today.
2. **Choose the days.** Set **From** and **Through**; both days count. Choose **Month** or **Day** under **Periods by** for the **By period** table.
3. **Narrow it if you want** to one **Location**, for the sales sold from there, or one **Category**, which includes every category under it. Press **Show**.

4. **Read the totals. Sales**, **Cost**, **Gross margin** with its percent, and **Orders**.

5. **Read the four tables: By item** (with **Sold**, the quantity), **By category**, **By customer** and **By period**. Each has **Sales**, **Cost**, **Gross margin**, **Margin** (the percent) and **Sales not costed**, and a **Total** row. Press **CSV** beside a table to download it.

What the figures count:

- **Sales** is each costed product line's total after its discounts and before tax; a line with no cost goes in **Sales not costed** instead. Delivery charges and tax are not in it.
- **Refunds** come off both the sale and its cost, in the period of the original sale, so one order's sale and its returns stay together. A returned item that did not go back on the shelf takes nothing off the cost.
- **A refund of an amount** that names no items lowers the sales but not **Sold**.
- **Sales not costed** are sales with no cost on record: sold before the store moved over to Storehouse, or items whose stock is not tracked or that had no cost when they sold. The screen says *<amount> of sales had no cost on record, such as sales from before the stock record started or items it doesn't keep. They're shown apart and left out of the margin.*
- **By category** uses the categories Storehouse keeps, as on Stock value.

A table reading *No sales in this period.* means nothing sold in those dates, or in the location or category you chose. **Gross margin** reads *No costed sales* when every sale in the dates was without a cost.

# 30 Download files for QuickBooks

Name your QuickBooks accounts once, then download each month's sales and the bills for your receipts as files to import. Nothing is sent to QuickBooks for you.

IN THIS CHAPTER

- Type your QuickBooks account names once
- Download a month of sales as one journal entry a day
- Download a bill for each receipt you posted
- Avoid putting a day or a bill into QuickBooks twice
- Sort out a day the file will not take
- Find the import steps for QuickBooks

## Tell Roadside your QuickBooks account names

WHERE TO FIND IT **Store settings** › **QuickBooks → 1. Tell Roadside your QuickBooks account names**

Store owner, Manager

Included on Counter + Stock and Whole Store plans.

The QuickBooks screen makes files for QuickBooks Online. Its card says it plainly: *Roadside makes a file. You import it with QuickBooks' own Import data page; nothing is sent for you and you never sign in to QuickBooks here.* The files hold account names, and QuickBooks matches them by name, so step 1 is typing the names your books already use. You do it once, and change it only when an account changes.

WORDS TO KNOW

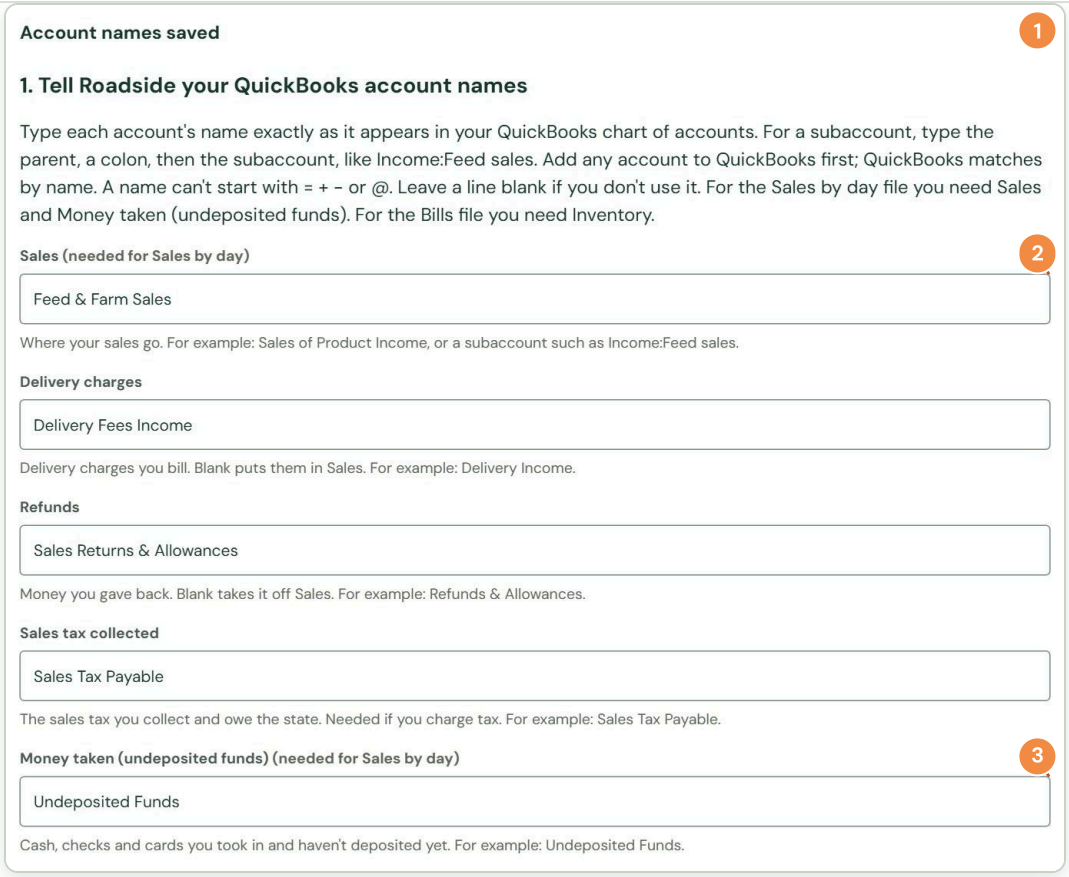
**Chart of accounts**
The list of accounts your books keep in QuickBooks, such as your sales and your inventory.

**Journal entry**
A dated entry in your books that records amounts going to and from accounts. The Sales by day file makes one for each day.

The screen's help for step 1 reads: *Type each account's name exactly as it appears in your QuickBooks chart of accounts. For a subaccount, type the parent, a colon, then the subaccount, like Income:Feed sales. Add any account to QuickBooks first; QuickBooks matches by name. A name can't start with = + - or @. Leave a line blank if you don't use it. For the Sales by day file you need Sales and Money taken (undeposited funds). For the Bills file you need Inventory.*

Which account each line goes to is your bookkeeper's decision. Under each box the screen says what the line holds and gives an example name.

| BOX | WHAT THE SCREEN SAYS IT HOLDS |
|---|---|
| **Sales *(needed for Sales by day)*** | Where your sales go. |
| **Delivery charges** | Delivery charges you bill. Left blank, they go in Sales. |
| **Refunds** | Money you gave back. Left blank, it comes off Sales. |
| **Sales tax collected** | The sales tax you collect and owe the state. Needed if you charge tax. |
| **Money taken (undeposited funds) *(needed for Sales by day)*** | Cash, checks and cards you took in and have not deposited yet. |
| **Charge accounts** | What customers on a charge account owe you. The screen asks for an account of its own, not Accounts Receivable, because QuickBooks wants a customer on every Accounts Receivable line and the file has none. |
| **Store credit and gift cards** | What you owe customers who hold store credit or a gift card. |
| **Sales not paid yet** | Sales not paid on their sale day, and payments taken on another day. The screen asks for an account of its own here too, not Accounts Receivable. |
| **Inventory *(needed for Bills)*** | The stock you keep on the shelf. Each bill adds to it. |




1. Reads Account names saved once names are saved, or Name your accounts first (step 1).
2. Type the name of the account your sales go to. Sales by day needs it.
3. Type the account for money taken and not deposited yet. Sales by day needs it.

**Step 1, with account names saved.**

1. **Go to Store settings, then QuickBooks.** The status line under the card's first paragraph reads *Name your accounts first (step 1)* until names are saved.
2. **Type each name on one line, exactly as QuickBooks shows it,** up to 200 characters. Leave a box blank if the store does not use it.
3. **Press Save account names.** Roadside says *Account names saved.*, and the status line reads *Account names saved*.

When Roadside refuses, nothing on the form is saved, and the message says which name to fix:

- *The name for <box> is too long (up to 200 characters) or runs onto a second line.* Put each name on one line, the way QuickBooks shows it.

- A name that starts with = + - or @ is refused, because a spreadsheet would read it as a formula. The message asks you to rename that account in QuickBooks first, then type its new name here.
- *These names were saved again since you opened this page, so nothing was saved.* Someone else saved names meanwhile. The form shows the names saved, so make your changes again.

# Download a file for QuickBooks

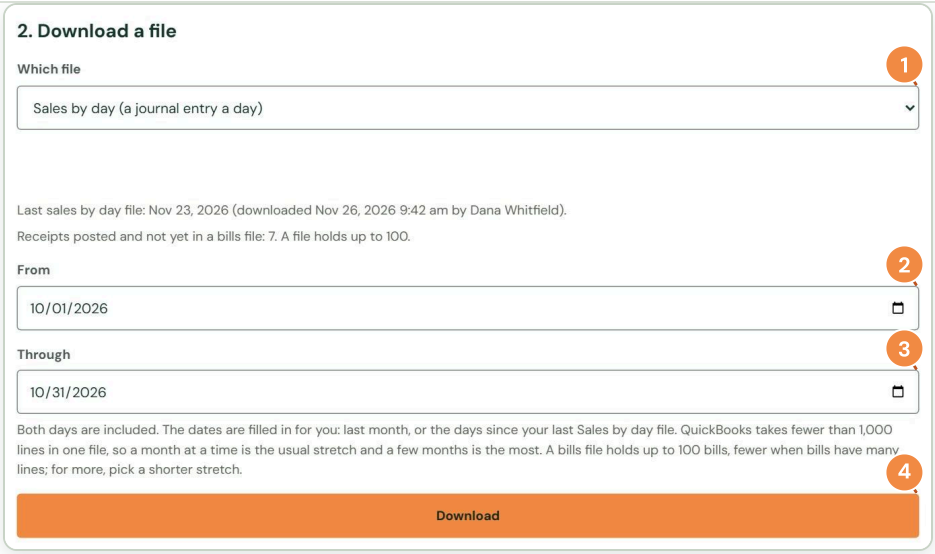
WHERE TO FIND IT **Store settings** › **QuickBooks → 2. Download a file** Store owner, Manager

> Included on Counter + Stock and Whole Store plans.

Step 2 makes one of two files for a stretch of days. Downloading changes nothing in Roadside except the list of files you have downloaded. Nothing is sent to QuickBooks, and nothing pays a vendor (Paying a vendor, in Chapter 13 (page 101)).

| WHICH FILE | WHAT IT HOLDS |
|---|---|
| **Sales by day (a journal entry a day)** | One journal entry for each day with sales, with the day's sales, tax, money taken, refunds and charge-account sales. Today never goes in: the last day has to be yesterday or earlier. |
| **Bills for receipts you've posted** | One bill for each receipt for a delivery posted between the dates, dated the day it was received, with one line for each receipt line that cost something, on your Inventory account. |

The Bills file is made from the receipts you posted into stock, not from the vendor bills entered under Vendor bills. A vendor's bill you entered and matched in Storehouse is not in it, and a receipt that cost nothing has no bill. Each bill is due on the vendor's terms when they are Net 30, Net 45 and the like, and on the day received otherwise (Add a vendor and its terms, in Chapter 4 (page 26)). Neither file holds the change in what your stock is worth: the screen says *your accountant can post that from your inventory report.*




1. Choose Sales by day or Bills.
2. The first day in the file.
3. The last day in the file. Both days are included.
4. Makes the file and downloads it.

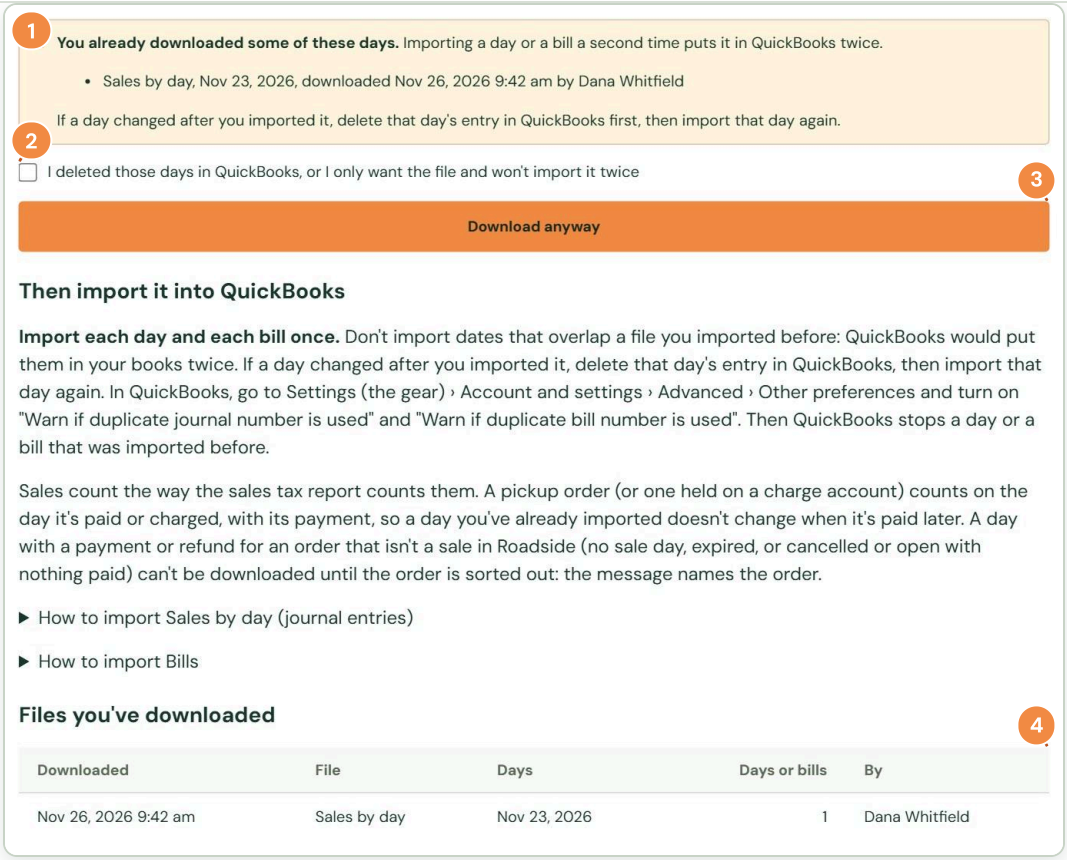
**Step 2, set for last month's Sales by day file.**

1. **Choose Which file.** Under it the screen names your last file of each kind, its days and who downloaded it, and how many receipts have been posted since the last Bills file.

2. **Check From and Through.** The screen fills them in for you: *last month, or the days since your last Sales by day file*. When there are no days left to download, the screen says *No new days of sales yet: your last Sales by day file ran through yesterday. Come back tomorrow for today's sales*.

3. **Press Download.** The file downloads, and it is added to **Files you've downloaded**.

4. **If the screen warns you already downloaded some of these days, stop and read it.** Importing a day or a bill a second time puts it in QuickBooks twice. The warning lists the earlier files. If you only want the file, or a day changed and you deleted that day in QuickBooks first, tick **I deleted those days in QuickBooks, or I only want the file and won't import it twice**, then press **Download anyway**.




1. The warning, with the earlier files that cover some of the same days.
2. Tick only if you deleted those days in QuickBooks or will not import the file.
3. Downloads the file once the box is ticked.
4. The 12 latest files: when, which kind, the days, how many days or bills, and who.

**The warning after picking a day that was downloaded before, and the file in the history.**

A month at a time is the usual stretch. A file covers a year at most, holds fewer than 1,000 rows, and a Bills file holds up to 100 bills. Past a limit the screen asks for a shorter date range.

## When the file is refused

Nothing downloads, and the message says why:

- For **Sales by day**: *The last day has to be before today. Today's sales aren't finished until the day ends, so pick yesterday or an earlier day, and download today's sales tomorrow.*
- *Name these QuickBooks accounts first: <boxes>.* A box the file needs is blank: Sales or Money taken for Sales by day, Inventory for Bills, or a box one of the days has an amount for, such as Sales tax collected. Name it in step 1.
- *That is more than 100 bills, and QuickBooks takes up to 100 at a time. Pick a shorter date range.*
- *No sales from <dates>, so there's nothing to download.* (*No sales on <day>* for one day), or *No receipts were posted between those dates, so there's nothing to download.* Check the dates.

- Two vendors with the same name, or two receipts that would make the same bill number, are refused by name. Rename one vendor under Vendors, or follow what the message says.

Two refusals name days a **Sales by day** file cannot take at all. In both, pick dates that leave those days out, and give the days to your bookkeeper to enter in QuickBooks by hand.

- **A part refund given as an amount.** The message reads *<day> can't go in the file. A refund that day was entered as an amount for part of a sale, not as the sale's items, so Roadside can only estimate how much of it was sales tax. Enter that day in QuickBooks by hand, and pick dates that leave it out.* This is a refund that gave back part of a taxed sale as an amount, without naming the items (Give money back for an order, in "Resolve payments and give money back" in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/payments-refunds)).
- **A payment or refund on an order that is not a sale.** The message names the order: *That day has a payment or refund of an order that isn't a sale in Roadside (no sale day, expired, or cancelled or open with nothing paid).* Check that order on the Orders screen first (Find an order even if it is not in To do, in "Find, prepare or cancel an order" in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/orders)); the message also offers the hand entry.

# Import the file into QuickBooks

WHERE TO FIND IT ⚙ **Store settings** › **QuickBooks → Then import it into QuickBooks**

Store owner, Manager

Included on Counter + Stock and Whole Store plans.

The import itself happens in QuickBooks, by whoever keeps your books. The QuickBooks screen carries the steps under **Then import it into QuickBooks**, in two boxes that open when pressed: **How to import Sales by day (journal entries)** and **How to import Bills**. Open the box for your file and follow it in QuickBooks.

The section starts with the rule that keeps the books right: *Import each day and each bill once.* Do not import dates that overlap a file you imported before. If a day changed after you imported it, the screen says to delete that day's entry in QuickBooks first, then import that day again.

Three things in the files help the bookkeeper match them up:

- **Each day's journal entry** is numbered with *RS-S-* and the date, one entry for each day with sales.
- **A bill's number** is the vendor's invoice number, then *-R* and the receipt's number, as in the screen's example *INV-778-R42*. A receipt with no invoice number gives its own number. Its memo names the Roadside receipt.

- **A bill's supplier** is the vendor's name as Storehouse has it. The screen notes it has to match the vendor in QuickBooks exactly, or QuickBooks adds another one.

Sales go in the way the sales tax report counts them. In the screen's words: *A pickup order (or one held on a charge account) counts on the day it's paid or charged, with its payment, so a day you've already imported doesn't change when it's paid later.*

It worked when QuickBooks shows the journal entries or the bills for your dates. If QuickBooks turns rows away, the box for your file says what to do; most often an account name does not match exactly, and you fix it in step 1 (Tell Roadside your QuickBooks account names, in Chapter 30 (page 206)).

# 31 Take a full copy of your Storehouse records

Download everything Storehouse keeps for the store as one zip, and find the copy made for you each month.

IN THIS CHAPTER

- Download a copy of everything Storehouse keeps, whenever you want one
- Know which files are in it and which to open first
- Download the copy kept for an earlier month

## Download all your Storehouse records

WHERE TO FIND IT **Store settings** › **Export your data** Store owner, Manager

Included on Counter + Stock and Whole Store plans.

Export your data puts your stock, products, prices, vendors, purchase orders, counts, lots and everything else Storehouse keeps for the store into one zip file you can keep or hand to your accountant. Store owners and Managers open it. It is a copy to keep: nothing in Roadside reads it back in.

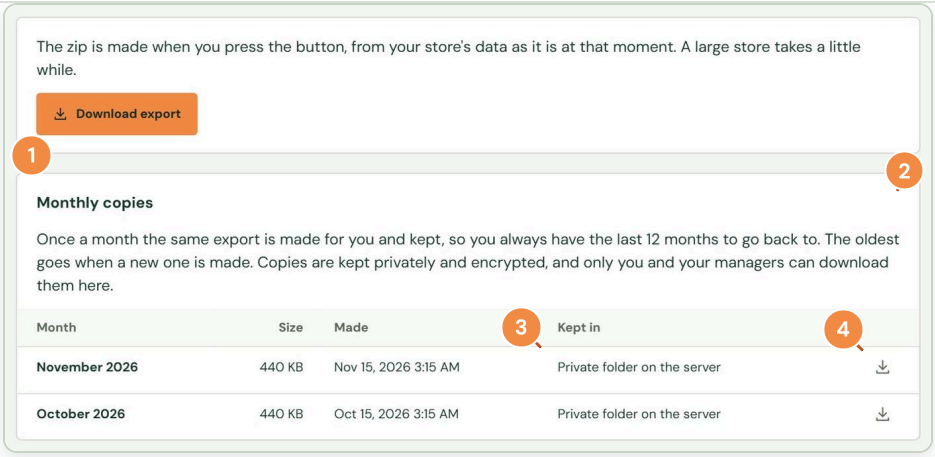
WORDS TO KNOW

**Zip file**
One file that holds many files packed together. Your computer opens it like a folder.

Two spreadsheets inside are made to open right away:

- `products.csv`, with one row for each size;
- `inventory.csv`, with what is on hand at each location.

The rest is for whoever needs the full record: a file of lots, and every Storehouse table as a CSV file and again as JSON lines, a plain text form programs read. A list names every file with its row count and a checksum, which shows the file arrived whole.




1. Makes a zip of the store's Storehouse records at this moment and downloads it.
2. The copies made for you once a month, the last 12 kept.
3. Where the copy is kept, privately, for your store.
4. Downloads that month's copy.

**Export your data, with two monthly copies kept.**

1. **Go to Store settings, then Export your data.**
2. **Press Download export.** The screen notes: *The zip is made when you press the button, from your store's data as it is at that moment. A large store takes a little while.* Stay on the page until the download starts.
3. **Open the zip** from your downloads. Its name is the store's short name, -*export*- and a date and time.

Making the export changes nothing in the store. Each download is recorded with who made it and when, in the audit log (Find who changed a store record, in “Give the right people access to Roadside” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/team-roles)).

If something stops it, nothing downloads and the page says *The export stopped, so nothing was downloaded:* followed by the reason. Try again; if it stops again, write to **support@dirtroadsoftware.com** with the reason it gave.

This zip is Storehouse's. The product spreadsheet under Products is for editing products (Download your products as a spreadsheet, in “Move products in and out of a spreadsheet” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/import-export)), and the export a closing store gets is a separate one (Download the store's records during closure, in “Check your plan and pay a Dirt Road invoice” in the Core Roadside guide (dirtroadsoftware.com/support/roadside-manual/account-billing)).

# Find the monthly copy

WHERE TO FIND IT **Store settings** › **Export your data → Monthly copies** Store owner, Manager

> Included on Counter + Stock and Whole Store plans.

Once a month Roadside makes the same export for you and keeps it, unless the export is larger than 100 MB: then the copy isn't kept, the page says so, and you can still download one with the button above. In the screen's words: *Once a month the same export is made for you and kept, so you always have the last 12 months to go back to. The oldest goes when a new one is made. Copies are kept privately and encrypted, and only you and your managers can download them here.*

The **Monthly copies** table has a row for each copy: **Month**, the copy's **Size**, when it was **Made**, where it is **Kept in**, and a download button. Each copy holds the store's records as they stood when it was made.

1. **Go to Store settings, then Export your data,** and find **Monthly copies**.
2. **Find the month** and check **Made** for the day and time the copy was taken.
3. **Press the download button** at the end of its row. The zip's name is the store's short name, *-export-* and the month, such as *-2026-10*.

Until the first copy is made, the table reads *No monthly copies yet. The first one is made within a day.* If a month's copy could not be made, a line under the heading says so, such as *The copy for <month> couldn't be made yet. It's tried again every day.* The **Download export** button still works meanwhile. If a kept copy cannot be read back, the page says *The copy of <month> couldn't be read back, so nothing was downloaded. Try again in a little while.*

# Quick answers

The questions people ask about buying, receiving, counting and pricing with Storehouse ERP. Each one goes to the section that has the steps, who can do them and what the job needs.

### How do I turn on Storehouse?

Dirt Road switches it on and moves your store over. Ask from Store account > Support. How your store moves over to Storehouse, in Chapter 1 (page 10)

### Customer pricing says my prices take effect once they are kept in Storehouse.

What you set is saved and waits. Send Dirt Road a Support ticket that names the screen. How your store moves over to Storehouse, in Chapter 1 (page 10)

### Who can post a delivery into stock?

A Store owner, a Manager and Staff. Who on your team can do what, in Chapter 2 (page 12)

### Why can't my Read only person see Storehouse?

A Read only person opens no Storehouse screen. Who on your team can do what, in Chapter 2 (page 12)

### How do I add a supplier to order from?

Add it as a vendor, under Stock and purchasing > Vendors. The Suppliers card on a product's page is a separate list. Add a vendor and its terms, in Chapter 4 (page 26)

### A vendor sent a new price list.

To upload it: Upload a vendor's price list, in Chapter 5 (page 35). To check what it would change and apply the costs you accept: Check the dry run and apply the costs, in Chapter 5 (page 37).

### Did a cost increase change my shelf prices?

No. Applying a vendor's price file changes what the vendor charges you and no selling price. Check the dry run and apply the costs, in Chapter 5 (page 37)

### How do I make a purchase order?

Start a purchase order, in Chapter 6 (page 44)

### I sent the order but the vendor never got it.

Sending an order and emailing it to the vendor are two presses. Email or download the order for the vendor, in Chapter 6 (page 48)

### The vendor will never ship the rest.

Close or cancel an order, in Chapter 6 (page 50)

### What should I reorder?

Read why a size is on the list, in Chapter 7 (page 55). The list is worked out from each size's reorder rule: Set a reorder rule for a size, in Chapter 7 (page 53).

### Can the Reorder list make the orders for me?

It makes draft orders. You check and send each one. Turn the suggestions into draft orders, in Chapter 7 (page 57)

### A customer wants something we don't carry.

Take a special order, in Chapter 8 (page 60)

### Where is a customer's special order?

Follow a special order to its purchase order, in Chapter 8 (page 63)

### The truck is here. How do I check it in?

Receive a delivery against its purchase order, in Chapter 9 (page 69). For a delivery that has no order: Receive a delivery that has no order, in Chapter 9 (page 71).

### How do I add freight to a delivery?

Add freight and other landed costs, in Chapter 9 (page 72)

### I posted a receipt by mistake.

A posted receipt cannot be changed or cancelled: Post the receipt into stock, in Chapter 9 (page 74). The way back is a vendor return: Start a return to a vendor, in Chapter 11 (page 85).

### What deliveries are due this week?

Plan the week's deliveries, in Chapter 10 (page 81)

### How do I send damaged bags back?

To start the return: Start a return to a vendor, in Chapter 11 (page 85). A Manager or the Store owner ships it: Ship a return, in Chapter 11 (page 87).

### The invoice doesn't match what came in.

Match a bill to the order and the receipt, in Chapter 12 (page 93). When the bill agrees with the invoice and still needs review: Approve a bill that needs review, in Chapter 13 (page 97).

### How do I pay a vendor bill?

Not in Roadside. Bills are paid outside Roadside, by whoever keeps the store's books. Paying a vendor, in Chapter 13 (page 101)

### The vendor sent a credit memo.

To record it: Record a vendor's credit memo, in Chapter 14 (page 102). To take it off a bill: Take a credit off a bill, in Chapter 14 (page 103).

### How do I add a warehouse?

Add a location, in Chapter 15 (page 108)

### Which location does the website sell from?

The default location. Each register sells from the location assigned to it. Add a location, in Chapter 15 (page 108)

### How do I do a full inventory count?

One location at a time: Start a count, in Chapter 16 (page 115). A Manager or the Store owner posts it: Post or cancel a count, in Chapter 16 (page 120).

### Can my staff count with a phone?

Count stock aisle by aisle, in Chapter 17 (page 125)

### Why is a product below zero?

Recount sizes that went below zero, in Chapter 18 (page 130)

### How do I move stock to the other store?

Draft a transfer, in Chapter 19 (page 134)

### A customer wants bags held for Saturday.

Set stock aside, in Chapter 20 (page 139)

### How do I track expiry dates?

Turn lots on for the store: Turn on lots for the store, in Chapter 21 (page 145). Then give each lot its code and date: Add a lot and receive stock into it, in Chapter 21 (page 146).

### A lot has been recalled. Who bought it?

To stop the lot selling: Hold, release or recall a lot, in Chapter 21 (page 149). To find the customers your store needs to contact: See which customers bought a lot, in Chapter 21 (page 150).

### Where do I record a seed tag?

Copy a seed tag onto its lot, in Chapter 22 (page 152)

### I need a list of restricted-use sales.

Look up regulated sales, in Chapter 22 (page 154)

### How do I make a custom feed mix?

Blends are part of the Feed Mill add-on. For the recipe: Give a size a recipe, in Chapter 23 (page 158). For a batch: Start a blend run, in Chapter 23 (page 160).

### How do I give contractors a discount?

Set up a price level: Set up price levels, in Chapter 24 (page 169). Then put each contractor on it: Put a customer or account on a level, in Chapter 24 (page 171).

### One farm has an agreed price.

Agree a contract price with one customer, in Chapter 24 (page 172)

### Prices go up on the first of the month.

To set the change up: Set up a price change, in Chapter 27 (page 186). To check each size's price and schedule it: Check the new prices and schedule the change, in Chapter 27 (page 188).

### What is my inventory worth?

See what the stock on hand cost, in Chapter 29 (page 201)

### How do I get sales into QuickBooks?

You download a file (Download a file for QuickBooks, in Chapter 30 (page 209)) and import it (Import the file into QuickBooks, in Chapter 30 (page 212)). Nothing is sent to QuickBooks.

### How do I keep a copy of everything Storehouse holds?

Download all your Storehouse records, in Chapter 31 (page 214). For the copy made each month: Find the monthly copy, in Chapter 31 (page 216).

# Glossary

Every word the manual stops to explain, in one list, with the chapter that explains it.

## A

### Average cost

Storehouse's cost of a size, moved by each receipt and blend run. Chapter 9 (page 69)

## B

### Bin

A named spot inside a location, such as an aisle or a rack. Chapter 15 (page 108)

### Blend

A size you make by mixing other products, from a recipe. Chapter 23 (page 158)

### Blend run

One making of a blend, which uses up its ingredients. Chapter 23 (page 158)

### Blind count

A count that hides the expected quantities from the people counting. Their own saved counts still show. Chapter 16 (page 115)

## C

### Chart of accounts

The list of accounts your books keep in QuickBooks, such as your sales and your inventory. Chapter 30 (page 206)

### Component

One of the products inside a kit, with how many of it go in each kit. Chapter 3 (page 17)

### Contract price

One customer's or account's agreed price for a size. Chapter 24 (page 169)

### CSV

A plain spreadsheet file (comma-separated values) that you can open in a spreadsheet program. Chapter 29 (page 200)

### Cycle count

A count of the sizes you list by SKU at one location. Chapter 16 (page 115)

## D

### Days of cover

Enough stock to last that many days at the pace of recent sales. Chapter 7 (page 53)

### Default location

The location Roadside uses when a screen does not ask for one. Chapter 15 (page 108)

### Difference

What posting a count adds to or takes from stock on hand for a size or a lot: the quantity counted, less what was on hand when it was counted. Chapter 16 (page 115)

### Dry run

A preview of what a file would change, made before anything changes. Chapter 5 (page 35)

## F

### Fill rate

What came in as a share of what was ordered, by value. Chapter 10 (page 79)

### Floor

The margin under the target below which a size is shown as an alert. Chapter 28 (page 194)

### Full count

A count of every size with a stock record at one location, including sizes recorded at zero. A kit's components are counted individually. Chapter 16 (page 115)

## G

### Gross margin

Sales less what the goods cost. Chapter 29 (page 200)

## H

### Home bin

The bin where a size normally sits at a location. Chapter 15 (page 108)

## I

### In transit

Stock shipped on a transfer and not yet received. Chapter 19 (page 134)

## J

### Journal entry

A dated entry in your books that records amounts going to and from accounts. The Sales by day file makes one for each day. Chapter 30 (page 206)

## K

### Kit

A size sold as a set of other products, keeping no stock of its own. Chapter 3 (page 17)

## L

### Landed cost

What a line cost on the shelf, with its share of freight and other charges. Chapter 9 (page 69)

### Lead time

The usual days from sending an order to its delivery. Chapter 4 (page 26)

### Location

A place where your store keeps stock, such as the store, a warehouse or a truck. Stock is counted for each one. Chapter 15 (page 108)

### Lot

Stock of one size that shares a lot code and, when it has one, an expiry date. Chapter 21 (page 145)

## O

### On order

What a sent purchase order still has coming. It comes off as receipts are posted, or when the order is closed or cancelled. Chapter 6 (page 44)

## P

### Par

The quantity you want on hand. When you fall below it, the Reorder list orders back up to it. Chapter 7 (page 53)

### Position

What a size has at a location for reordering: on hand, less what is set aside, plus what is on order and on draft orders. Chapter 7 (page 53)

### Post

To record a receipt or a count in the stock record, after which it no longer changes. Chapter 9 (page 69)

### Preferred vendor

The vendor a size's purchase orders and reorder suggestions start from. Chapter 4 (page 26)

### Price book

A different regular price for a location, the counter or the website. Chapter 26 (page 180)

### Price change
A regular price set to change by itself on a later day. Chapter 27 (page 186)

### Price file
A vendor's price list uploaded to update what their items cost you. Chapter 5 (page 35)

### Price level
A percent off the regular price for the customers and accounts you put on it. Chapter 24 (page 169)

### Purchase order
Your order to one vendor for stock delivered to one of your locations, numbered PO-00001 and up. Chapter 6 (page 44)

## Q

### Quantity price
A lower price from a quantity up, for every customer who has no contract price for that size. Chapter 24 (page 169)

## R

### Recall
Stopping a lot from ever being sold again. Chapter 21 (page 145)

### Receipt (for a delivery)
The record of what came in from a vendor, posted into stock. Chapter 9 (page 69)

### Regulated sale
A sale recorded for a product marked regulated, restricted-use, VFD required or set to log every sale when it sold. Chapter 22 (page 152)

### Reorder rule
How much of one size to keep at one location, which the Reorder list orders up to. Chapter 7 (page 53)

## S

### Seed tag
The analysis label on seed, copied onto its lot. Chapter 22 (page 152)

### Special order
An item ordered from a vendor for one customer, set aside for them when it comes in, and paid for at pickup. Chapter 8 (page 60)

### Stock hold
A quantity of one size set aside for a customer at one location. It reduces what is available there without changing stock on hand. Chapter 20 (page 139)

### Stock value
What the stock on hand cost, as of the moment you look. Chapter 29 (page 200)

### Storehouse ERP
The part of Roadside that keeps purchasing, receiving, stock by location, lots and customer prices. Chapter 1 (page 6)

## T

### Target margin
The margin the store aims for on a size, as a percent of its price. Chapter 28 (page 194)

### Terms
When a vendor expects to be paid, such as Net 30. Chapter 4 (page 26)

### Three-way match
Checking a bill against what you ordered and what was received. Chapter 12 (page 91)

### Tolerance
How far a bill may run over the order before a Manager must review it. Chapter 13 (page 97)

### Transfer
Stock moved from one location to another. Chapter 19 (page 134)

# V

### Vendor
A company you buy from, set up under Stock and purchasing > Vendors. Chapter 1 (page 6)

### Vendor bill
A vendor's invoice entered in Roadside and matched to the order and the receipt. Chapter 12 (page 91)

### Vendor credit
A credit memo from a vendor, taken off one or more bills. Chapter 14 (page 102)

### Vendor item
One size a vendor sells you, with their item number, pack and cost. Chapter 4 (page 26)

### Vendor return
Stock sent back to a vendor. It leaves at average cost. Chapter 11 (page 85)

# W

### Walk
The pages of Roadside made for a phone, for counting stock and receiving a delivery. What you save there is saved on the same count or receipt the office sees. Chapter 17 (page 124)

# Z

### Zip file
One file that holds many files packed together. Your computer opens it like a folder. Chapter 31 (page 214)

# Where to find each screen

Every screen in this guide, in the order of the full menu, with the section that teaches it. Your own menu shows the Storehouse ERP screens your role may open, once Dirt Road has moved your store over.

The middle column gives the group in the menu, then the screen, with › between them. An arrow means a tab, a button or a card to press once the screen is open. A Store owner and a Manager see every line here. Staff see a shorter Stock and purchasing group, and a Read only person has none.

| SCREEN | WHERE TO FIND IT | SECTION |
|---|---|---|
| **Today** | | |
| **Waiting for your OK: draft purchase orders** | Today → Waiting for your OK | Find draft orders waiting on Today, in Chapter 2 (page 14) |
| **Sales** | | |
| **A special order's own order, to cancel it** | Sales › Orders → open the order | Cancel a special order, in Chapter 8 (page 66) |
| **Products** | | |
| **Storehouse's buttons on a product's page** | Products › Products → open a product | Find Storehouse's buttons on a product, in Chapter 3 (page 17) |
| **Barcodes** | Products › Products → open a product → Barcodes | Give a size more than one barcode, in Chapter 3 (page 18) |
| **Kits** | Products › Products → open a product → Kits | Sell a set of products as a kit, in Chapter 3 (page 20) |
| **Blend: a size's recipe** | Products › Products → open a product → Blend | Give a size a recipe, in Chapter 23 (page 158) |
| **Sale rules** | Products › Products → open a product → Sale rules | Mark a product's sale rules, in Chapter 22 (page 153) |
| **Cost history** | Products › Products → open a product → Cost history | See why a size's cost changed, in Chapter 3 (page 22) |
| **Bins: a size's home bin at each location** | Products › Products → open a product → Bins | Give a size its home bin, in Chapter 15 (page 112) |

| SCREEN | WHERE TO FIND IT | SECTION |
|---|---|---|
| **Customer pricing: price levels, quantity prices, and which price a customer pays** | Products › Customer pricing | Set up price levels, in Chapter 24 (page 169)<br>Give a lower price from a quantity up, in Chapter 24 (page 174)<br>See which price a customer pays, in Chapter 25 (page 176) |
| **One customer's or account's pricing: its price level and its contract prices** | Products › Customer pricing → Find a customer or account → open one | Put a customer or account on a level, in Chapter 24 (page 171)<br>Agree a contract price with one customer, in Chapter 24 (page 172) |
| **Price books and one price book** | Products › Customer pricing → Price books | Add a price book, in Chapter 26 (page 180)<br>Put prices in a book, in Chapter 26 (page 182)<br>Turn a price book off, in Chapter 26 (page 184) |
| **Price changes, Set up a price change, Check the prices and one price change** | Products › Price changes | Set up a price change, in Chapter 27 (page 186)<br>Check the new prices and schedule the change, in Chapter 27 (page 188)<br>Follow or cancel a scheduled change, in Chapter 27 (page 190) |
| **Stock and purchasing** | | |
| **The Stock and purchasing group, and what each line in it is for** | Stock and purchasing | What Storehouse adds to basic stock, in Chapter 1 (page 6) |

| SCREEN | WHERE TO FIND IT | SECTION |
|---|---|---|
| **Purchase orders and one purchase order** | Stock and purchasing › Purchase orders | Start a purchase order, in Chapter 6 (page 44)<br>Add what you need in the vendor's packs, in Chapter 6 (page 46)<br>Send the order and put it on order, in Chapter 6 (page 48)<br>Email or download the order for the vendor, in Chapter 6 (page 48)<br>Close or cancel an order, in Chapter 6 (page 50) |
| **Receipts and one receipt for a delivery** | Stock and purchasing › Purchase orders → Receipts. To start one from its order, open the order → Receive against it | Receive a delivery against its purchase order, in Chapter 9 (page 69)<br>Receive a delivery that has no order, in Chapter 9 (page 71)<br>Add freight and other landed costs, in Chapter 9 (page 72)<br>Post the receipt into stock, in Chapter 9 (page 74)<br>Cancel a receipt that was started by mistake, in Chapter 9 (page 77) |
| **Vendor returns, one return, and Returns past what's on hand** | Stock and purchasing › Purchase orders → Vendor returns | Start a return to a vendor, in Chapter 11 (page 85)<br>Ship a return, in Chapter 11 (page 87)<br>Record the vendor's credit for a return, in Chapter 11 (page 88)<br>Allow a return to take stock below zero, in Chapter 11 (page 90) |

| SCREEN | WHERE TO FIND IT | SECTION |
|---|---|---|
| **Vendor bills, one bill, and Match tolerances** | Stock and purchasing › Purchase orders → Vendor bills. A posted receipt starts its bill with Bill this receipt | Enter a vendor's bill, in Chapter 12 (page 91)<br>Match a bill to the order and the receipt, in Chapter 12 (page 93)<br>Approve a bill that needs review, in Chapter 13 (page 97)<br>Void a bill entered by mistake, in Chapter 13 (page 98)<br>Set how far a bill may run over the order, in Chapter 13 (page 99)<br>Paying a vendor, in Chapter 13 (page 101) |
| **Vendor credits and one credit** | Stock and purchasing › Purchase orders → Vendor credits. A credit is taken off a bill on the bill, with Apply a credit | Record a vendor's credit memo, in Chapter 14 (page 102)<br>Take a credit off a bill, in Chapter 14 (page 103)<br>Take a credit back off, or void it, in Chapter 14 (page 105) |
| **Open orders, Expected deliveries and Vendor history** | Stock and purchasing › Purchase orders → the tab of that name | See what is still on order, in Chapter 10 (page 79)<br>Plan the week's deliveries, in Chapter 10 (page 81)<br>Check how a vendor has done, in Chapter 10 (page 83) |
| **Reorder list: Suggested order, Rules and Make draft orders** | Stock and purchasing › Reorder list | Read why a size is on the list, in Chapter 7 (page 55)<br>Set a reorder rule for a size, in Chapter 7 (page 53)<br>Turn the suggestions into draft orders, in Chapter 7 (page 57) |
| **Dusty's draft order** | Stock and purchasing › Reorder list → Have Dusty draft the order | Have Dusty draft an order from your reorder rules, in Chapter 6 (page 51) |

| SCREEN | WHERE TO FIND IT | SECTION |
|---|---|---|
| **Counts and one count** | Stock and purchasing › Counts | Start a count, in Chapter 16 (page 115)<br>Count the sheet, in Chapter 16 (page 117)<br>Send a count for review, in Chapter 16 (page 119)<br>Post or cancel a count, in Chapter 16 (page 120) |
| **Vendors, one vendor, the vendors for one size, and Units** | Stock and purchasing › Vendors | Add a vendor and its terms, in Chapter 4 (page 26)<br>Record what a vendor sells you, in Chapter 4 (page 29)<br>Compare the vendors for one size, in Chapter 4 (page 31)<br>Buy in one unit and sell in another, in Chapter 4 (page 32)<br>Stop buying from a vendor or an item, in Chapter 4 (page 33) |
| **Price files and one price file** | Stock and purchasing › Vendors → open a vendor → Upload a price list | Upload a vendor's price list, in Chapter 5 (page 35)<br>Tell Roadside which column is which, in Chapter 5 (page 36)<br>Check the dry run and apply the costs, in Chapter 5 (page 37)<br>Add the file's new items, in Chapter 5 (page 39) |
| **Cost changes** | Stock and purchasing › Vendors → Cost changes | Review what vendors' costs did to your margins, in Chapter 5 (page 42) |

| SCREEN | WHERE TO FIND IT | SECTION |
|---|---|---|
| **Walk: Count stock and Receive a delivery** | Stock and purchasing › Walk (phone) | Open Walk on a phone, in Chapter 17 (page 124)<br>Count stock aisle by aisle, in Chapter 17 (page 125)<br>Receive a delivery on the phone, in Chapter 17 (page 127)<br>Scan with a scanner or the phone's camera, in Chapter 17 (page 129) |
| **Transfers and one transfer** | Stock and purchasing › Transfers | Draft a transfer, in Chapter 19 (page 134)<br>Ship a transfer, in Chapter 19 (page 135)<br>Receive a transfer, in Chapter 19 (page 136)<br>Close a transfer and write off the rest, in Chapter 19 (page 137) |
| **Lots and expiry: Settings, Add a lot, and the list of lots** | Stock and purchasing › Lots and expiry | Turn on lots for the store, in Chapter 21 (page 145)<br>Add a lot and receive stock into it, in Chapter 21 (page 146)<br>Find a lot and see which sells first, in Chapter 21 (page 147)<br>Hold, release or recall a lot, in Chapter 21 (page 149) |
| **Recall report** | Stock and purchasing › Lots and expiry → Recall report, on the lot's row | See which customers bought a lot, in Chapter 21 (page 150) |
| **Seed tag** | Stock and purchasing › Lots and expiry → Edit seed tag | Copy a seed tag onto its lot, in Chapter 22 (page 152) |
| **Blend runs** | Stock and purchasing › Blend runs | Start a blend run, in Chapter 23 (page 160)<br>Complete a blend run, in Chapter 23 (page 162)<br>Cancel a blend run, in Chapter 23 (page 166) |

| SCREEN | WHERE TO FIND IT | SECTION |
|---|---|---|
| **Stock value, and which report or file to use** | Stock and purchasing › Stock value | See what the stock on hand cost, in Chapter 29 (page 201)<br>Which report or file to use, in Chapter 29 (page 200) |
| **Gross margin** | Stock and purchasing › Gross margin | See sales less what the goods cost, in Chapter 29 (page 203) |
| **Locations, one location and its bins, and Load home bins** | Stock and purchasing › Locations | Add a location, in Chapter 15 (page 108)<br>Make a location inactive, in Chapter 15 (page 110)<br>Add bins to a location, in Chapter 15 (page 111)<br>Load many home bins from a spreadsheet, in Chapter 15 (page 113) |
| **Recount list** | Stock and purchasing › Recount list | Recount sizes that went below zero, in Chapter 18 (page 130) |
| **Margin list** | Stock and purchasing › Margin list | Find what sells below cost or under target, in Chapter 28 (page 196) |
| **Holds** | Stock and purchasing › Holds | Set stock aside, in Chapter 20 (page 139)<br>Release a hold, in Chapter 20 (page 141)<br>Change how long a hold lasts, in Chapter 20 (page 142) |
| **Special orders, Take a special order and To call** | Stock and purchasing › Special orders | Take a special order, in Chapter 8 (page 60)<br>Follow a special order to its purchase order, in Chapter 8 (page 63)<br>Call the customer when it comes in, in Chapter 8 (page 65) |

| SCREEN | WHERE TO FIND IT | SECTION |
|---|---|---|
| **Margin rules** | Stock and purchasing › Margin rules | Set the margin you aim for, in Chapter 28 (page 194) |
| **Regulated sales** | Stock and purchasing › Regulated sales | Look up regulated sales, in Chapter 22 (page 154) |
| **Stock check, and Repair** | Stock and purchasing › Stock check | Check Storehouse's totals against the stock record, in Chapter 18 (page 131)<br>Rebuild a total that drifted, in Chapter 18 (page 132) |
| **Store settings** | | |
| **QuickBooks: your account names, the two files, and importing them** | Store settings › QuickBooks | Tell Roadside your QuickBooks account names, in Chapter 30 (page 206)<br>Download a file for QuickBooks, in Chapter 30 (page 209)<br>Import the file into QuickBooks, in Chapter 30 (page 212) |
| **Export your data, and Monthly copies** | Store settings › Export your data | Download all your Storehouse records, in Chapter 31 (page 214)<br>Find the monthly copy, in Chapter 31 (page 216) |
| **Store account and Admin** | | |
| **A request to Dirt Road: move the store over to Storehouse, or make an existing location the default** | Store account › Support → New ticket | How your store moves over to Storehouse, in Chapter 1 (page 10)<br>Add a location, in Chapter 15 (page 108) |
| **Users: the role that decides what a person can do in Storehouse** | Admin › Users | Who on your team can do what, in Chapter 2 (page 12) |



# ROADSIDE

BY DIRT ROAD SOFTWARE

## Questions about Roadside?

Write to us and tell us which screen you were on and what you were trying to do. A picture of the screen helps.

**support@dirtroadsoftware.com**

The current manual, with search and the PDF:
dirtroadsoftware.com/support/roadside

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