

# booklog news

CAMEX Edition 2017

A Publication from ComputerWorks of Chicago, Inc.

## Booklog Travels to CAMEX 2017

We look forward to seeing you in Salt Lake City, Utah, for CAMEX 2017. We will be in room #258 for the Booklog POS sessions and in booth #908 for the trade show. We hope to see you there!

### BOOKLOG POS SESSIONS

Room #258

Thursday, March 2, 2017:

1:00–2:00 p.m.

What's new in

Booklog version 13.0

2:15–3:15 p.m.

Remote Sales

3:30–4:30 p.m.

Campaign Management

### TRADE SHOW SCHEDULE

Booth #908

Sunday, March 5

9:00 a.m.–5:00 p.m.

Monday, March 6

9:00 a.m.–5:00 p.m.

Tuesday, March 7

9:00 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](mailto:debi@booklog.com).



## A Note From the President

2017 marks the 34th year since Booklog's creation and the 34th anniversary of the long drive to Washington, D.C., to exhibit at

our first Book Expo (then fondly referred to as the ABA). Last month I was back in D.C. — this time for the women's march to celebrate justice and the striving for civil and human rights for everyone! So much has changed. Could any of us have imagined how different the landscape would be today. (I'm not just talking about floppy disks!) College tuitions ranging from \$1,000 to \$60,000 per year; some campuses having only virtual bookstores; students buying, selling or renting textbooks online.

A lot can be said for both sides of the incredible change we've witnessed in a very short period of time. What does seem clear, however, is that universities and colleges are facing incredible challenges. In order to compete with one another, they must provide students with an ever-expanding body of knowledge, an array of opportunities for extended travel abroad, updated room and board facilities, and many other amenities. And all this must happen while they are asked to operate on reduced budgets.

Trying to keep our feet on the ground while the world and technology spin around us, we are pleased to have rolled out another version of Booklog, version 13.0. A number of the new features incorporated in this latest version are highlighted on page 3 of this newsletter. We've also included a list of the new features which will appear in version 13.5, due to be released in the late spring/early summer of 2017. The Booklog technical, training and sales staff look forward to assisting you in understanding how the changes can

benefit you and your store. As most of you know, we offer both on-site and web training for individual stores as well as an array of group classes on various aspects of the Booklog system. For further information, please contact Wes ([wes@booklog.com](mailto:wes@booklog.com) or 800-977-8212 ext. 233).

One of the best and most interesting aspects of being in the bookstore/college markets is learning of the many unique projects and activities that Booklog user stores are engaged in. One of these is Bearcat BEST (Building Excellence through Skills Training), sponsored by the St. Vincent College Bookstore in Latrobe, Pa., which is highlighted in the Customer Corner article on page 2. The bookstore manager, Fr. Anthony Grossi, has been a longtime friend of Booklog, so it's a real pleasure to share with you the wonderful work that he and his staff have been doing to enhance the lives of disabled students from local high schools.

I would enjoy hearing from other college stores about the activities that you have been involved in to support your college and your community so that we can include them in future newsletters. Please contact Gwen ([gwen@booklog.com](mailto:gwen@booklog.com) or 800-977-8212 ext. 229) to let us know of programs that you'd like other stores to know about.

I hope that all of you had a joyous holiday season and that 2017 is a good year for your staff and your institution. Thanks so much for your continued support of Booklog. We look forward to connecting with many of you at the upcoming CAMEX trade show in Salt Lake City. Please stop by our booth #908 to meet with our sales, technical support and development staff. As always, peace and best wishes.

— Jean Fishbeck, president

ComputerWorks of Chicago, Inc.  
800-977-8212  
[www.booklog.com](http://www.booklog.com)  
[info@booklog.com](mailto:info@booklog.com)

See you in Salt Lake City!



## Training Tips

### Ordering From All Vendors

Since version 11, Booklog's Auto-Create POs option allows you to create POs to multiple vendors at the same time. When using this function, select All Vendors in the drop-down menu for the Order From Pub/Vendor and again in the drop-down menu for the Select Items By Pub/Vendor. Then put a check in the Order From Vendor 1 box. Then, when you specify a Calculate Order Quantity By method, Booklog will look at all the items you have and create POs to the vendors for each. If this is too many POs, you can narrow it by selecting departments or categories. You can also send the results of the Auto-Create POs process to the POs By Item function to edit the list before creating your POs.

### Consolidating Categories

Using Booklog's Global Inventory Changes function to combine categories allows you to empty and delete categories you no longer use. Go to Inventory > Global Inventory Changes. Click the Category radio button and choose the category you would like to remove in the "from" drop-down menu, and choose the one you would like to use instead in the "to" drop-down menu and click OK. You can also move items from one department to another using either the Department or Department by Category changes. Be sure that you back up your database before running any of these changes. Also be sure that you go to the Category and Department pick-lists and rearrange any relationships between departments and categories that you want to get rid of or change.

### Sorting Payment Types

Make it easier for cashiers to process customer payments by sorting payment types in the order they are most used. Go to Maintenance > Payment Types and hit the Sort button. Drag the tender types into the order you would like cashiers to see. Some of the items you see, like the Redeemed Special Order Credit, Change and Redeemed Mail Order Credit, don't appear in the Process Payment window and won't be visible to the cashier. They don't need to be deleted and sorting them won't have any effect on what the cashier sees.

## Customer's Corner

*In this issue of Booklog News, we are pleased to share with you an article describing a program created at St. Vincent College in Latrobe, Pa., a Booklog user since August 2003. The article is reprinted with the permission of the National Association of College Stores (NACS). It appeared in the July 29, 2016, edition of the NACS Campus Marketplace.*

### St. Vincent Store in Pennsylvania Helps Disabled Students Succeed

*by Dan Angelo*

Students with intellectual and developmental disabilities just need a hand to gain a measure of independence in their lives. The St. Vincent College Bookstore, Latrobe, Pa., is doing its part by participating in a campus-wide initiative known as Bearcat BEST (Building Excellence through Skills Training).

The transitional program provides disabled high school students from a 10-county area with a structured academic curriculum that features social, independent living and vocational training.

"For us, it's humbling," said Fr. Anthony Grossi, director of the St. Vincent store. "We learn from the students."

Bearcat BEST was created a year ago in response to requests for a program for young adults with intellectual and developmental disabilities. Students receive academic instruction in reading and math, along with tutoring on independent living and employment so they can integrate into the community, find jobs, and understand concepts of nutrition, food preparation and hygiene.

"What we do is two days a week for two hours each day, there is a Bearcat BEST student who comes into the bookstore and helps us with unpacking merchandise, folding, waiting on customers at the cash register, or whatever," Grossi explained. "They do have a coach, who is a student majoring in special education, and that coach follows them around and actually teaches them what to do and supervises their progress."

Students are assigned minimum-wage jobs around the St. Vincent campus and paid through the Bearcat BEST program. The three-year curriculum is designed to have students spend more instructional time working at the various campus jobs as they progress through the course.

"Linda Petrarca, who is my assistant, and I work with the coaches and students when they first arrive so they are both learning at the same time," Grossi said. "They have an orientation period where we meet with them and set up a time for them to work, depending on what works the best for them. It's pretty structured for them."

To be admitted into the program, a student must be at least 18 years old at the beginning of the semester of admission and diagnosed with an intellectual or developmental disability. They must also be eligible for special-education services at their home school districts, be able to move independently on campus, manage and self-administer medications, if prescribed, and complete an admissions interview and screening assessment.

In its first year, Bearcat BEST had 11 students from six school districts in Westmoreland County, where Latrobe is located. For this past fall, the program had 14 students admitted into the program.

"I think it's a wonderful experience for the students," Grossi said. "They get to work with customers and they are out in the real world, working and developing their skills for future employment."

Bearcat BEST students have even been able to show the store staff a thing or two. "They realized there was a shorter way to put discounts into the cash registers, so we've learned from them," Grossi said. "We can see their improvement and progress. It really gives a sense of high morale to our staff because they are able to watch that progress. And the students absolutely love working here, especially waiting on customers. They love the interaction with the customers."

All of us at Booklog congratulate Fr. Anthony for his Bearcat BEST program and the amazing work they're doing.



## Booklog's New Features

Booklog version 13.0 is our fall 2016 release, and it is packed with small tweaks and a lot of impactful new features. Be sure to read the 13.0 Release Notes and What's New documents for complete listings of new features and enhancements.

We'll be demonstrating version 13.5 at CAMEX, which builds on the features of 13.0. Version 13.5 will be released in the spring/summer 2017. A short list of some of the new features in 13.5 is below, but please stop by our booth at CAMEX to check them out and take them for a test drive.

### License Plate Receiving/ Advance Ship Notice Support

License Plate Receiving lets you automate receiving against purchase orders, based on reports that you download from the vendor. It uses Booklog's EDI program to load the reports. When a participating vendor packs a box of books to send to your store, it produces a report called an advanced shipping notice (ASN). The ASN contains a list of items packed in that particular box, along with an identifying number for the box. The identifying number, or "license plate," is converted to a barcode and stuck on the outside of the box. When the box arrives at your store, scan the license plate barcode on the box. Booklog will match it with the number in the ASN report. The information from the ASN automatically loads into the RCV, Price, Cost and Disc fields in the Receive by PO detail window.

### BookVolume Wantlisting

BookVolume performs online sourcing of books from multiple vendors and marketplaces at once. You will place your orders the same way you create and place your orders now. You'll get confirmation from BookVolume reflecting information received from the various vendors, and when boxes begin arriving, you'll use the new license plate receiving module to receive all your BookVolume orders.

### Final Sale Items and Final Sale Notification

There are two new options for inventory: Final Sale and Print Final Sale Notification on Receipts. A final sale item could be either a perishable item for which customers are unable to obtain a refund, or a deeply discounted/clearance item that you can no longer return to a vendor. When an item is designated final sale, cashiers are alerted in the cash register that the items are final sale with a gold (sunset) gradated line item background with a bold, red "F" next to the extended price. If you also want your

customer to know the item is final sale on the receipt, also check the box to Print Final Sale Notification on Receipts and "Final Sale" will appear under the line item on the receipt.

### Square Import/Export

Interface with Square Register — If you have a Square account and currently use or would like to use Square Register, there is now an export of inventory items from Final Book Fairs, and a corresponding import of sales into Return Book Fair.



Create your book fair, add items, and use the export function to create an inventory file to import into your online Square account. The items will be available in your Square Register for sale, and you'll have full credit card authorization capabilities with Square hardware (including the Square EMV reader). When your book fair or off-site event is over, export the sales detail file from Square, and import into Booklog. Booklog will summarize the sales detail for you in the Return Book Fair. The exchange of customers, gift cards and frequent buyer accounts are not managed through the Square import/export, so use the Square Register option when these are not requirements for your off-site event. If customers, gift cards and frequent buyer accounts are important to you, we suggest you continue to use or consider using Booklog Remote instead. The Square Import/Export feature is a paid add-in module.

### Add a Reason for Refund

A new store-level option is available to prompt to add a reason for a refund. With the option checked, cashiers are prompted

with a dialog to add a reason for the refund when they click the Refund checkbox on a line item, use the Scan-Receipt/Quick-Refund function, or use the toolbar Refund All/Current Items option. The latter two options apply the refund reason to all their affected items. The refund reason will appear on the Register Refunds report.

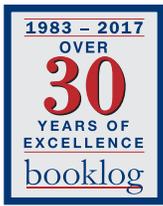
### Miscellaneous

- Ingram VitalSource eBooks — localize, adopt and sell Ingram VitalSource ebooks.
- New ebook tab in Maintain Courses and Adoptions for quickly finding and adopting available ebooks.
- Price Check window (quick scan price check any item).
- Rental agreements can be displayed on MX devices even if the store does not take collateral.
- Signature receipts can print with the electronically captured signatures (set by payment type).
- Square footage has been added to category (with accompanying report).
- Special order and mail order notification emails are now customizable and are run through SMTP.
- Create PO or add to TBO, and Create Return or add to TBR from Book Fair.
- Cascade book fairs.
- Auto-set Vendor to Publisher — sets a default vendor based on publisher selection.
- Inventory item properties now also includes a new tab for items out at book fairs.
- Special order notification is also now available from the invoice detail when you save and post your invoice. When you receive the prompt to print special order shelf-tags, you will get an additional dialog box asking if you would like to send email notification.
- Add a Special Order from Touchscreen — this is feature-parity with the regular cash register (Edit menu > Add Special Order, or Alt+F2).
- New option to auto-rent rental titles in the cash register (by workstation).

### New Reports

- Unsold items by department.
- Slow Sellers Report — mimics the slow sellers feature of the Auto-Create Return function.
- Customer Credit Limit Change — audit report for changes to a customer's credit limit.
- Customer Store Credit (RSC) — usage report of charges and issued credit to the store credit (RSC) payment type.

*(continued on back page)*



# booklog

ComputerWorks of Chicago, Inc.  
5153 N. Clark, Suite 207  
Chicago, Illinois 60640

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### Campus Market Expo 2017

March 3-7 | Salt Lake City, UT

### What's New From Our Tech Staff

- You can now consolidate gift receipts and print gift receipts after the transaction is finished.
- In Booklog, you can now email receipts from the Receipt Reprint window.
- You can now unlock a greater variety of records using the Release Locked Record feature. Invoices, write-offs, mail orders, special orders and book fairs can all be unlocked. This is found under Utilities > Release Locked Records.
- The old Inventory and Customer pick-lists have been retired and replaced with the standard Inventory Search window and Customer Search window.
- Booklog has a new Kiosk module that will allow customers to use a computer to find information about the store's stock.
- You can print barcode labels directly from the Inventory Search window, rather than opening the item record.
- Since Booklog has completely changed how it handles credit card processing, PCI compliance no longer requires a time out every 15 minutes. You can now set your own idle time out period for every workstation, so that workstations facing the public will time out faster than those in the back room. This is done under Maintenance > Workstation and it's on each workstation. It is the Idle Timeout near the upper right in each workstation property window.
- If you have tablets that connect to Booklog on a wireless connection, you may have noticed that they will drop their connection to Booklog. It generally results from a momentary disconnect from the wireless network as you move around the store. We now have a reconnect function in the touchscreen register window and the ad-hoc inventory window.

### Booklog's New Features

*(continued from page 3)*

- Hourly Sales (non-graph) — hourly summary of transaction count and total amounts by workstation.
- Mail Order Freight.
- Scan Sheet report — for creating a scan sheet of items for use at the register.

#### New Reporting Options

- Search electronic journal by amount tendered.
- Added percent change of retail and cost and option to report by category to Sales Volume report.
- Vendor sort option on Gross Margin report.
- Date added has been added to the general report filter window. All reports using the general filter window

(most inventory and sales reports) can now be filtered by a date added range.

- Print shelf tags to the wide-format Star TSP 800 printer.
- #### Version 13.5 New Features
- Units of Measure/Inventory Explosion Option — easily designate items as belonging to a box/case, and explode to the individual sale item by the case quantity. A multi-item (display) explosion option is available in the inventory, and a quick-scan explode option (for single case to single item) is available from the toolbar. Units of measurement is a paid add-in option.
  - Color and Size Sets and Auto-creation Matrix — designate color and size sets, then choose to generate SKUs for an item by a defined color/size set.

- Serial Number/Warranty Tracking — for sales of computer equipment and like items. Designate an item as a warranty item, and cashiers will be prompted to enter/scan the serial/warranty number during the sale. Review sold serials in the inventory detail and/or with a report. Serial/warranty tracking is a paid add-in option.
- Ebook Scan Cards — like a shelf tag, generate ebook scan cards for your students to take to the register, for when your ebook vendor does not supply scan cards.
- More search options in the Item Search window on the CMM side.
- Specify the number of emails to send at one time in Campaign Management (to help with default mail server spammer catch settings).