

# booklog news

ICRS Edition 2013

A Publication from ComputerWorks of Chicago, Inc.

## Booklog Travels to St. Louis, Missouri, for ICRS 2013

Your friends at Booklog look forward to seeing you in St. Louis for the 2013 International Christian Retail Show. Please stop by our booth #1727 in the America's Center for a demo or to chat with our tech, training and sales staff. We hope to see you there!

### SHOW HOURS

Monday, June 24

8:30 a.m.–5:30 p.m.

Tuesday June 25

8:30 a.m.–5:30 p.m.

Wednesday, June 26

8:30 a.m.–3:00 p.m.

## ICRS Show Special

For those customers who are not on maintenance agreements, we would like to offer you 10% off your Booklog upgrade to version 11. This offer is good through July 31, 2013. Don't lose out on these exciting new features. For more information, contact Nancy Crane today at 800-977-8212 ext. 224 or [nancy@booklog.com](mailto:nancy@booklog.com).

## Updating Our Records

If you received this newsletter in error or would like to unsubscribe from it, please contact us at [www.booklog.com](http://www.booklog.com) or 800-977-8212.

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## A Note From the President

In September, Booklog will celebrate its 30th birthday! I often look back and describe how things were back then in terms of the technology (floppy drives, etc.), but I thought it worth describing personal changes as well. Many of you know how Booklog started, for those of you, please bear with me as I review for some of our newer customers. I, along with six others, started an independent bookstore in 1972 in San Diego, California. We had a couch with a paisley throw, didn't take credit cards, and celebrated when we had a day over \$100. As I look back, it was the dream job of my life! At the same time I was taking two computer classes (yes, we had punch cards). I made one card for each book in the store and periodically put the cards through a sorting machine. That was as far as my initial inventory program went.

In 1983, I took up the project in earnest. After creating a "bookstore software package," I took it to my first tradeshow in 1984. The computer and monitor were huge, the computer was a 286 machine with two floppy drives — no hard drive! The program itself ran in the a:drive, the data was in the b:drive. The monitor screen was green and black. How far all the technology has changed puts the personal changes over 30 years into a more useful, forgiving perspective. When I had the big 286 machine with the huge monitor, I also had dark brown hair, my God-given knees, and could hear without assistance. I had single-lens contact lenses, rather than the bifocals I wear today, and could actually go swimming at 7:00 in the morning. I didn't even take a multi-vitamin, much less have to sort my pills into little square boxes so I remember to take what when! It's all gone so fast. I am happy to say that with the challenges, there have been many rewards. The best of which is that we are



still operating today and have wonderful customers like you to work for and with.

I am also very happy and excited to share with you some of the Booklog present and future. We have just begun releasing our latest version 11, which includes several new features that we hope you'll appreciate. The list includes Purchase Orders by Item, a revamped EDI module, the ability to create sets and kits, and support of state-of-the-art Verifone contactless payment signature

terminals in tandem with our new Signature Capture Interface (see the details on page 3).

As in the past, most of these new features and enhancements have resulted from our customers' suggestions to improve and expand Booklog. I thank you for playing your part in Booklog's past and future.

— Jean Fishbeck, president



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## Training Tips

### Revisiting Your Setup

Since things have probably changed at your store since installing Booklog, there are a number of settings you might want to customize.

- **System Defaults** — Click the Defaults tab under Maintenance > Store to change how your register, mail orders, purchase orders, End of Period report and other important functions work.
- **Security** — Are your employees' security settings still correct? Log in as the Admin user and look at the profiles you created. You may find new settings to use or old functions to change.
- **Departments and Categories** — Go to the Maintenance menu and check your existing departments and categories. Use the Insert key to add new ones. To move items from one department/category to another, use the Global Changes feature under the Inventory menu.
- **Users** — If you had any staff turnover since installation, Booklog can help. Log in as your Admin user and go to Maintenance > Users (version 11 users should go to Maintenance > Security > Users). To de-activate a former employee, double-click on that user and uncheck the Active box in their User Details window. You'll also see a box that says Locked. Using that box, you can lock users out of Booklog or unlock them if they locked themselves out.
- **Payment Types** — Go to Maintenance > Payment Types and use the Insert key or icon to add a new payment type. To remove one, double-click on it and uncheck the Display Payment Type in the Register box. You can also change the order in which the payment types appear in the register. When you are at the Payment Type pick-list, click the Sort button and arrange them to suit your needs.
- **Workstation Properties** — Most changes you make in Booklog affect your entire store. To make changes to a specific client, go to the Maintenance menu for that client and click Workstation. Double-click on the highlighted workstation and you can change the printer it uses, what kind of barcode label it prints, and other important functions.

## Customer's Corner

*In this issue of Booklog News, we are pleased to feature Becoming God's Answer Bookstore, Inc., located in New York City, New York — a Booklog customer since March 2006.*

Becoming God's Answer Bookstore (BGAB) is, indeed, a "Christian Resource Specialist" for individuals, groups and entire churches alike. Almost anything you would ever need or want to enhance your Christian experience can be found either in the store or through the store's web site.

The mission of BGAB is "to provide quality Christ-centered products, excellence in customer service, and integrity in ministry." A visit to the store in Harlem or its web site will confirm this mission. The attractive, well-lit and state-of-the-art facility provides an inviting and affirming atmosphere for browsing and shopping amid the wide array of books, bibles, music, gifts, children's toys and church supplies which comprise its expansive inventory. Even more is available online at [becominggodanswerbookstore.com](http://becominggodanswerbookstore.com).

BGAB desires to witness spiritual transformation in the lives of believers by seeing Christ-centered products placed in the hands of every believer in the community; it also desires to see non-believers come to embrace BGAB as a resource. But BGAB does more than just provide resources. It is committed to knowing the needs of the community it serves and to meeting those needs by supporting mission-based projects and providing employment for members of the Harlem community.

BGAB is a for-profit corporation associated with Bethel Gospel Assembly, Inc., and is physically located within the church on Madison Avenue. This Christian retail store was the vision of Bethel Gospel Assembly's senior pastor, Bishop Carlton T. Brown, the CEO, who remains committed to meeting the needs of the Christian community both locally and globally. The store encompasses 1,265 square feet and carries over 4,000 titles of books, bibles and other Christian print materials. Rev. Joyce Eady, the COO, oversees the management of



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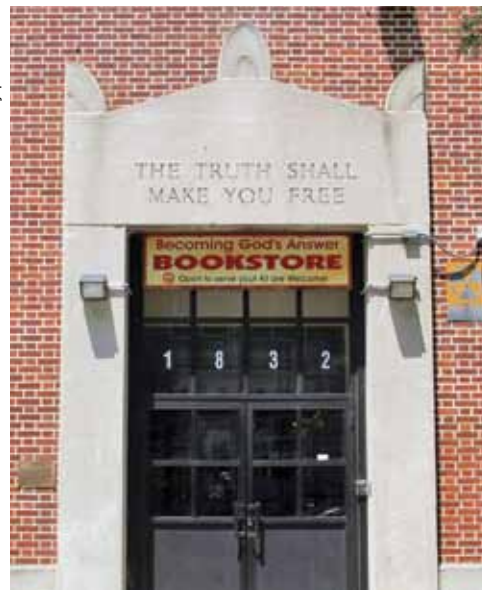
the store and is assisted by one part-time staff member and several dedicated volunteer resource associates. They assist with ordering, displaying, restocking, engraving, media burns production, marketing, selling, bookkeeping and special events. They also facilitate other store offerings including author/artists signings, book groups, musical performances and an array of children's events. The store also serves as a resource for the various teaching ministries and activities of the church, the community at large, and outreach activities throughout the world, particularly in South Africa where the church supports missions' endeavors and a Christian academy.

Alongside the bookstore, in the Bethel Gospel Assembly facility, which house over 40 ministries, is a gymnasium. Children of all ages participate in physical activities and are encouraged to pay attention to their physical health in the same way that the bookstore and the church address their mental and spiritual health, respectively. The presence of so many young people eagerly participating in each of these venues is heartwarming.

When asked why she chose Booklog as BGAB's point-of-sale/inventory management system, Joyce responded that she had seen demonstrations of this and other systems at some CBA (ICRS) shows when planning the opening of the store. She was then encouraged to purchase Booklog by Michelle Amster of Integra, who helped design, set up and decorate this beautiful store. Joyce added that she has been extremely happy with Booklog and its technical support services, and that "the more we learn about the program, the easier our lives become in planning and managing all aspect of the bookstore."

The entire staff at Booklog is pleased to have Becoming God's Answer Bookstore, Inc. as one of our users. We always look forward to helping Joyce and her staff maximize their use of the wide array of features in Booklog. We also look forward to learning more about the many worthwhile projects the store and the Bethel Gospel Assembly ([bethelga.org](http://bethelga.org)) support both in the Christian community within Harlem and throughout the world.

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## Booklog Supports the New Verifone MX Series Devices

With Booklog version 11.0.355 and above, we are now supporting the Verifone MX 915 and MX 925 devices. The MX series devices are payment and card swipe devices for credit/debit card payment support with PCCharge or Payware. This new hardware brings a slew of functionality to your POS registers that helps you brand your store, while providing a secure card-processing environment that your customers would recognize from shopping at other retail stores.

### NFC/Contactless Payment Support

Your customers whose banks have already started issuing Near Field Communication (NFC)/EMV contactless payment cards will be able to utilize the NFC readers with either MX terminal. Customers with Google Wallet on their smart phones will likewise be able to swipe their phones with the NFC reader. NFC is a function of the device itself, so there is nothing extra to enable in Booklog to support the technology.

### End-To-End Encryption

While the MX is PCI certified and uses secure communications out of the box, end-to-end encryption with VeriShield Total Protect is an additional option

available on the MX. Certified by an independent qualified security assessor to help reduce PCI scope when properly deployed, Verifone's end-to-end encryption couples with server-based tokenization to securely protect data from the point of capture to the processor. By eliminating usable data from the entire data lifecycle, there's essentially nothing meaningful for thieves to compromise. Your customers' data, whether transmitted from a card or mobile device, is protected from the point of capture. As it is an additional function of the device, there is nothing extra to enable in Booklog to support the technology. (Payware Connect only. Available only with certain processors.)

### Electronic Signature Capture

Booklog takes advantage of the MX series' ability to capture signatures electronically, eliminating the need to collect paper signature receipts for on-account sales, or any other payment type for which you wish to collect signatures. Credit card signatures are collected automatically. Collected signatures appear on the Receipt Reprint window on the tab for the payment type, which would normally show the signature receipt.

### Streamlined Credit/Debit Payment

Credit and debit payments are handled through the customer-facing MX device, including the card swipe and manual entry of card data on swipe failures. This eliminates the need for your cashiers to handle customer cards, reducing the opportunity for cashier error.

### Optional Branding

If you've seen similar devices at other retail stores, you may have noticed that the stores often put branded ads and notices on the screens of these devices while the device is idle or the cashier is ringing up the sale. MX devices purchased through Booklog will contain the base forms required to perform transactions in Booklog, but you have the option to brand the opening/idle screen for your store (at an additional cost). The MX 915 and 925 can display static graphics, animated graphics and video in 24-bit color. The larger screen of the MX 925 is the highest-resolution display in the industry, and allows for better visuals and customer interaction.

For pricing and additional information, please contact Nancy@booklog.com.

## Welcome to St. Louis and the 2013 International Christian Retail Show

Our Booklog staff looks forward to seeing you at this year's ICRS. Here are a few of the sites and eateries you may want to visit when you are in the Gateway to the West.

### Sightseeing

- **Gateway Arch.** Take a 630-foot ride to the top of this famous stainless steel structure to see a magnificent view of the city and its surroundings. Then stop by the **Jefferson National Expansion Memorial** to get a glimpse of where Lewis and Clark set out on their historic expedition. You can also take a narrated cruise down the mighty Mississippi River onboard a 19th-century paddlewheel boat replica. Take the MetroLink to the Arch-laclede's stop and walk down the river to the **Core Discovery Center** for the cruise. 314-982-1410 or info@corediscovery.com.
- **Busch Stadium.** It's the season to cheer on the 11-time World Champion St. Louis Cardinals! There are two home games against the Texas Rangers during the ICRS: Saturday, June 22, at 6:15 p.m. and Sunday, June 23, at 1:15 p.m. On other days, you can visit the stadium for a tour. Game tickets: 314-345-9000.

Stadium tours: 314-345-9565. Tour tickets can be purchased at Gate 3 entrance on 8th Street. Busch Stadium: 700 Clark Street. MetroLink stop: Stadium.

- Visit the **St. Louis Zoo**, home to 18,000 exotic animals. Over 700 species representing the major continents of the world call this place home. Location: Forest Park. Open 9-5. Call 800-966-8877 for information or go to [www.stlzoo.org](http://www.stlzoo.org). Admission is FREE!
- **The St. Louis City Museum** is an interactive museum for children and adults. This museum is unique in providing a mixture of funhouse, playground and

architectural highlights. 750 N. 16th Street. Open 9-5, closed Tuesdays. 314-231-2489 or [www.citymuseum.com](http://www.citymuseum.com).

### Dining

- For some innovative cuisine, along with traditional steak, seafood and pasta, try **400 Olive**, located in the St. Louis Hilton, downtown. 314-554-7098. (Expensive.)
- For a little bit of Americana, try **Crown Candy Kitchen**, serving great candy, ice cream and hot dogs. It's known as St. Louis' Oldest Soda Fountain. 1401 St. Louis Avenue, 314-621-9650.
- Are you in the mood for some good old-fashioned diner eats? **Chili Mac's Diner** will serve you the best in comfort food. 510 Pine Street, 314-421-9040.
- For a bit of British flavor, head over to the **London Tea Room**. Delicious quiches, salads and sandwiches, served in typical British fashion — a real delight. 1520 Washington Avenue, 314-241-6556.
- When the mood strikes and you want something familiar, remember the **Old Spaghetti Factory**. You won't be disappointed with the large servings of delicious pasta and sauces for every palate. 727 N. First Street, 314-621-0276.





# booklog

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## Booklog Tech Tips

### Problems Logging in or a Mistyped Password?

Sometimes login issues can be easily resolved on your own. If you receive an error 08001 when logging into Booklog, it is most likely caused by one of three things — a firewall, a server or a network problem. The first thing to do is to make sure that the Windows firewall is turned off both on the client and the server. Windows updates can run automatically at night and are notorious for turning the firewall back on. If you cannot login on any computer, then the likely culprit is that the service is not running on the server computer. Rebooting the server will restart the service automatically. If neither of these resolves your login problem, you may be encountering a network problem.

If you receive the error 28000, this indicates an incorrect password. Make sure that your CAPS lock is off before trying again. The program will lock out that user after six failed attempts. The Admin user can unlock a locked user or it will unlock itself after 30 minutes. The Admin user can now (as of version 10.5) reset a user's password when logged into the program.

### Purchase Order Is Locked

Booklog only allows a purchase order to be open on one computer at a time. Communication will sometimes be interrupted, causing that purchase order to think that it is still in use. Booklog has a built-in utility that will allow you to unlock it without having to call Booklog technical support. To unlock the purchase order, note both the number and the user that are in use and go to Utilities > Release Locked PO. Enter the information and click OK. This will free the purchase order to be used again.

### Useful Reports

There are over 100 reports in Booklog, which can definitely be overwhelming. But here are some reports that can be very useful and that we think are commonly overlooked.

- Customer History Report
- Gift Certificate/Gift Card Transaction Report
- Gross Margin Return on Inventory
- Monthly Income Report
- Sales History by Item Category
- Sales History by Vendor

### Cleaning Up Categories and Departments

If you have categories and departments that you no longer want in the system, cleaning them up can be pretty easy. First, make sure they are no longer in use. You can check this either by using the Inventory Search window or by pulling up the Inventory Detail report for that specific category/department. If you find that they are in use by inventory items, you can either manually change their category/department or you can update them in mass by using the Global Inventory Changes in the Inventory menu. We highly recommend backing up prior to making any global changes. Once all items have been moved out, you will be able to delete that department/category from the list.

### Inventory/Customer Search Window Customization

Take full advantage of the Search window by organizing your columns in the order in which you want to see them. Just drag and drop the columns into the position you want to view them. For example, if you always want to see QOH and price right away, you can drag them over closer to title, and any

fields you don't need to see immediately can be positioned after the scroll. You can also sort the fields right there by clicking on the column header. They can be sorted ascending or descending, another click reverses the order. The same options apply in the Customer Search window. All of your changes are remembered based upon your user login, so any computer that you log into will use your preferences.

### PCI Encryption Key

In version 10.5, we have added a store-level encryption key to our standard encryption to keep in line with PCI requirements. Our customers who use either our PCCharge or Payware interfaces will be reminded to change their encryption key each year.

To do so, you will need to log into Booklog as Admin. All other users will need to be out of the program. Go to Utilities > Change Encryption Key. Type in a new key and make sure to store it in a safe place. The PCI Security Council recommends that any passwords be locked away in a safe.

### Auto Special Order Notifications

If you often have unclaimed special orders, Booklog can automatically notify both you and the customer when the order expires. Go to Maintenance > Store > Special Orders to find the expirations settings. You will need to select a Booklog user (such as a manager) to receive the notifications, and you will need an e-mail address in the customer's record. As always, to utilize any automated e-mail functions in Booklog, you will need a client such as Outlook installed on your computer.