

# Retail Management Systems – Headquarters

## Course Detail

### Course Outline Module 1: System Information

The purpose of this chapter is to give students a general overview of the Retail Management System Headquarters application. The functionality and capabilities of the Headquarters components are introduced, along with an explanation of the minimum and recommended system requirements, including the Software Copy Protection Device (Dongle). Following the discussion for this chapter, an exercise demonstrates how to install the software.

#### Lessons

- Introduction
- Features
- Headquarters Components
- Installation Requirements
- Product Activation

After completing this chapter, students will be able to:

- Briefly describe the components of Headquarters
- Understand minimum and recommended system requirements for stores and head offices
- Understand how Headquarters is affected by running in Evaluation Mode
- Install Headquarters application software
- Install a Dongle

### Module 2: Setup and Deployment

This chapter focuses on the setup and store deployment of Headquarters. Students gain a basic understanding of the terminology used in Headquarters, building the HQ Database, configuring the HQ Server and HQ Client, and upgrading the HQ Database. Exercises at the end of this chapter demonstrate how to import an existing Store Operations database into Headquarters and connect the stores using HQ Client.

#### Lessons

- Introduction
- Headquarters Terminology
- Headquarters Administrator Overview
- Building the Headquarters Database
- Hands On: Deploying a New Store
- Headquarters Server Configuration
- Headquarters Client Configuration
- Troubleshooting Store Connection Errors
- Upgrading the Headquarters Database

After completing this chapter, students will be able to:

- Understand the basic terminology of Headquarters
- Create and import the database
- Configure Headquarters in Administrator
- Deploy existing stores
- Deploy new stores
- Configure the Headquarters Server
- Configure the Headquarters Client
- Upgrade the Headquarters database

### **Module 3: Headquarters Manager**

This chapter focuses on Manager navigation, configuration, and security. There is also a discussion about Centrally Maintained Data, Locally Originated Data, and Store Specific Data, in addition to an explanation of the Headquarters Wizards.

#### **Lessons**

- Headquarters Manager Overview
- Headquarters Manager Navigation
- Headquarters Manager Configuration
- Headquarters Manager Security
- Working With Headquarters' Centrally Maintained Data
- Viewing Locally Originated Data
- Headquarters Wizards

After completing this chapter, students will be able to:

- Navigate through Manager
- Understand the difference between Centrally Maintained Data, Locally Originated Data, and Store Specific Data
- Use the Inventory, New Item, and Worksheet Wizard
- Set up Headquarters users

### **Module 4: Headquarters Worksheets**

This chapter discusses how Headquarters Worksheets are used to initiate and control data exchanges between the head office and remote stores. Worksheet Styles and management is discussed, followed by exercises to demonstrate the features and functionalities of Worksheets.

#### **Lessons**

- Worksheets Basics
- Worksheets Styles
- Managing Worksheets

After completing this chapter, students will be able to:

- Understand the basics of Worksheets
- Understand the different Worksheet series
- Create new items and send the data to stores and the head office
- Change item descriptions and send the data to stores and the head office
- Change supplier information and send the data to stores and the head office
- Create a new item in a new department and send the data to stores and the head office
- Put items on sale and send the data to stores and the head office
- Create a new tender type and send the data to stores and the head office
- Create a new cashier and send the data to stores and the head office
- Manage Worksheets

### **Module 5: Additional Headquarters Features**

This chapter discusses additional Headquarters features dealing with Global and Local Customers, Purchase Orders, Inter-Store Inventory Transfers, Store Quantity Checks, Viewing Store Journals, Reports, and Interfacing to Accounting.

#### **Lessons**

- Working with Customers
- Store Quantity Checks
- Viewing Store Journals
- Headquarters Manager Reports
- Interfacing to Accounting

#### **Lab : Headquarters Installation**

- Install Headquarters software

#### **Lab : Import into Headquarters**

- Import an Existing Store Operations Database into Headquarters

#### **Lab : Worksheets**

- Create a New Item
- Change Existing Item Description
- Change Existing Supplier Information
- Create New Item in a New Department
- Put Item on Sale
- Create a New Tender Type
- Create a New Cashier

After completing this chapter, students will be able to:

- Understand the differences between local and global customers
- Understand Purchase Order Planner in Headquarters

- Perform an inter-store inventory transfer
- Check item quantities at other stores
- View store Journals
- Generate Reports