

# booklog news

Holiday Edition 2015

A Publication from ComputerWorks of Chicago, Inc.

## Season's Greetings and Year-End Savings for Booklog Customers

All of us at Booklog wish you and your entire staff Season's Greetings and best wishes for a joyous New Year!

In appreciation for your support and encouragement throughout the past year, we are pleased to offer you a 10% savings on all Booklog standard version software purchases, interfaces\*, additional licenses and upgrades made until January 31, 2016.

For more information, contact Gwen at 800-977-8212 ext. 229 or [gwen@booklog.com](mailto:gwen@booklog.com).

\* Note: this offer excludes the purchase of any EMV-related interface.

**YEAR-END SAVINGS!**  
**2016**

## 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).

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## A Note From the President



I just returned from New York City and a visit with my 16-month-old grand niece Emi. I am struck by how much she changed in a little over a year. 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 enter the holiday season and the end of 2015, I have been thinking about the changes that have occurred this year at Booklog. Here, too, many new and exciting things are happening. A number of new features were added to the program (you can read about them 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, Lily and Kathie, have been contacting you regarding the upcoming shift in how credit cards will be processed — the EMV liability shift. Some 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 contact Kathie at 920-684-5597.

In talking with these staff members about their contacts with you regarding the EMV shift, I have been pleased to learn how much each of them has enjoyed working with you on this transition. They have commented on how patient you have been as we work together through the changes involving Booklog, the credit card devices and, in some cases, your processor.

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 Isai joined our Tech Support team.

Isai Alvarado joined the Booklog staff in June after four years of traveling the country with a home-save program that helped many families keep their homes after the economic crisis that began in 2008. Among his most memorable experiences with this program was helping people in the upper east coast that lost their homes to Hurricane Sandy.

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 classic cars, and one of his pleasures is working on his own car. In addition, he enjoys playing the guitar, web design, writing and just being creative. We are delighted to have Isai working with us at Booklog, and know that all of our users will also benefit from his skills and interests. In joining Booklog, Isai will be returning to the Andersonville neighborhood of Chicago where he grew up.



As we go to press, we have just hired three additional tech support staff who we will introduce to you in the next edition of Booklog News.

Please continue to share with us your comments and suggestions — they are always welcome and guide us in modifying and enhancing our software. I hope you have a wonderful holiday season, both professionally and personally. And if you will be traveling, be safe!

— Jean Fishbeck, president

## Booklog's 2016 Trade Show Schedule

### ABA's Winter Institute

January 23–26, 2016  
Denver, Colorado  
Visit Booklog's Consultation Station  
(days and times TBA)

### Book Expo America

May 11–13, 2016  
McCormack Place  
Chicago, Illinois

### International Christian Retail Show

June 26–29, 2016  
Duke Energy Convention Center  
Cincinnati, Ohio

## Training Classes

Booklog offers ongoing training classes to orient users to our software and to enhance the use of all the retail and inventory management functions of the system. In order to best serve individual store needs and schedules, all classes are taught by appointment.

Orientation classes are free; each of the other classes costs \$60, unless otherwise noted. Examples of several classes are listed below, and descriptions of all classes are on our website, [www.booklog.com](http://www.booklog.com).

To register for a class or for more information, please contact our training staff at [training@booklog.com](mailto:training@booklog.com).

- **Orientation and Basic Usage**  
This class covers major functions in Booklog and basic training on how to use everyday features.
- **Configuring Booklog for Your Store**
- **Sales**
- **Reporting**
- **Purchasing and Receiving/Returns and Write-offs**
- **Special Features**
- **Physical Inventory**
- **EDI Ordering in Version 11**
- **Design Your Own Class**

This class does not follow a set curriculum. Your instructor will cover how to use any part(s) of Booklog you would like to learn about and answer any usage questions you may have.

## Customer's Corner

*In this issue of Booklog News, we are pleased to feature Paulina Springs Books located in Sisters and Redmond, Oregon. Paulina Springs Books has been a Booklog customer since June 2007.*

As is the case with many independent bookstores, Paulina Springs Books, located in Sisters and Redmond, Ore., are more than just local bookstores. They are at the heart of their respective communities, bringing together individuals of all ages and all persuasions to share and enjoy books and to participate in an array of other cultural events.

Sisters and Redmond are located about 20 miles from each other in a triangle with Bend, about 160 miles southeast of Portland. The triangle of cities is located on the eastern edge of the Cascade Mountain range along the Deschutes River where the Ponderosa Pine forest transitions into the high desert, characterized by arid land, junipers, sagebrush and bitter-brush.

Paulina Springs Books was founded in 1992 by Dick Sandvik and Diane Campbell, who believed the small town of Sisters and its many visitors were ready to support a bookstore. From the outset, they hosted author events that brought a welcome new cultural element to the small-town community of 2,200 citizens. In 2003, the store was sold to Brad Smith, who moved to central Oregon after spending the previous 25 years as the manager of the Community Food Co-op in Bellingham, Wash. Brad was intrigued by the strong sense of community which Dick and Diane had achieved, and became very interested in continuing that commitment.

In 2008, Brad joined forces with his sister, Cynthia Claridge, who taught K–3 for 28 years, to open a second location for Paulina Springs in Redmond, which has a population of 28,000. This significantly larger community had lacked a bookstore for many years, and Brad and Cynthia felt the readers



of Redmond deserved the opportunity to shop and enjoy book-centered events within their own community.

The Sisters store occupies about 3,900 square feet and has 11,000 titles, and the Redmond store occupies 2,000 square feet and has 9,000 titles. Brad and Cynthia are joined by four other employees, several of whom work at both stores. All staff members are voracious readers and provide exciting reviews of their readings on the stores' website. With her extensive background in education, Cynthia has developed a wonderful collection of books and other educational materials for young people.

Authors from all over the country are hosted in the two stores, bringing entertaining and stimulating experiences to the community twice a month. The stores support dozens of community organizations, events and civic endeavors with donations, resources and time commitments. The stores also supply books to a number of local book clubs. In addition to books, the stores also offer toys and games for children, music, and a wide array of greeting cards.

One of the most educationally interesting events sponsored by the stores is the First on the Block program for young readers ages 9–18. Young people are given the opportunity to secure Advanced Readers copies of books and asked to prepare a 150–250 word review of the books. For every review that is printed in the stores' Cyberpassage newsletter or posted on the web site, a young reader can gain a credit reward to be used to purchase books in the store.

Brad inherited a Booklog IM/POS when he purchased the Sisters store in 2003. After trying out several other systems, he decided that Booklog with its multi-store option was the best solution for managing the inventory at both of the stores.

The entire staff at Booklog is pleased to have Paulina Springs Books as a member of our Booklog family of users. If any of you are traveling in the beautiful Cascade Mountain region of Oregon, a visit to Paulina Springs Books is a worthwhile stop.





## Booklog's New Features

Booklog version 12 is our latest version and represents a major shift in the credit card processing industry to support EMV. To that end, you already should have received a couple of notices of our change in supported credit card processors and the required hardware. However, while EMV is the big news of this version, it's not to say we haven't packed a number of new features meant to entice you to upgrade. All in all, there are over 70 minor enhancements, including the ones mentioned here, since version 11.1. If you haven't scheduled an upgrade, you really should consider doing so.

### EMV Credit Card Processing with Mercury Payments or Verifone Point

A number of issues in the credit card processing industry forced this change in the software we support. First and foremost is the liability shift for support of EMV chip-and-PIN cards to the merchant. This caused a chain reaction in the industry itself, which caused Verifone to drop support for PCCharge. Secondary to this were the requirements of EMV, which caused Verifone to change their integration offering to Payware Connect (Verifone's payment processing gateway that we also support).

We took this opportunity to develop to a second provider, Mercury Payments (with support for their Mercury Gift program), while redeveloping to Verifone's second-generation Payware Connect integration called Point. The result is you now have two options for processing credit/debit cards that are fully EMV capable. (Mercury is fully EMV certified as of this writing, and Verifone should have all processors certified for EMV by early next year.) We selected the Verifone VX 805 device to support both processing integrations for its feature support as well as its price point. The Verifone VX 805 is EMV-capable hardware that also supports NFC and ApplePay/Google Wallet at a decent price point. Verifone Point customers also have the option to utilize the Verifone MX 925 or MX 915 if you want or need to capture electronic signatures.



If you currently have an integrated credit card solution with Booklog, you cannot move to Booklog version 12 until you've contacted our sales staff and selected one of the processors and hardware options and scheduled an upgrade. As of this writing, due to high demand, Verifone has been very slow in fulfilling orders and there is a 10-week waiting period for hardware. So the sooner you start this process, the better.

### Used Book Module (Retail)

The Used Book Module allows trade/retail stores to buy and sell used books. The Used Book Module allows you to:

- Identify used books that the store needs.
- Set purchasing prices based on percent of the new book's retail price or a specific dollar amount, by condition.
- Set a selling price based on a percent of the new book's retail price or specific dollar amount, by condition.
- Purchase used books from customers in a separate register window.
- Incorporate a used book purchase into a regular cash register sale (like adding a special order in the cash register).
- Track how many copies of each book you have in stock, by condition.
- Export used stock in UIEE format accepted on Amazon and Alibris.
- Run a Used Book Purchased report.
- Review all books by condition on the Sub-SKU tab in inventory detail.
- Specify a separate buy total if the customer prefers cash or store credit (customer account).

The Used Book Module is a paid module currently in beta. If you have interest in this module, please contact our sales staff for pricing and availability.

### 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. Users have requested the ability to both print a gift receipt after a sale has been completed, and to have the option of either consolidating all gifts onto one receipt or printing a separate gift receipt for each item. Now, you can print a gift receipt from the Receipt Reprint window, as well as choose which items for which to print a gift receipt from the Receipt Reprint window. In addition, you are prompted 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 item, 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, they'll close the window, and only the item scanned is brought into the cash register for the return. Only non-department sales are returnable through this method, so if the item was sold as a department sale, the cashier should opt to return all items at the prompt, and the previous behavior of the scan receipt functionality is retained.

### Automatic Notification of Outstanding Frequent Buyer Certificates

This is a long-standing request we've finally been able to fulfill. If a customer has multiple frequent buyer certificates outstanding, this storewide option will automatically open the Frequent Buyer Certificate Redemption window when that customer is added to the cash register. This is yet another reason why it is important to identify the customer at the start of the transaction. Be sure to enable the feature on the Store File Cash Register Defaults tab.

### Invoices, Write-offs, Mail Orders, Special Orders, Book Fairs Added to Release Locked Records

Occasionally, records get locked when users leave their desk with the records still open, unexpectedly quit the application or if there is a power outage. We've had the ability to release locked records in purchase orders for a long time. We've now added invoices, write-offs, mail orders, special orders and book fairs to the Release Locked Records feature as a matter of convenience and continuity.

### Lifetime Sales and Month/Week Sales Added to Returns

The same summary information per line item you see in purchase orders has been added to returns. Clicking on a line item will update the summary sales information at the bottom of the return.

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# booklog

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## Season's Greetings!

### Booklog Tech Tips

#### Promotional Pricing

With the holidays coming up, don't forget about Booklog's automated Promotional Pricing Module that allows you to automatically turn a sale on and off for the specific items you want to promote. You can tell Booklog when the sale starts and ends and what items you want to be on sale. Then you won't have to go into individual items, categories or departments in order to set the discount. You also won't have to remember to remove those items after the sale.

#### Year-End Procedures

As the end of the calendar year approaches, now is a good time to review year-end procedures for your POS and inventory software. Create a backup of your database and store it at an offsite location. The most important reports for your year-end information are: Monthly Income Ledger, Category Summary Report, Department Summary Report and Inventory Detail Report. If you need any help, feel free to contact us.

#### Booklog and Windows 10

If you are using Windows 8.1, remember that Windows has flagged Windows 10 as an automated update. So, please be careful to turn off that update when doing

Windows security updates until you are sure that you have all the correct software and drivers to work with Windows 10. To use Windows 10, you will need to be on Sybase 12 and Booklog version 11.1 or 12. Please check with us if you have questions.

#### Back Orders

If you find that your back orders to vendors have piled up over a long period of time, you can now cancel them all at once. In Booklog version 11.1 or higher, you will find a Cancel Back Orders feature from the Utilities menu. This will allow you to cancel all unreceived items and back orders older than whatever date you set and for whichever vendor you would like.

#### Filtering Data

Too much data to sort through? Filter that data! To do so, first click the Filter icon in the toolbar after generating your report. Then select any fields that are displayed on the report and use simple operators such as greater than, less than and equals to restrict which data is displayed.

#### Crunching Data

Want to crunch some numbers? Export that data! Generate the report as usual, then click the Export icon on the toolbar. Next,

enter a file name and select a file type, such as Excel document with headers. Then you can manipulate the data to make custom reports and charts using the familiar Excel interface.

#### Sharing Reports

Need to easily share a report? Email that data! After generating the report, click the Print icon on the toolbar, select the Booklog PDF Writer from the list of printers and click Print. Then enter a file name and choose a location to save your report. Finally, open your preferred email client (Outlook, Gmail, etc.) and attach the report to a new message.

#### PDF Printer

Don't have the Booklog PDF Printer installed? No problem! Send us an email at [tech@booklog.com](mailto:tech@booklog.com) and we'll be happy to help you get it set up.

#### Back Up Your Data Regularly

**Don't forget to back up your data regularly!** If you are not in the habit of doing so, give us a call or send us an email, and we will help you develop a backup plan for Booklog.

### Booklog's New Features *(continued from page 3)*

#### Show/Hide Closed POs Button Added to POs and Receiving Pick-lists

We have Booklog users who've been in business for 20+ years and are still going strong. Unfortunately, every time they

bring up their PO or Receiving Pick-lists, 20+ years of POs and invoices still show up too, which can make finding active ones an exercise in patience. Who needs to see all that information all the time?

We've filtered out all the closed POs for you by default. If you need to see them again, just click on the Show Closed button, and they'll reappear.