

# BIG HAIRY DOG



September, 2009

## BIG HAIRY DOG NEWSLETTER

"Breaking Every Rule to Take Care of Our Customers"

### Inside this issue:

Welcome New Customers!	2
Four Winds Mercantile wins FREE Computer	2
Increase Profits with Retail Pro	2
Medicare Payment Tracking	3
Serial Number Tracking	3
Nate Page wins BIG at WSOP	3
Reversing Credit Card Charges	3
Techs on Tour	4
Upcoming Webinars	4

### DID YOU KNOW...

**Big Hairy Dog is OPEN  
363 DAYS A YEAR!**

Thanksgiving and Christmas are the only 2 days we close our doors. Every other day of the year when you call BHD, a PERSON, not a machine, will answer the phone.

**Mon-Fri: 6am to 6pm PST  
Sat-Sun: 9am to 2pm PST  
HOLIDAYS: 8am to 5pm PST**

That is service you can't beat!

## Retail Pro announces the Release of v8.6!

### And it couldn't come at a better time!!

Retail Pro has just announced the release of Retail Pro v8.6. This software version offers Retail Pro's world—renown Point of Sale and Inventory Management system, including many great new features.

There are three new features in the version's general system.

1. One of the most important new features is **PCI DSS Certification**. At this time when being PCI Compliant is on the minds of all retailers, v8.6 offers total compliancy to PCI regulations.
2. **Software-Based Licensing**: includes a new keyless licensing system based on the number of sites (store inventories) and seats that a retailer has ordered. No more hardware keys!
3. **Enhanced User Interface**: with all new graphics. These graphics are consistent with the graphics used in Retail Pro 9, ensuring a smooth upgrade transition.

There is a new hardware feature: **Ingenico i-Series Support**: Retailers can use Ingenico i-Series pin pads (i3070, i6580 and i6780) for use with PC Charge and Retail Pro Payment Services (using RBSlynk).

Three new receipt features are available:

1. **Print Credit Card Holder Name**: Often it is required by various regions around the globe to print the name of the card holder on a receipt when making a purchase via a credit card. Retail Pro 8.6 will provide this needed functionality.
2. **Enhanced Gift Receipt Support**: Cashiers can print gift receipts for any regular, updated sales receipt for purchased items without using an Off-the-Shelf plug-in.
3. **E-Commerce Integration (ECI) 2.2**: The Retail Pro E-Commerce Integration tool (ECI Merchantiser) provides the solution for a fully supported and fully integrated e-commerce site.

There is also an employee feature: Remote Polling has been enhanced to **delete obsolete employee sales targets**.

Upgrading to Retail Pro v8.6 requires being current on Software Assurance. For customers who are not current, a small investment will provide you with all you need to avoid audits and penalties and have peace of mind knowing that your software is protecting

YOUR customer's personal information from theft. The long list of benefits to your business is well worth the investment of the Software Assurance Program:

- Free Software Upgrade
- Free Retraining
- Free Training Webinars
- Lower Tech Support Rates
- The Loaner Hardware Program
- Discounted New System Operator Training
- Free and Instant Access to BHD Techs in chat room
- Free Technical Message Board
- Free Email Access To BHD Techs
- PT Inventory Rental Units for Physical Inventory

With all of this offered by BHD, your world-class service provider, you have an unparalleled powerhouse of support to keep your business running efficiently, smoothly and safely every day. With BHD's attention to your technical needs, you can turn your attention to your customer's needs.

Call BHD today to get upgraded to Retail Pro v8.6 and move further down the road to your company's success!  
800-377-7776

# WELCOME

## TO ALL NEW BHD CUSTOMERS!!

### NORTHWEST OUTDOORS

One of three stores under one ownership, all using Retail Pro, Northwest Outdoors is a sporting good store specializing in fishing gear and equipment. Located in Roseburg, OR, they also have a locksmith shop and a Women's Boutique, offering travel apparel and accessories.

### SOG ARMORY

Located in Houston, TX, SOG Armory offers the latest AR15 parts and M16 parts for rifle collecting enthusiasts, as well as government and law enforcement agencies. Many of these accessories are designed by former Special Forces servicemen and custom manufactured to SOG Armory specs.

### TURNERS WILD WEST

Located in Angels Camp, CA, Turners Wild West offers a fabulous selection of hats, boots, shoes, western apparel, dress, casual, outdoor and work wear. Brands include Stetson, Wrangler, Pendleton and Carhartt. They also offer Angels Camp souvenirs and old-fashioned customer service.

WELCOME TO ALL OUR WONDERFUL NEW CUSTOMERS!!

## Four Winds Mercantile wins FREE Laptop Computer!

Four Winds Mercantile, a Co-Op located in Salt Lake City, UT, attended the Outdoor Retailer Tradeshow in January, 2009. When they received a demonstration of Retail Pro, their name was entered into a drawing for a free laptop computer.

After the tradeshow season was over, Four Winds Mercantile's name was drawn, and they were

very excited to hear they had won the laptop!

We recently spoke to Richard Luke, one of the Co-Op's partners. He told us he was in the market for a new computer, and had even begun to research price/feature comparisons. "The timing was perfect!", says Luke. He was in the process of purchasing a POS system, when he

encountered a setback, due to medical issues. The setback is only temporary, and he tells BHD, "Four Winds Mercantile has agreed unanimously that the only system we are looking at is Retail Pro and the only dealer we will consider is BHD. We had very high expectations for both the product and the dealer, and both have been met and exceeded."

Luke went on to say that he expects the utmost integrity in any company the Co-Op deals with, and Big Hairy Dog has not disappointed him in that area, either.

Congratulations to Four Winds Mercantile! We wish Richard the best in recovery and Four Winds Mercantile great successes to come.

4th in Series

## RETAIL PRO CAN HELP MAKE YOUR BUSINESS PROFITABLE!

### 'Auto Lockout'

Retail Pro offers an abundance of reports that can help you make better business decisions. Never again will you need to rely on guesswork; Retail Pro's reports are based on precise inventory management, and exact cost and profit margins.

It's vital to your business to know all of the many features Retail Pro offers that can save you money.

July's **Feature of the Month** will document each step in how to secure your cash drawer and keep your hard earned money where it belongs.

The **Feature of the Month** can be found on the [BHD website](#).

**V8 and V9:** [Auto Lockout](#)

If you have any questions or would like additional information on this topic, please do not hesitate to call one of our BHD Techs or Trainers at 916-368-1070.

**\*\*SEND US A REPORT YOU'D LIKE TO HAVE FOR YOUR BUSINESS!!**

Auto Lockout Video embedded in Feature of the Month.

## PCI COMPLIANCY

If you have not already upgraded to Retail Pro 8.6, and have not purchased PCI Compliant software, please call Big Hairy Dog.

The Retail Pro v8.6 software is free to those current on the Software Assurance Program.

Protect your business. Call Today!  
800-377-7776

## Medicare Payment Tracking

With a large number of Podiatrists and shoe stores offering custom prescription footwear, there is good news for those with a need to track medical payments. Retail Pro now has the ability to track Medicare payments for those stores selling these special shoes.

Each store is set up with this feature specifically to meet the needs of their Medicare tracking process. If you would like to learn more about this new feature, please contact a BHD technician at: **916-368-1070**.

### Latest Hot Fixes

V 8.52 = 5/14/09  
V 9 MP = 9.14.622.95

## Retail Pro's NEWEST REPORTING FEATURE: Serial Number Tracking

Retail Pro has added the important new reporting feature of to Retail Pro v8.52.

For those v8.52 users, there is no upgrade and no cost. To be able to report serial number tracking just requires the installation of the latest Hotfix: 5.14.09 HF\*

This is great for those retailers who sell items such as **computer hardware, cellular phones, bicycles and firearms** and need to track items by serial number. Serial numbers are also important for **warranty and liability tracking**. Using Retail Pro's Serial Number Tracking feature, you can:

- Assign serial numbers to items during receiving or at point of sale.
- Assign multiple serial numbers to a single item.

- Specify whether serial number entry is required or optional, on an item-by-item basis.
- Enter/Sell serial numbers randomly or sequentially.
- ◆ Easily integrate bar code readers for items with serial number bar codes.

If you are a v8.52 user, and are current on Software Assurance, call today to get this FREE HOTFIX installed. **800-377-7776**.

\*Must be current on Software Assurance Program.

**REFER A NEW RETAILER WHO  
COULD USE THIS FEATURE and  
EARN FREE SERVICE HOURS!!**

[See BHD's Referral Program](#)

## Nate Page, Big Winner at World Series of Poker in Las Vegas, NV!

Big Hairy Dog loves to hear about the successes of all our employees and family members outside of the achievements of BHD.

Nate Page, husband of Karen Page, BHD Sales Rep., recently came home a Big Winner from the World Series of Poker (WSOP) in Las Vegas, NV.

Nate began his poker playing with friendly games with his brother-in-law. The two of them started a league and the players agreed to save all earnings to send the top winner to the World Series of Poker.

Last year, in 2008, the league sent one player to WSOP. This year, however, the league was able to send two players. Nate and one other league player flew to



Las Vegas and entered Event #51 (No Limit Hold 'em), with a \$1,500 buy-in, which included air fare and hotel.

The event consisted of 3 days of poker playing, running into the early morning hours. Out of nearly 3,000 entries, Nate made it to the final table of 9 players. Even though he was the first to leave the final table, he left with winnings of just over \$81,000.

Big Hairy Dog was rooting for Nate throughout the tournament, and followed his progress as he made his way to the final table. Congratulations, Nate!! Big Hairy Dog is excited and happy for your success!!

## Reversing Credit Card Charges in Retail Pro

Reversing credit card charges in Retail Pro does not void the original sale. It will run a "Return" on the customer's card and may result in a processing fee in addition to the sale (depending upon the credit card processor being used.)

In order to avoid this processing fee and void the sale, you must void the sale transaction manually. This must be done by an employee with the appropriate rights. The procedure for this will differ, depending upon the credit card software being used.

As always, please contact a Big Hairy Dog Tech if you have any questions.

www.bighairydog.com

3205 Ramos Circle  
Sacramento, CA 95827

Main Phone: 800-377-7776  
916-368-3939

Fax: 916-368-1411

E-mail: info@bighairydog.com

Founded in 1993, Big Hairy Dog is named after Molly, an English Sheep Dog belonging to BHD Founders, Mic and Sandy Malaney.

Molly was a wonderful pet who gave much to those in her life and inspired Mic and Sandy to name their business after her. She became a beloved part of the work environment.

Even though Molly is no longer with us, her influence lives on, as Big Hairy Dog continues to be a dog-friendly company, with 4-legged creatures inhabiting the workspace along with their human counterparts.



Molly

## Techs on Tour—Sept. Tour

Sept. 9	Billings, MT	Tech
Sept. 10	Billings, MT	Tech
Sept. 10-12	San Diego, CA	Trainer
Sept. 11	San Francisco, CA	Tech

Big Hairy Dog has Techs and Trainers on the road servicing our customers throughout the country. To have a Tech or Trainer come to your company, it's as easy as calling:

**800-377-7776.**

If you schedule a visit when we are already in your area, you can save money by sharing the cost of traveling expenses.

BHD Techs are certified in Retail Pro software, and can answer all your questions, or will research to find the answer.

Our Trainers are the best in the industry at tailoring Retail Pro demonstrations to fit your individual needs.

Find out where Techs on Tour will be in the upcoming months, by checking the BHD website: **[bighairydog.com/techtour.htm](http://bighairydog.com/techtour.htm)**

The Techs on Tour schedule is continually being updated, so check our website often to see if we are coming to your area.

Call today to schedule a tech or trainer to visit your company and increase the education of your staff.

## SAVE \$\$ BY PURCHASING BHD USED HARDWARE!

Call today to see what we have in stock. 800-377-7776

## UPCOMING WEBINARS

Big Hairy Dog is offering Version 8 customers FREE online training. We hope you will take advantage of this great opportunity to receive ongoing re-fresher courses. View the upcoming monthly topics at: [www.bighairydog.com/onlinetraining.htm](http://www.bighairydog.com/onlinetraining.htm).

### SEPTEMBER WEBINARS:

**September 9**, 4-6pm PDT  
Presets

**September 23, 8-10am PDT**  
Purchasing & Receiving &  
Clean House & PO/SO Maint.

### OCTOBER WEBINARS:

**October 7**, 4-6pm PDT  
Document & Screen Design

**October 21**, 4-6pm PDT  
Physical Inventory

### NOVEMBER WEBINARS:

**November 4, 8-10am PDT**  
Multi-Store Distribution

**November 18**, 4-6pm PDT  
Physical Inventory

To receive login info, [contact the BHD service staff](#). 800-377-7776

### NOTE:

Please call 1-800-377-7776 with any Webinar Topics of interest to you.

**BY REQUEST, IN 2009 BHD WILL CONDUCT SOME MORNING WEBINARS.**