

Buy Report Troubleshooting

September 15, 2008

As you probably know, Pub Alley has a Buy Report upgrade in place to accommodate category buying at B&T. Those of you working on Buy Reports on Friday and today may have noticed that the save button, when pressed after entering suggested buys in each warehouse, is sometimes unresponsive. The cells remain shaded pink, indicating that the quantities are not saved.

We are working very hard to fix this. If you experience the problem and can send us the username, Buy Report name, and browser/version that you are using, that will help us to zero in on the problem. Additionally, if you can, let us know whether you were working at home or in an office network, and in what operating system (Windows XP, etc.)

While we fix this, here is a workaround for completing reports:

1. Insert new and comp titles into your report. If you have trouble doing this, please call and let us know.
2. Once all new and comp titles are in, click Email.* Select Yes or No for category buying.
3. If you select yes, do **not** click to email reports to buyers; only ensure that your email address is in the recipients box.
4. When you receive your report(s) via email, you can insert the suggested buy quantities for each warehouse offline.
5. When complete, save the Excel file(s) and send to the appropriate buyer(s).

**Click email as soon as you can confirm that all new and comparable titles are in the report. We don't want you to lose your work, and emailing will allow you to save offline.*

If you have any questions at all, please contact us at 603-746-3102 (x3305 or x3287). Thank you for your patience, and we will keep you posted.