

SOS	Other	
Sales		
✓		Will I be able to train a new clerk to quickly and efficiently make a sale?
✓		If the clerk makes a mistake, will the software easily allow changes to be made before completing the sale?
✓		In the antique mall business, there will be several different types of sales: retail sales wholesale sales layaway sales sales shipped out of state where no tax is collected sales "on approval" to interior designers and decorators sales for rental of items (for movie sets, advertising photos, etc.) Does the software provide for each of the above type of sales?
✓		Does the software validate the seller IDs entered into a sale? Ideally, it should make that check immediately as the clerk enters the ID.
✓		Will the software allow me to sell an item for which the seller ID is missing, unreadable or clearly "invalid" to the computer - but the customer nevertheless just wants to pay you the money and buy it?
✓		Some sellers tag their merchandise with "stock codes" or "inventory numbers". Can I enter that information on each item sold?
✓		The most frequent use of mall software is making sales. How the product records sales and prints invoices should be of the utmost importance.
✓		How many characters are allotted for a stock code? Some sellers are adamant about clerks accurately recording their stock codes. SOS has 8.
✓		Does the software have any checking to make sure the clerk does enter a stock code? Is there any validation of certain information that must be in the stock codes for certain sellers?
✓		Discounts are a very common in antique malls. Does the software allow me to easily choose a standard discount like 10% or 20%? And, can you choose another special percentage discount?
✓		What about cases where a seller marks his items as \$10 off or \$12 off? Can the software easily handle that or would the clerk have to figure out the resultant price (which could lead to mistakes)?
✓		What if sellers put a "sale price" on their tags during special promotions? Can the software record the "original" price and the special sale price?
✓		Will customer see the actual discounts they receive on their sales receipt?
✓		Will seller reports show ticket price, discount and actual selling price?
✓		When entering items to an invoice, how many items will the software allow on one invoice?

✓		Is there a "duplicate" key to allow me to quickly and efficiently enter the same type item in a row without retyping?
✓		Suppose I sell food or clothing items, in addition to antiques. Will the software allow a mix of taxable and non-taxable items on the same invoice? This is also needed where shipping charges or delivery fees are non-taxable .
✓		Will the software allow me to put items in a pending sales file? - i.e., enter them into the computer into separate "piles" and then have them available for easy, fast recall into a sale when the customer is ready to check out and pay for them ?
✓		What if the customer tells a clerk mid-way through entry of the items that he doesn't have to pay sales tax because he's a seller? Will the software allow the clerk to easily make that change while the sale is in progress?
✓		Will the software allow changes or deletions to items already entered into the computer while the sale is underway?
✓		Will the software allow all payment types I'd typically get - cash, check, travelers check, credit/debit card, and maybe gift certificates? And will the system allow a "split pay" when the customer wants to pay part cash and part check, or part credit card and part check, etc. ?
✓		Will the system calculate the change due from a cash or travelers check sale so employees are less likely to make a mistake in computation?
✓		Does the system record tax resale numbers for wholesale buyers?
✓		For shipped sales can there be a separate shipping address on the receipt?
✓		Do layaway invoices show the balance due and due date of the layaway?
✓		Can I hold layaway money in escrow and not pay the sellers until the customer has paid for the item in full?
✓		Can I pay the layaway deposits and payments to the sellers as they occur? I need to encourage sellers to go out and spend that money to buy more merchandise so they can keep their spaces stocked with fresh merchandise.
✓		Is my shop's name and address on the invoice? Perhaps phone number or fax number too? Maybe even my email address if I'm active on the Internet. And perhaps the date and time of day?
✓		Can the clerk initials appear on the invoices so I'll know who made a sale?
✓		Will clerk initials be saved with the sales records so I can still know which clerk made a sale in case there's a problem and I've lost the printed invoice.
✓		Can the system capitalize the customer names and addresses for them automatically?
✓		Can there be a "pick list" of items we sell a lot of (like baseball cards, postcards, etc.) that they could just pick from?

✓		Can I easily reprint an invoice?
✓		Will my customers find their invoices attractive and easy to read, or are the invoices something that only an accountant type would understand?
✓		Can I quickly view a list of the items sold today in case they aren't certain whether a certain item sold was recorded?
✓		Can I print some "legalese" on invoices for wholesale customers? This may or may not take the place of our state's sales tax exemption forms wholesale buyers must sign. But it might also discourage those who lie about having a tax exemption number. Especially if there's a place they have to sign.
✓		Can I sell gift certificates and then use them as "payment" when a customer comes in to redeem a gift certificate?
✓		Can I print special terms on my layaway invoices? Some customers don't understand that sellers are taking a financial hit on layaway items and I want to charge interest if they don't pay the layaway in full by its due date.
✓		Can management know in an instant what the sales totals are for the day? And it would be nice to also know what the sales were for the same day last week and the same day last year?
✓		Can I print any messages on my invoices, such as "All sales final" or "Thanks for shopping with us"? How many lines? SOS can do 6.
✓		Will the system stop me from putting a price of zero dollars for an item? That would open the door for clerk fraud!
✓		Can I make a sale for a negative amount, which might help accommodate some of the "scenarios" created in selling items for multiple sellers, etc.? Making a sale for a negative amount of money would account for money being taken out of the "drawer" to pay the window washing guy.
✓		Does the computer set invoice numbers or can clerks "tinker" with them?
✓		Is there an audit trail of a returned item or a voided sale? There should be, to avoid possible clerk "mischief".
✓		Can I make a correction to an invoice once it's been recorded - such as a wrong seller ID or a wrong price? Is there an audit trail of such activity? There should be.
✓		Can I easily correct the spelling of an item or a stock code?
✓		If I'm using an inkjet or laser printer, can I quickly get a second copy of the invoice if I want one for the customer and one for the shop? Is it time consuming to do so? It shouldn't be.
✓		Can I record the customer's check number on their invoice for them? Sellers especially like that feature.
✓		When it comes time to close the shop for the day, does the system have any "reconciliation" between the count of monies the clerk comes up with and what the computer calculates?
✓		Is there a listing at the end of the day of how much money of various types (cash, check, etc.) was collected for the day?

✓		If I've collected seller rent payments during the day, are these monies recorded into the computer and counted separately from the sales? They should be. Will I get a list of those rent payments made at the end of the day? And is the type payment shown?
✓		Do I have any way to record special comments about the day or the weather which would be meaningful to me when I later run reports on sales activity day by day? It's sometimes helpful if you have a note explaining a "blip" up or down in sales - "big buyer from Texas", "overflow from local show", "tornado warnings", etc.
Customers		
✓		Can I make quick sales without recording a customer name?
✓		Can I record customer names for later review and as a mailing list?
✓		Can I print labels for some or all of your customers on file? Ideally, I would like to be able to print labels for just a portion of the list - perhaps by state or by zip code or by telephone area code.
✓		Would the system be smart enough NOT to print mailing labels if the address was incomplete? No sense wasting postage dollars on bad labels.
✓		Can I keep a list of customer wants and search for a specific item?
✓		Does the system validate the state abbreviation, the zip code and the area code? No sense putting "bad" information into a computer file!
✓		Can the system handle foreign addresses for my buyers from Germany, etc.?
✓		Can I get a list of all my customers in a certain state or even Zip Code?
✓		Can I get a breakdown of my customers by state or city? Will that report show the percentage of business that comes from each state or city?
✓		Can I get a list of the amounts spent by each customer during a given time period? Can I see that information in order by customer name as well as r by dollar volume to see who my "top spenders" for the time period were?
✓		When you have repeat customers (especially wholesale buyers), can the clerk quickly find that customer in your file?
✓		Can I mark my customer file to indicate problem customers who've given me bad checks or have passed bad checks to other shops and sellers?
✓		When I enter a new customer, will the system do any checking to see if the customer might already be on file? No sense putting the same person in twice.
Sellers		
✓		I need to keep accurate records of all their sales and be able to maintain personal and financial information about them in your system.
✓		Can I get lists of my sellers? It would be nice to get just a "quick" list of IDs and names, but also to get lists with addresses and phone numbers, or even lists with all their rent information.

✓		Can I record more than one phone number for a seller? What about comments or email addresses? Can I store their social security number if you print 1099s for them?
✓		Can I have a clerk look up a seller's phone number without seeing all the financial information for the seller?
✓		Can I have a clerk look up a seller's phone number without seeing all the financial information for the seller?
✓		Can I quickly look up a seller's recent sales totals so I can tell him or her how much they've sold since their last paycheck? Once they know the amount, they'll want to know what they sold. And they might pester me for a printout even though it's the middle of the pay period. Is this easy to do?
✓		It would be nice when looking up their sales to know if they owe me rent. Then I could have them pay me their rent right then and there. No waiting.
✓		Does the system have a way of storing "mail" or messages to individual sellers? This would eliminate all those "sticky notes" plastered on our computer, bulletin board, counter, etc.
✓		Can I get a list of a seller's sales month by month over a time period - just to show a general pattern of his sales activity in case I want to encourage him to stay or encourage him to move out because he's not doing himself or your shop a favor with low sales?
✓		Can I get a list of seller sales by sales volume for a given time period to see who my top sellers are?
✓		Sometimes my sellers have a special "sale". Keeping track of who's giving what special discount this week can drive my clerks nuts. They end up with sticky notes or lists all over the front desk and it takes them forever to check out customers when they keep having to look at that information. Could the computer record special "sales" in the computer for certain sellers and know when to have the clerks choose a special discount?
✓		Can I keep a waiting list of sellers who want to rent space in my shop?

Rents

✓		Will the system let me record your seller rent activity?
✓		Will it let me keep rents on a monthly basis in case a seller changes his type space rented at some point in the year?
✓		Will it record the method of rent payment - and print a rent receipt showing if paid by cash, check, credit card or if a security deposit was used?
✓		Can I get a list of who has and who hasn't paid their rent for a month? Perhaps I'd want the entire list or just the "delinquents".
✓		Can I print rent invoices? Can I do this for one, some or all sellers? Does the system have a special notice to send out for "delinquent": rents?
✓		Can I deduct rents from sales? Can I do this for some but not others?
✓		Can I get a "schedule" of my expected rental income for a year? I'd like to see the rent income month by month plus totals for the year.

✓		Can I get a list of rents received for a given month for my accountant?
Reports		
✓		Can I get my sales figures for a month, by wholesale, retail and sales tax so I can fill out my state sales tax forms because I pay the sales tax?
✓		Can I look at my sales totals just for a week day by day?
✓		Can I look at my sales totals day by day for a month day by day? (Weekly subtotals would be nice.)
✓		Can I look at my sales totals for a year month by month? Maybe even day by day? (Weekly subtotals would be nice.)
✓		Can I look on the screen at all the items sold in the current pay period? Sometimes I like to just see what's being sold day by day, but I'd also like to see the items in order by seller.
✓		Can I get a listing of every item sold for a day or range of days? This would be helpful if the state sales tax division ever audited my shop.
✓		Can I get a list of items sold by a single clerk?
✓		Can I get a list showing total sales figures sold by each clerk? I might like to reward my top selling clerks.
✓		Can I look at my sales totals by the day of the week? I'd like to see highest, lowest and average amounts sold each day to help me determine my staffing level by day of the week.
✓		Can I look at the price groups that items are selling in? I might like to know what percentage of our sales fall under \$10, between \$10 and \$25, between \$25 and \$50, etc. This would help me tell my sellers what type merchandise seems to be selling best in our mall.
✓		Can I get a list of my sales totals for a group of days, along with any special comments I've recorded about the day or the weather?
✓		Can I make special inquiries into my sales records? I'd like to do this to look for a "lost item". And sometimes I'd just like to answer a seller's question about "What price range or Roseville is selling?" or "Are Beanie Babies really selling in this shop?" And I'm sure I could find lots of other uses for a report where I could specify the conditions I want to search by.
Paying Sellers		
✓		Will the system print all the checks for my sellers' sales at the end of a pay period? Plus print checks to my shop for commissions, credit card fees or rents I deducted from the sellers' sales?
✓		I'm going to use Quick Books to keep records for my mall. Can the system send the seller check information to Quick Books or print checks in my Quick Books shop account?
✓		Can the system mark which checks I mail and which I hold in the shop?
✓		Will the sellers see exactly which items the mall deducted a credit card fee from?
✓		Will the seller see the commission deducted on each item? That way they'll know what they actually sold each item for in case they keep very detailed inventory records.

✓		Can I deduct a seller's rent from his sales?
✓		Can I make any special additions or deductions from a seller's "paycheck" in case I have to collect for special services I did for him or special income or credit he might be entitled to?
✓		Will the sellers' sales listings show the items in date order?
✓		Will the sellers' sales listings show invoice numbers for each item? This is important because we keep the sellers' price tags on the shop's copy of each invoice and sometimes sellers want to see that they really did have a certain price marked on an item.
✓		Can I print a special message on my seller reports? This would be helpful when I want to remind them about a certain shop policy or of a special upcoming event.

Other Features

✓		Is there a really simple word processor type feature so I can write short notes to customers or sellers in the system?
✓		Is there a place to write reminders that would pop up in the morning on special days to tell the clerks or me to do something special, like it's an advertising deadline day, the day sales tax reports are soon due? That would be useful to have for times when I'm away on a trip or vacation and want to make sure my staff does certain things.
✓		Can I put all my files "in order" if I need to? I understand that sometimes the customer file can become "UN"alphabetized, or that sellers' IDs might get out of order, etc.
✓		Can I record the beginning day's cash in the computer? Can I change it if the clerk or I made a mistake counting it or typing it in?
✓		Can I print return address labels for my shop for a special promotion?
✓		Security: Can I protect some parts of my system (like certain financial information) from all the clerks seeing it? I'd like to have some clerks able to do certain things, but not everything.
✓		I have a very large staff. Can there be certain "levels" of security where only certain groups of people can do certain tasks in the system?
✓		Can I limit seeing sales information for certain special sellers (or for myself)? Some of my clerks are just plain too nosy for their own good or for the good of the shop.
✓		Does the system provide the ability to back up my data?
✓		How long does backing up the data take? SOS takes less than 5 minutes
✓		Will the system back up just a day's, a month's or all of my data at once?
✓		Can I get my data back from backup disks in case my computer crashes?

Support

✓		Will there be somebody to call if I have questions about the software?
✓		Will I have to deal with a "middle man" who didn't write the software and really doesn't understand it? Not with SOS!

✓		Can I call, email, or fax questions to the software company for answers? With SOS, yes!
		If I want to transfer my customer file from my old software to my new software, will the company charge to help me do that? Not with SOS
✓		Can I find out who else is using the software? I'd really like to talk to other mall owners who actually use the product to find out how they like it and what they think of the product - and its support.
✓		How long has the company been in business? SOS has been in business since 1987
✓		How many malls is its product used in? SOS has been installed in over 800 malls.
✓		Will I feel comfortable talking to the company's employees if I need help?
✓		Is there a way to customize how the software handles some of its details?