



**PALADIN**  
**DATA CORPORATION**

We Make Stores Run Better.

## Summer 2012

### Paladin Think *POSitive* Newsletter

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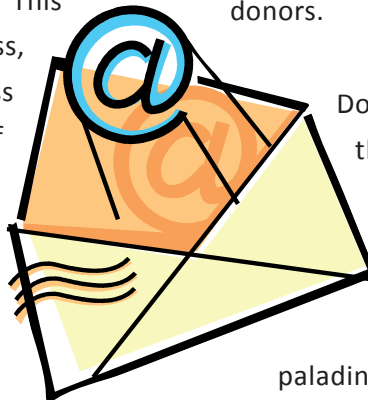
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#### **PRESIDENT'S CORNER**

We've been busy here at Paladin! We're growing steadily in both the number of installations and the services and features we offer. We've added staff to accommodate our growth and improve our level of service while keeping your subscription prices affordable.

We're also redesigning our web site to better serve you. This is being rolled out in stages – first was the main site redesign, completed early this year. This was followed by Paladin's Mobile Access, providing the ability to remotely access the Paladin POS system from a variety of mobile devices (detailed in last quarter's *Think POSitive* newsletter). The new-and-improved customer portal was released in early July. This includes a site redesign for easier navigation and continuous



improvement and expansion of the knowledge base and video training library. We're also excited to announce our new blog at [paladinpos.com](http://paladinpos.com) (click the **Blog** link).

#### **Drop us a line!**

We love to hear what our customers have been up to. Whether it's the opening of a new store, helping out in a natural disaster or donating to a family in need, Paladin customers are savvy businesspeople and generous donors.

Do you have some news you'd like to share with the Paladin POS community? We'd love to hear your stories of business growth, community involvement, and philanthropy. You may even be featured in a future *Think POSitive* newsletter! Email us at [newsletter@paladinpos.com](mailto:newsletter@paladinpos.com) to let us know what you've been up to, or to provide suggestions for how to improve our online presence and interaction.



## PALADIN POS REPORT BUILDER

Reports are a critical part of running your business. While Paladin POS includes many built-in reports, there's no substitute for being able to create a report with exactly the data you want in exactly the format you want.



We are pleased to announce the release of the Paladin POS Report Builder to do just that. We have integrated Microsoft's SQL Report Builder into Paladin POS so that you have complete access to all store-level data contained in your Paladin POS database. This is a powerful report builder, and we are able to provide it to you at no additional cost.

### Getting Started

To use the SQL Report Builder from Paladin POS, click the Reports menu (at the very top of the screen, to the left of Help), then click SQL Report Builder. The first time you do this, the program will be downloaded and installed. Once installed, this action will launch the SQL Report Builder.

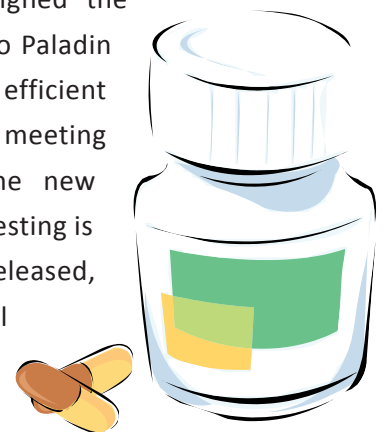
A brief tutorial on how to create a sample report is available in the Paladin Knowledge Base. Log in to the Customer Portal at [customerportal.paladinpos.com](http://customerportal.paladinpos.com), click the Knowledge Base link, and search for "SQL Report Builder".

In addition, Microsoft has provided a library of resources to help you learn to use the SQL Report Builder. Refer to [technet.microsoft.com/en-us/library/dd220460.aspx](http://technet.microsoft.com/en-us/library/dd220460.aspx) for more information.

## NPLEx UPDATE

In last quarter's *Think POSitive* newsletter, we described the NPLEx system and Paladin's plan to incorporate this technology into our POS system. We are pleased to report that our initial certification testing performed well. We were approved for and began limited field testing in early May and will soon be making this feature available to all pharmacy customers.

We have carefully designed the integration of NPLEx into Paladin POS to maintain fast and efficient checkout while still meeting the requirement of the new regulations. Once beta testing is complete and NPLEx is released, Paladin Support will enable this feature and provide training for its use.





## COMING SOON:

### **Multi-Store Bulk Stock Transfer and Review**

Why buy new inventory when you can quickly and easily move surplus stock between locations?

To help simplify the process of comparing and transferring stock between your stores, we have added two new features to the multi-store version of Paladin POS. First, you'll be able to review stock-on-hand counts for other stores for any line item on your purchase order. You'll also have the ability to initiate a bulk stock transfer of product from multiple stores to satisfy your stock needs.

When you create a Purchase Order, you can utilize the Stock Transfer feature to view Stock-On-Hand, On Order, Last Sold Date and Retail Price for each of the remote stores, along with a maximum transfer quantity. Once the transfer is set up, the Order Qty of the PO is reduced by the transferred amounts.

Results from these Transfer Purchase Orders are identical to the single PO Bulk Stock Transfer PO system that has existed in Paladin POS for several months. PO numbers are automatically assigned, and a copy of each Transfer PO prints locally. Credit Purchase Orders are automatically created for the distributing stores. All Transfer Purchase Orders use the Average Cost for the supplying store as the basis of purchase cost for the PO.

A new feature has been added to the Bulk Stock Transfer PO system that automatically generates email messages to the remote store(s) including a copy of the credit PO. Now, remote stores are no longer required to watch their PO files to know when a Bulk Stock Transfer has been initiated.

### **QS/1 Data System Integration**

Our integration of QS/1 Data System's Rx dispensing service has been completed, along with extensive internal testing. Upon receiving final approval from QS/1, we will be able to offer full integration with your QS/1 pharmacy system. Call your Paladin Customer Service representative to schedule installation of this powerful new feature.

## ACE STORES: THIS UPDATE'S FOR YOU

Paladin POS now supports and drives the Ace PTA Buyback and Credit List functions. To use these features, follow the instructions below:

1. On the **Maintain** menu, click **Ace Utilities**.
2. Click **Process Buyback File**.
3. Browse to the location of the Ace-supplied Excel file and click **OK**.

The new routine will run and automatically generate two Excel files of matching part numbers that have quantities on hand. If this feature is of value to our stores, we'll expand it to automatically create the credit PO for the returned merchandise.



## NEW PALADIN POS FEATURES

We've introduced lots of new features in Paladin POS in the last few months, and have a number of goodies in store for the upcoming releases. Of course, all the details can be found in the release notes, but we'd like to highlight a few of the major features.

### New and improved

These are just a few of the new features that have been added in the last few months:

- Paladin POS totals can now be exported in QuickBooks 2012 format
- Do It Best Rewards program integration
- Support for AmerisourceBergen and Jensen Distribution Services EDI and electronic PO files
- Credit limits for Suite Rx or PK Software pharmacy customer accounts
- RF item tag printing

## REPORTING IN PALADIN POS VS. ACE

In an effort to provide continuing education and minimize confusion, we wanted to highlight some key differences in reporting between Paladin POS and Ace Hardware's Ace Rewards reports.

This issue came to light when an Ace Rewards store owner wanted to know why Paladin's Comparative Revenue report showed a different total for his charges than what was shown for "House Accounts" on his Ace Rewards report for the same time period.

Paladin POS reports are invoice-driven, while Ace Hardware's reports are customer-driven. In Paladin POS, the Comparative Revenue report details the payment type used for every invoice. The report compiled by Ace Hardware from the same data shows all sales made by charge customers as "House Account" sales, even if the customer paid in cash. Ace is showing you what your customers purchased, regardless of how the invoices were paid.

For example, consider a customer with a house account and charge privileges. If that customer pays in cash, Paladin POS includes this in the cash sale revenue. Ace Hardware, on the other hand, includes this in the "House Accounts" revenue. This can create a discrepancy between the amount of total revenue attributed to "House Accounts" business between the two systems. Both are correct, and there is nothing wrong with the data from either method.

## UPCOMING EVENTS

**Orgill Fall 2012 Dealer Market**  
August 16-18, 2012 Las Vegas, Nevada

**Ace Hardware Fall 2012 Show**  
August 16-18 Chicago, Illinois



[the intelligent POS system]

[WWW.PALADINPOS.COM](http://WWW.PALADINPOS.COM)

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