

booklog news

CAMEX Edition 2016

A Publication from ComputerWorks of Chicago, Inc.

Booklog Travels to CAMEX 2016

We look forward to seeing you at the George R. Brown Convention Center in Houston, Texas, for CAMEX 2016. Stop by our booth #3943 to say hi and talk with our staff. We hope to see you there!

BOOKLOG USER SESSIONS

Thurs., March 3, 2016

Held in room 342 B at the GRB Convention Center.

- 1:00–2:00 p.m. Rentals
- 2:15–3:15 p.m. Booklog Version 12.0 and Timber
- 3:30–4:30 p.m. Adopting Like a Pro

CAMEX EDUCATION SESSIONS

Thurs.–Sat., March 3–5

Held all day at the GRB Convention Center. See the CAMEX schedule at www.CAMEX.org for details.

TRADE SHOW SCHEDULE

Sun., March 6 8:30 a.m.–5:30 p.m.

Mon., March 7 8:30 a.m.–5:30 p.m.

Tues., March 8 8:30 a.m.–2:00 p.m.

Scanner Rentals

Plan ahead to make reservations for our hand-held inventory scanners. These scanners allow you to move through your store and complete inventory by section with ease.

For more information or to schedule a scanner rental, contact Debi at 800-977-8212 ext. 221 or debi@booklog.com.

A Note From the President

I spent the Christmas holiday in New York City with my 16-month-old grand niece Emi, and was struck by how much she had changed in 17 months. I recall, as if it were yesterday, how she looked on the day she was born in July 2014. Now she's walking and talking — and getting into everything.

As we begin the year 2016, I also think about the changes that occurred this past year at Booklog. Here, too, many new and exciting things have happened. A number of new features were added to the program (see the article on page three). Among the most notable are the new EMV credit card integrations with Mercury Payments and Verifone's Point processing, and our new Used Book module.

Our administrative staff, including Debi and Babs, have been contacting you regarding the upcoming shift in how credit cards will be processed henceforth (the EMV liability shift). Customers will now present a credit card (containing a chip) that will be inserted into a device rather than being swiped, which has been the method up to this point. If you have not been in contact with us regarding this change in credit card processing, please call Debi at 800-977-8212 ext. 221.

There have also been a few changes in our staff. James will now be working primarily with the Quality Assurance team, Justin has decided to take a break and travel the country, and we welcomed four new members to our Tech Support team — Will Bulka, Amir Bektesevic, Garrett Krueger and Isai Alvarado.

Will completed a computer science degree from the University of Iowa in August 2015. Prior to entering the tech field, Will spent 10 years working with homeless youth in Chicago. He is the currently the vice chairperson and a founding board member of The Lyte Collective, an agency dedicated to ending homelessness in Chicago. Will also enjoys playing music

and developing therapeutic virtual reality software in his free time.

Amir is passionate about the field of computer technology and providing customer support. Prior to joining Booklog, Amir was a computer technician and later an IT coordinator servicing a major financial institution. He earned degrees in electronics and computer technology and technical management. Amir lives in Chicago with his wife, Amina, where he enjoys running on Chicago's Lakefront Trail and playing sports.

After gaining over 10 years of experience in retail and customer service, Garrett comes to Booklog in the last year of his graduate program at DePaul University, where he studies computer science. In his spare time, Garrett likes to paint, write short stories and screenplays, try to teach his dog, Luna, to roll over, and explore the lesser-known parts of Chicago with his wife, Sara. What excites Garrett most about joining the Booklog team is that it combines his passion for technology, problem solving and helping people.

Isai studied computer science at Robert Morris University in Chicago and loves "everything technology" but also "takes great joy in helping people" — a wonderful combination of skills for someone working in tech support. In his spare time, he enjoys working on cars, especially his own classic car. In addition, he enjoys playing the guitar, web design, writing and just being creative. In joining Booklog, Isai returns to the Andersonville neighborhood of Chicago where he grew up.

Please continue to share with us your comments and suggestions — they are always welcome and guide us in modifying and enhancing our software. We hope 2016 will be a good year for you and your store.

— Jean Fishbeck, president

Introducing our new tech support staff, Will Bulka, Amir Bektesevic, Garrett Krueger and Isai Alvarado..



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www.booklog.com
info@booklog.com

Training Classes

Booklog offers the following series of training classes for our customers who are adopting the Course Materials Management (CMM) module. The fee for the classes is \$100 and most classes last one hour.

To register for a class or for more information, please contact our training staff at training@booklog.com.

- **Adoptions**

This class covers adoptions concepts, preparing for adoptions (setting up terms, academic departments, colleges, faculty) and creating adoption campaigns.

- **Buyback**

Focus on the setup for your buyback session, how buyback transactions work, and how to set up an offline computer to do buyback transactions.

- **Ordering**

Explore want listing, purchase orders and the EDI agent.

- **Receiving**

Learn how to receive by packing list and invoice, and how to update information about items as you receive them.

- **Returns**

Explore all the different ways Booklog offers to return items to a vendor.

- **Physical Inventory**

This specially offered class focuses on end-of-year inventory and helps you get a game plan together for tackling this important task. Learn the different ways Booklog can handle your physical inventory, how to conduct physical inventory and things to watch out for.

Classes for Customers Using the Riskless Rental Module

This series of four classes is designed for those customers who have the Riskless Rental module.

- **Riskless Rental Parameters**
- **Rentals and Rush**
- **Riskless Rental Chargeback**
- **Riskless Rental Returns**

Customer's Corner

In this issue of Booklog News, we are pleased to feature Gardner-Webb University, located in Boiling Springs, N.C. Gardner-Webb has been a Booklog customer since October 2004.

Gardner-Webb University, a private, Baptist-related university, was founded in 1905 as Boiling Springs High School, a boarding high school "where the young could have the best possible educational advantages under distinctive Christian influence." In 1928, the school became Boiling Springs Junior College, and in 1942 it was renamed Gardner-Webb College in honor of Governor O. Max Gardner and his wife, Fay Webb Gardner, and their families in recognition of the energy, time and financial support they had given to guide and strengthen the college. The college was fully accredited as a senior college in 1971, and in 1980 began offering a master of arts degree in education. The institution officially became known as Gardner-Webb University in January 1993.

Today, Gardner-Webb is a flourishing regional institution which offers eight distinct degree programs, has a highly qualified faculty, and a beautiful campus of over 225 acres in Boiling Springs (a town of approximately 5,000 located 50 miles west of Charlotte, N.C.). Approximately 1,500 students attend classes on the main campus in Boiling Springs, while 3,500 students (many of whom are non-traditional students) take classes and complete degrees at the university's 13 satellite campuses located in Charlotte and other sites within the region.

Historically, the university has played a significant role in teacher education and ministerial preparation for church-related vocations in this region. Programs of instruction and experiences designed to prepare teachers and ministers continue to be major objectives of the university.

Gardner-Webb University offers a comprehensive academic program with more than 60 majors and minors for undergraduates. Its students have the opportunity to engage in small, individualized classes with a 13-to-1 student-faculty ratio. In addition, the university offers graduate programs leading to master's and doctoral programs in nine different areas.

The college store occupies approximately 5,000 square feet in the lower level of the student center, which is the hub for the main campus in Boiling Springs. The student center is only four years old and provides a wonderful



setting for students to gather in small groups with each other and faculty.

Cary Caldwell manages both the college store and the campus post office. She is assisted by four full-time employees, a graduate assistant, 11 work-study students, plus two full-time employees in the post office. A communications and public relations major, Caldwell began working in the bookstore as the supply and merchandise manager after graduating from Gardner-Webb. Shortly thereafter she became the assistant manager, and then in 2012 she became the manager. During that period, Cary completed her MBA at Gardner-Webb.

Since many students take classes at the satellite campuses, a large number of the textbook sales are online. In the past few years, over 1,500 textbook orders were processed online each semester. The college store also sells school supplies, soft goods and other general merchandise items. Trade books authored by the university's faculty are also sold in the store. Although the store does not currently offer technology products, Caldwell looks forward to introducing them in the very near future.

The college store staff is also responsible for all of the campus concessions, including selling food for campus and athletics events.

Even though Caldwell was not involved in the initial selection of Booklog as the college store POS system, she is very pleased with the software and the technical support she receives from the Booklog staff. She thoroughly enjoys serving as a beta-testing site for new interfaces and versions of the Booklog software.

The entire staff at Booklog is pleased to have Gardner-Webb Campus Shop as a member of our family of users, and are grateful for their help in facilitating the improvement of our program.



Booklog's New Features

Booklog version 12.0 is our current shipping version and represents a major shift in the credit card processing industry to support EMV. To that end, you already should have received notices of our change in supported credit card processors and the required hardware. Although EMV is the big news of version 12.0, we packed many other enhancements into it as well.

EMV Credit Card Processing

You now have two options for processing credit/debit cards that are EMV certified: Verifone Point or Mercury Payment Systems. Customers currently using Verifone PCCharge or Payware Connect will most likely want to stay with Verifone Point. However, if you do not need signature capture, there is also the option to use Mercury Payment Systems instead. Both integrations use required EMV-certified hardware. Point customers have the option of using an MX 915, MX 925 or VX 805 device. If you already have MX devices, the software on these will need to be upgraded, but otherwise, you will not need new hardware. Mercury customers may only use the VX 805. The Verifone VX 805 is EMV-capable hardware that also supports NFC and Apple Pay/Google Wallet at a decent price point, but it does not have signature capture. If you need to add a device to a back-office computer for card processing mail orders, we suggest the VX.

If you currently have an integrated credit card solution with Booklog, you cannot move to Booklog version 12.0 until you've contacted our Sales staff and selected one of the processors and hardware options and scheduled an upgrade. If you need to purchase hardware, Verifone has been very slow in fulfilling orders, and there is a 10-week waiting period for hardware due to high demand. The sooner you start this process, the better.



Gift Receipt Options

Previously, Booklog only offered the ability to print a gift receipt by clicking the checkbox for a gift receipt on the line item in the cash register during the sale. Now, you can also print a gift receipt from the Receipt Reprint window, as well as choose which

items for which to print a gift receipt from this same window. In addition, we've added the ability in the cash register to consolidate all gift items to one receipt or print single gift receipts for each item.

Scan Item to Return Added to Quick Return/Scan Receipt Feature

If you've ever returned items to a big box store, you know the process. The cashier scans your receipt, then the items you are returning and processes the return. This new option works the same way. If the customer has more than one item on the transaction, the cashier is presented with the option to scan the items or return all. If the cashier chooses to scan the items, a new window appears for the cashier to scan (or type) the SKU of the item the customer is returning. The window checks the item against the transaction and alerts the cashier if the item is not returnable on that receipt. When the cashier is done and the window is closed, only the eligible item scanned is brought into the cash register for the return. Only non-department sales are returnable through this method.

Also in Version 12.0:

- Automatic notification of outstanding frequent buyer certificates.
- Invoices, write-offs, mail orders, special orders and book fairs have been added to release locked records.
- Lifetime sales and month/week sales added to (retail) returns.
- Show/hide closed POs button added to POs and receiving pick-lists (both CMM and retail).

COMING IN VERSION 12.5

Version 12.5 will be ready for release right around the time for CAMEX or shortly thereafter, and includes some very important new features. We'll be showing off version 12.5 in our What's New sessions at CAMEX and in our CAMEX booth, so stop by and see us if you don't want to miss this preview. Here are a few highlights:

Return to Same Credit Card as Original Purchase

Under the Scan-Receipt/Quick Return feature for a customer return, when the cashier processes the transaction, Booklog will look for all credit cards processed in the original transaction. If there are any, Booklog will distribute the refund amount to the credit card payment type and use the stored tokens for the refund, without requiring the customer to swipe a card. There is also an option to bypass the payment type distribution so you can plug your total into financial aid instead.

In addition, there is a new button in the Process Payment window that allows you to clear out all the payment type amounts.

Buyback Campaigns

We've added a new campaign template that allows you to match sales from a previous term to a current or future buyback schedule. The template creates a message for each student with a list of items they purchased from the previous term matched to your need on your buyback list, and alerts them to their possible buyback value.

Ability to View Voids Historically

A toggle on the Receipt Reprint window allows you to view voids (shown in red) and reprint the void receipt. In the past, only the reference to the transaction was kept. Now you can view the items that were on the void and payment types associated with the void. There is also an option not to print the void receipt when you void a transaction, and there is a Void Audit report as well.

New CMM Monitor

Just like the store monitor on the retail side, there is now a monitor on the CMM side that consists of a quick-report version of the Course Inquiry, the PO Summary (from the CMM side), a new Rental Summary and a new Adoption Summary. The Adoption Summary shows adoptions for a term with number of sections, number of confirmed titles, percent confirmed, and percent confirmed titles with open-to-buy by academic department. The Rental Summary shows term summary information including term due dates and term totals to help you decide when best to run Riskless Rental reports. Like the store monitor, all reports may be printed or emailed from the monitor window.

Ebook Enhancements

- Campus eBookstore is now an available ebook vendor. (eBook interface is required. Please contact Sales to purchase.)
- You can now localize and adopt ebooks from the eBook to Adoption Comparison report.
- A new Ebook Sales report shows each ebook sold by term and ebook vendor.

Auto-Return New Rentals to Used

Rentals originally rented as *new* may now be returned to *used* if they are not riskless rental titles. Historically, we've recommended against this because the loss of inventory value of the items could not be accounted for. We decided to compromise and allow the option. A new Audit report shows the value of the items moved and the change to value and margin.



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Booklog Tech Tips

Salesperson Tracking

Do you know who the top seller is at your store? Do you want to hold a sales competition? Booklog offers you these options through our Salesperson Tracking feature.

Go to Maintenance > Store and click on the Defaults tab, click on the checkbox next to Salesperson Tracking in the Enable Features section, save your changes, log out and back into Booklog. Each transaction will now provide an option to attach a salesperson to each sale. Simply run the Salesperson Summary report and enjoy a detailed analysis of total transactions, average transaction amounts, refunds, special orders, and customer capture rates for each salesperson.

Training Database

Are you curious about a new feature in Booklog but want to take it for a test drive first? The training module in Booklog can be used to experiment with all of Booklog's wondrous and varied functions, with no risk of damaging your live data. Booklog tech support can help you create a backup of your real database and set it up in training mode. Just give us a call.

Merge Inventory Items

Do you have problems with duplicate ISBNs or SKUs? Booklog prevents duplicate identifiers from being entered into the database, but sometimes two of the same item are registered with unique ISBNs or SKUs. This can occur during manual inventory entry or from inventory imported from older versions of software,

and can create inconsistencies in the analysis of your inventory. Booklog offers an easy and effective solution. First, manually make a backup of your inventory in case items are incorrectly merged. Next, select Menu > Utilities > Merge Inventory Manual > Manual Inventory Merge. The Merge Inventory window appears. Place the cursor inside of Record 1 and press F4. Select your first duplicate item. Repeat the process in Record 2 for the second duplicate item. Finally, enter a new ISBN or SKU, edition, title and author in the Proposed Merge Record and press the Merge button. You have successfully created a newly merged inventory item.

Default Academic Term

If you find yourself looking at old terms every time you view your courses and adoptions, don't forget to update your "default academic term." You can do this by viewing Academic Terms under the Maintenance menu. Select your current (or upcoming) term and click the Default checkbox.

On-Account Transactions Tied To Transaction Number

Customers who use the on-account payment type can clear out their account by paying down the amount that they owe. The store can treat this in two ways:

- 1) Customers pay for specific transactions using the transaction number, or
- 2) Customers pay down the total, without assigning the money to specific items they bought at a specific time.

If you choose to have customers pay for specific transactions, the store can use the transaction numbers as invoice numbers when billing third parties.

Item Property Tabs

On the retail side, Booklog has tabs that you may not know about, such as the Register Sales tab. This tab allows you to double click on the transaction and a Receipt Reprint window will appear. Another tab is the SP Ords/MO Hold tab, which shows all special orders or mail orders that are on hold in the system.

Operating System

With the end of Windows XP support last year, many of you are still in the process of upgrading your computers. For those of you with parallel receipt printers and new computers that likely won't have parallel ports, did you know that you can order cards for some supported printers (Star 700, Epson 6000 series) that will convert the printer from a parallel printer into a USB printer? This can save you some money in your process to update your hardware.

Ad Hoc Inventory

We've added an option called Ad Hoc Inventory (the option directly below Physical Inventory in the Utilities menu), which allows you to scan and load your inventory counts directly into Booklog. This makes it great to do spot-check inventory between inventory cycles — and it works well with a tablet.