SMRT App Accounting Glossary

Cash Box

- **Cash Box** - Delineates cash transactions made on a specific date (selectable). It lists the time of the transaction, as well as the employee who processed it, the customer's name, and the amount of the transaction. Each agent has its own transaction breakdown. This section also shows any checks processed, as well.

Customer

- **Customer** - This report details how many total customers a particular entity has, as well as the total route customers, lost customers, as well as the monthly average of sales made per customer. Customer data can be filtered by caliber of spender (top 20%, upper mid, lower mid, etc.), when they last visited, frequency of visits (weekly), customer's inventory status (+15 days, +30 days, etc.), and finally agency (store location).

- **New Customers** - This report accounts for new customers gained throughout the day. A date range can be selected and applied to filter data. The report lists each new customer by displaying the time the new customer placed their first order, customer name, first order, and what store location they visited.

Financials

- **A/R Balancing** – Displays the beginning and ending accounts receivable balance within a specified date range. It also shows how sales made upon drop-off (debit), raise the accounts receivable balance. Conversely, it illustrates how payments made at pickup (credit), reduce the accounts receivable balance.
- **A/R Balancing Transactions** – Details the effect that each particular transaction has on the accounts receivable balance. It displays the date and time of each transaction, as well as the customer name, employee name, and agent. The main advantage of this section is that it clearly shows how debits and credits affect the accounts receivable balance.

- **Claim Transactions** – A list of specific transactions containing claims made by customers. It displays the date and time that the claim was made, as well as the customer name, payment method, comment relative to the claim, employee name, agent, and claim amount.
- **Credits Created** – Encompasses multiple areas of credit such as "Overpayment" and "Prepayment". This section explains why there is credit being distributed, either because of an overpayment or a prepayment. It also shows "Credit Notes", which is evidence of reduction in sales for a multitude of possible reasons. Credit notes, overpayments and prepayments are displayed by the agent and totaled in the last column. Can be shown by graph or master list.
- **Credits Created Transactions** – Essentially a transactional breakdown of the "Credits Created" section. It displays the date and time of each transaction, as well as the customer name, credit type, specific comment pertaining to the credit, employee name, agent and amount of credit transaction.
- **Credits Used** – Compared to "Credits Created", this section expresses the amount of credits that have been utilized over a specific date range, whereas

"Credits Created" can show some credits that have not been utilized yet. This section lists the agent, prepayments, overpayments and credit notes as well as the total.

- **Credits Used Transactions** – Essentially a transactional breakdown of the "Credits Used" section. It displays the date and time of each transaction, as well as the customer name, credit type, specific comment pertaining to the credit, employee name, agent and amount of credit transaction.
- **Deposits** – Tracks deposits within a certain time-frame. It can be displayed as either a graph or a list showing the agent, method and daily deposit totals, as well as a grand total. It also illustrates the deposits specific to cash, check or credit card.
- **Incoming Pieces** – Shows the amount of pieces that were dropped off and categorizes those pieces by specific departments, such as; laundry, dry cleaning, households, laundered shirts, etc. It also presents a grand total of pieces that were dropped off per agent.
- **Incoming Sales** – Displays the sales made at drop-off by the customer. It breaks down the sales by specific departments. These departments include;

laundry, dry cleaning, households, laundered shirts, etc. It also shows the total sales relative to the agent.

- **Incoming Summary** – This section summarizes the incoming sales for a company. It illustrates exactly how the total incoming sale number was calculated by showing the base price, and other areas that affect the base price to ultimately arrive at the sales total. The areas that affect the base price are as follows: Up-charge, alteration, voided sales, adjustments and discounts. Once these numbers are included into the base price, the subtotal still must be affected by a possible surcharge and a tax amount. Once all of these numbers are applied to the base price, a total sale number will be calculated. Imported Orders can cause this number to be unequal to "Incoming Sales".
- **Outgoing Sales** – Displays the sales made when customers pick up their clothing. It breaks down the sales by specific departments. These departments include; laundry, dry cleaning, households, laundered shirts, etc. It also shows the total sales relative to the agent.
- **Paid Sales** – Represents the portion of the incoming sales plus the outgoing sales that has been paid by the customer already.

- **<u>Promotion Sales</u>** – Displays different types of promotional discounts created by the company. It also provides a breakdown of the price before the discount, the total discount, and the price after the discount is applied.
- **<u>Refunds By Method</u>** – Classifies refunds by method, meaning cash, check or credit card. It also provides the total of the refund, as well as the refund total and agent who processed the refund.
- **<u>Revenue By Department & Source</u>** – Provides a breakdown of an entity's revenue by department. Each department contains a sub-breakdown of what forms of revenue each department utilized. It also shows how much each department credited a customer within a specific date range. Time-frame can be adjusted accordingly through a selected date range.
- **<u>Revenue By Method</u>** – Displays forms of revenue, including cash, check, or credit card. Data can be viewed either by graph, or agent list, which shows each total revenue and revenue method total per agent.
- **<u>Revenue Over Time</u>** – Tracks revenue balance changes from a day-to-day basis. Data can be displayed through graphs or a dated revenue balance list; data can also be viewed either up to the last ten minutes, or yearly.

- **Sales Tax Prepayment Report** – Shows the tax zone, tax rate, price, non-taxable amount, taxable amount, and then finally the tax collected. This report is important because it utilizes the accrual method, which contains accounts receivable. It is a more accurate representation of the company's tax situation.
- **Sales Tax Report** – Illustrates the tax zone, tax rate, price, non-taxable amount, taxable amount, and then finally the tax collected. This report utilizes the cash method, which omits accounts receivable. It is not always the best way to ascertain a company's current tax situation, because accounts receivable is not included.
- **Transactions** – Displays transactional history within a certain time-frame. It shows the date and time the transaction was made as well as the customer's name and payment method. It also lays out the employee name, comment, agent, and transaction amount.

KPI Dashboard

- **Control Tower** - This report contains crucial elements needed to ascertain the financial health of an entity. It displays the revenue balance, incoming sales, outgoing sales, how many incoming pieces have been processed today, incoming orders, new customers, total accounts receivable, number of statements unbilled, outstanding autopay, declined amount, picked up not paid, and lastly overdue orders. The report also shows percentage change from yesterday to today for revenue, incoming sales, outgoing sales, incoming orders and new customers.

- **KPI Config**
  - **Categories -** This section is compiled of different reports that contain subreports within them. The categories listed are as follows: Notes/issues, alterations, customer contacts, customers, deliveries, financial transactions, gift cards, wardrobe, orders, rack logs, item price updates, items, and lastly time cards. As previously stated, each one of these master reports contain subreports that are significantly more specific.
  - **New Report** - This section provides the user with the ability to create customized KPI reports. These reports can be manifested by using pre-populated drop downs for the rows and columns, as well as filters for several different items. These capabilities allow the user to

create a KPI report for a specific need. Each report must be given a title, and is subsequently assigned to the category chosen when creating the report.

Performance

- **Performance** - This report shows each worker's performance level relative to how many pieces they processed hourly in their respective department. Data can be displayed by a single date selected at the top. An interactive graph illustrates productivity for each employee.

Production

- **Overview** - Delineates sales and production by month. Provides a breakdown by listing the month, total sales, sales per day, revenue per piece, pieces in, pieces in per day, pieces out, pieces out per day, pieces solid, orders, orders per day, enrolled customers, new customers, and unique visits.
- **PPOH** - The "Pressing PPOH" section, or "Pieces Per Operating Hour", can be displayed by a specific timeframe. The purpose of this section is to calculate and show the PPOH for each employee, which represents each employee's productivity. It displays the amount of pieces each employee

processed during their allotted work hours, the value of the pieces they processed, total hours they worked, and finally the PPOH for each employee. This section is still a work in progress, as we are planning on adding a breakdown of the PPOH per item type (i.e., shirts, dry cleaning, wedding".

Receivables

- **Receivables** - An encompassing breakdown of the Accounts Receivables. It categorizes the receivables by either "Current", "1-30 Days", "31-60 Days", "61-90 Days", "91+ Days" and "Total A/R". It also shows each customer transaction that affects the total A/R; this area is still a work in progress and we plan to simplify it. At the top of the page, data can be filtered by a specific "Agent", which can be very helpful. The reason for this section is to display how much of an entity's A/R has not been collected over a specific period of time. Any A/R totals that haven't been collected in <30 days need to be addressed.

SMRT Service Usage

- **SMS Usage Over Time** - This report exhibits a graph that shows how many SMS (texts) were sent out to customers, as well as the texts that customers sent to SMRT, within a weekly period of time. If you select a specific column of the graph (weekly range), you can view a breakdown on the text messages sent or received. This breakdown displays the text messages by date and time; it also shows the sender's phone number, recipient's phone number, customer name and whether the text was incoming or outgoing.
- **Station Usage Over Time** - This report displays the number of stations in use within a specified time range. A graph is utilized to display how many stations were in use during a weekly period of time. Below the graph, you can see a breakdown of the weekly transactions used with these stations, once you select a specific weekly column in the graph.

Time Clock

- **Payroll Reports** - A complete illustration of the amount of hours worked during a specific timeframe. This report displays the total amount of hours, as well as a breakdown of the hours utilized, by department. It can be filtered by employee name, task, and store. Below this main report, it lists every employee and how many hours they have worked during the specific time period chosen. If you click on the employee's name, it shows a breakdown of the duration required by a specific task.

- **Time Cards** - Displays each employee's time card within a selected date range. This report can be filtered by employee name, task, and store. It also provides an option to hide inactive employees.
- **Today's Activity** - Provides an up-to-the-minute timecard report for each employee. Can be filtered by date, as well as employee name, task, and store.