

booklog news

Holiday Edition 2016

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Join Booklog at These 2017 Events

WINTER INSTITUTE

Hyatt Regency, Minneapolis, Minn.
Booklog will be at the Consultation Station on:
Sunday, Jan. 29, 9–12 & 2–5
Monday, Jan. 30, 9–12 & 1:35–5:20

PAZ INSTITUTE

Amelia Island, Fla.
March 28–31, 2017

BOOKEXPO AMERICA (BEA)

Javits Convention Center,
New York City, N.Y.
May 31–June 2, 2017

INTERNATIONAL CHRISTIAN RETAIL SHOW (ICRS)

Duke Energy Convention Center,
Cincinnati, Ohio
June 28–30, 2017

CHILDRENS INSTITUTE

TBA

CATHOLIC MARKETING NETWORK (CMN)

Renaissance Convention Center
Hotel, Schaumburg, Ill.
July 18–21, 2017

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.

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A Note From the President

As we approach the 34th anniversary of the creation of Booklog in March 1983, I think of how important books have been to me. From the bedtime stories read to me by my parents, to starting a bookstore in San Diego in 1972, to the biographies/memoirs for the class on the “Women of the Supreme Court” I am now taking at Northwestern University, books have always been an important part of my life, and reading a hobby I have never outgrown. Yet, in many countries throughout the world, and even in our own country, there are many people who have never been exposed to books and many others who, unfortunately, cannot read them.

This reminder became much more vivid in the last few weeks as a result of my encounter with the work of two different organizations — one, the Bookwallah project headquartered here in Chicago, and two, the One-to-One Adult Literacy Partners program at the public library in my hometown of Manitowoc, Wisconsin.

The Bookwallah project, which is highlighted in our Customer’s Corner column on page 2, was conceived in 2009 by Seena Jacob to spread the joy of reading to children living in orphanages in developing countries across the globe. Many of these children have suffered mistreatment and abandonment — and other incidences of severe trauma — but who, through the power of books, have overcome these obstacles. In establishing libraries and

supplying books to them in orphanages, Bookwallah has provided stories of hope and words of encouragement to these children — it has provided them with heroes and heroines who stimulate their imagination, and heal, empower and transform them so that they, too, can believe and rebuild their lives.

The One-to-One Adult Literacy Partners program matches a volunteer tutor with another individual — a member of his/her own community — for whom reading and speaking English is not easy or, at this point, not possible. While many of these individuals are learning English as a second language, others, for whom English is their first language, have never learned to read. Started three years ago, the results of this program have been remarkable. Some of the learners have become avid readers who visit the library on a regular basis, and others have used their newly gained language skills to study for and pass the test to become U.S. citizens.

As I reflect upon these two programs, I am grateful for the small role Booklog can play in supporting the work of independent and Christian bookstores as well as volunteer literacy organizations. I am very proud of the influence they have in encouraging reading and literacy in their communities.

Now, as the holiday season approaches, it’s time for me to do two things: one, clean out my bookshelves and send the children’s books to Bookwallah, and two, investigate an opportunity at Literacy Chicago to help another citizen learn to read as my parents did for me so many years ago.

Best wishes to all of you for a great holiday season, and thanks so much for your continued support of Booklog.

— Jean Fishbeck, president



Ann, a learner, and Kathy, a tutor, discuss the current assignment Ann is working on at one of their twice-weekly One-to-One Adult Literacy Partners meetings.

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 feature Bookwallah Organization, a Chicago-based non-profit organization that establishes and sustains libraries and imagination in orphanages in developing countries across the globe. Bookwallah believes that all children deserve the hope of a happy story.

There are over 150 million orphans in the world, many of whom have never had the chance to live life without trauma or to think that tomorrow will bring hope for a better future. Some have been abandoned and are often considered "others" in society. These children have never had the opportunity to be inspired through books like *Cinderella*, *Oliver Twist*, *Harry Potter* — characters, heroes who overcame major obstacles in their lives, ultimately leading to triumph and transformation. These children never had the privilege of a public library or experienced the feeling of holding a great storybook in their hands.

This was not the case for Seena Jacob, whose own life was transformed when she moved from India to the U.S., where the solace of great books available in U.S. public libraries helped her get through some personal hardships. She knows from her own experience "what a great book can do for a child's soul; that a good book is good medicine," and has always believed that lives of despair can be transformed into lives of hope by the beauty and inspiration of great stories.

After completing degrees in English literature and language and an M.B.A., Seena had a successful career in banking, consulting, and ideation for early start-up initiatives. At the end of 2009, she conceived the idea of spreading the joy of reading to children in orphanages in developing countries across the globe. In 2010, she and her founding board members, Gary Mills and Ranjeet Nambiar, traveled to India, Sri Lanka, Indonesia and Jamaica, and experienced the joy of putting these books, donated by kids in the U.S., into the hands of orphan children.

These travels revealed that many orphanages did not have adequate resources, proper funding or the expertise to establish and sustain libraries for their children, even though a clear need and desire to do so existed. Undaunted, Seena committed to overcoming these deficiencies in the communities. The experience of witnessing firsthand the joy and appreciation that spread across each child's face after receiving the small gift of a book was the turning point for her. She decided to leave the security of her position

in the world of business to focus on creating a not-for-profit organization — Bookwallah.

Even though Bookwallah is still a relatively young organization, it is beginning to see that the impact of its programs is indeed transformative. While the story of their lives to date may be challenging — abandonment, child labor, abuse and prostitution — it does not have to be how their story will end.

- Boys like Raju, found abandoned on the roadside with HIV, now comes rushing to Bookwallah volunteers to shake their hands with confidence. He sees his own value in society and he can stand tall and be proud.
- Girls like Elizabeth, who couldn't recognize ABC's, is now moving up reading levels because of the encouragement and personal attention she is receiving.
- Girls like Roshini, age 12, who was sexually abused by her own father, is well on her path to healing. By the time she is 18, she will be in a much better, happier and stronger place in the global society.

These and other children's lives and futures are being transformed by raising their literacy rates, building their self-esteem, and introducing them to the endless possibilities that lie ahead. Bookwallah's greatest value in the communities it serves has proven to be something very fundamental. It's about giving hope and courage and opening up eyes to a world of possibilities. It's about telling these children that they, too, can become the heroes and heroines of their own lives. And, it's about telling them that they matter!

The entire staff at Booklog celebrates the work of Bookwallah and encourages our customers to help stock the shelves of Bookwallah's warehouse in Chicago. Donated books from bookstores, other organizations and individuals are sent to the orphanages. Monetary donations are used to underwrite the cost of shipping the books, building the libraries, and conducting activities on a weekly basis by locally trained Bookwallah volunteers. Booklog is delighted to provide our inventory management/point-of-sale system to help Seena and her staff keep track of the books. For more information on how you can help, please contact Seena Jacob, founder and CEO, Bookwallah Organization, 319 N. Albany, Chicago, IL 60612, 312-212-3488, by email at contact@bookwallah.org, or visit www.bookwallah.org.



Booklog's New Features

Booklog version 13 is our fall 2016 release and is packed with many enhancements, both big and small, including a few that add a lot of functionality to book fairs.

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 it into Booklog. Booklog will summarize the sales detail for you in the Return Book Fair. There's no need to manage inventory quantities in Square; Booklog will register what you sold in Square, and manage the inventory appropriately when you process and close the 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.



Additional Functionality with Book Fairs

- Create PO, or add to TBO from Book Fair
- Create Return, or add to TBR from Book Fair
- Create Book Fair from Book Fair
- Create Book Fair from PO

In version 13, there are three new options from a book fair return. Open the Book Fair Return pick-list, select and open a book fair into the Book Fair Return detail, then use the Edit menu to select one of the options there: Send Unsold to new Return/TBR, Send Unsold to new Book Fair, or Send Sold to new PO/TBO.

There are also two new buttons on the Book Fair Return detail to Return/Receive All or Sell/Cancel All in the Book Fair Return detail Edit menu and toolbar.

From Purchase Order Receiving detail, there is also a new Edit menu and toolbar option to Send Items to new Book Fair. You have the option to create your book fair using the received quantity, the ordered quantity or titles only.

Customizable Special Order and Mail Order Email Notification with SMTP

To make the email notification function consistent with campaign management, both Special Order and Mail Order Notification have been changed to use the SMTP settings instead of MAPI. This includes the ability to customize your Special Order and Mail Order Notification. In addition, the Store file has been reorganized slightly so all the special order and mail order defaults now reside on their own tab. You'll find buttons on the new SO/MO tab in the Store file to set your customized SO/MO notifications. The Notification Template window looks identical to the Campaign Management Template detail. You can paste the sample template and alter the message with fields you drag from the available fields into your rich-text template. You may use HTML if you'd like to include graphics housed on a server, or include a coupon or some other external object on all outgoing messages. Mail Order Notification will attach a PDF of the shipment report for detailed information about a shipment to your customer. Note that with the change to SMTP, there is no more review and editing of an email before it is sent.

Final Sale Items and Final Sale Notification

There are two new options for an inventory record: 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.

Final sale items are restricted (with the ability to override) from being returned in the cash register and are removed automatically when using the quick-scan refund feature. Find the security item under Sales & Registers Function Restrictions. It's listed as "Override Final Sale Item Refund."

Add a Reason for Refund

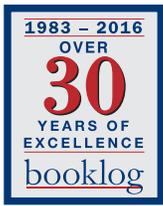
A new store-level option is available that prompts to add a reason for a refund. With this option checked in the Store file, cashiers are prompted with a dialog to add a reason for the refund when they click the Refund checkbox on a line item, use the Scan-Receipt/Quick-Refund function, or use the toolbar 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.

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.
- Mail Order Freight.
- Hourly Sales (non-graph) — hourly summary of transaction count and total amounts by workstation.

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.



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Season's Greetings!

What's New From Our Tech Staff

- Booklog is integrated with two different credit card processors — Vantiv, formerly known as Mercury Payments, and Verifone POINT. Both Vantiv and POINT can be set up to accept chip cards.
- Booklog has a Used Book module that allows you to buy used books directly from members of the public and load them into your inventory.
- 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.
- In the Purchase Order pick-list, Booklog has a Show Closed POs/Hide Closed POs button. This is at the bottom of the window and allows you to control whether or not you see closed purchased orders.
- 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 Released 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.
- Booklog has a new Kiosk module that will allow customers to use a computer to find information about the store's stock.
- The old Inventory and Customer pick-lists have been retired and replaced with the standard Inventory Search window and Customer Search window.
- 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.

Season's Greetings and Year-End Savings for our Very Special 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, 2017.**

For more information, contact Gwen at 800-977-8212 ext. 229 or gwen@booklog.com.

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

